



## E-services for Insured

The National Social Security Institute (NSSI) is one of the first authorities in the country, that has introduced new technologies, aiming more efficient customer services. For several years the institution has been providing electronic reference services focused on the insured and the self-employed, who are the current and future beneficiaries of the short and long term benefits and allowances from the State Social Security (SSS) in order to foster complete awareness of their rights and to better protect their interests.

By means of the **NSSI's electronic informational services** the users receive the necessary information in real time, without the need of direct contact with the administration, thus saving time. They are free and available at [www.nssi.bg](http://www.nssi.bg). These services are grouped according to the protection level of access to the input information.

The use of **electronic administrative services** aims to save the consumers' time and means for visiting the branches and the offices of the Institute, for submission of applications, requests, written questions, complaints, ask questions over the phone about receipt of issued by NSSI official documents. The range of this group of services expands the opportunity of the individuals to submit electronically signed official documents that are necessary before other administrative structures.

The access to the electronic services containing personal data for insured is available by means of **EGN** (the official personal identification number for Bulgarian citizens) and personal identification code (**PIC**) or by **electronic signature certificate** (for those who have such).

### Issuance of PIC (Personal Identification Code)

Each insured may apply for PIC **personally** at any of the local offices of NSSI or at any permanent affiliate or remote workplace or reception upon presentation of an **identity card**.

For personal data protection, the issuance of PIC by proxy can be made only after presenting the explicit power of attorney. In these cases, a copy of the authorization, which must be compared with the original document must be deposited at NSSI. Mailed documents and requests for issuance of PIC will not be processed!

The issued by the National Revenue Agency (NRA) 12-digit code **can not be used** to access the services provided by NSSI.

### Time limit for issuance of PIC

- immediately if the application is submitted at a local office of the Institute or its branch, permanent or remote workplace or in a reception that has information connectivity with the other structures of the Institute;
- within seven days of the filing of the application in a remote workplace or a reception where only applications are accepted and there is no information connectivity.

## **INFORMATIONAL SERVICES**

### **I. Reports with EGN (the official personal identification number for Bulgarian citizens) and personal identification code (PIC)**

#### **1. Calculation of estimated pension**

This electronic service is designed for individuals who have not yet been granted their pension for old age. It allows calculation of the estimated individual coefficient and the estimated amount of pension for old age. Thus those who are about to retire can make an informed decision on whether to do so or to continue working.

To calculate the estimated amount of the pension, the person enters information on the length of employment/insurance periods completed until **31.12.1996**, including the categories of work and income for a selected 3-year period from the last 15 years until **31.12.1996**. The data on pension and social security income **for periods after 01.01.1997**, which are available in the **Register of the Insured Persons are extracted automatically**.

This product does not assess the right for old age and length of service person. After entering the required data a conversion for third category of labor is carried out, individual estimated coefficient and estimated pension at the date specified is calculated. The amount of the pension has **provisional, estimated character** according to the data entered and the original data derived from Register of the Insured Persons.

#### **2. Report on insurable income for granting pension for old age**

This report is about the submitted monthly data for an insured individual from the different insurers or a self-insured person, providing information about the range of insurable risks, the number of insurance days and the insurable income for calculation of a pension.

#### **3. Information about filed declarations for social security of an insured person for periods after 2004**

This report contains basic information on the submitted by insurers monthly declarations about the insured by them and the self-insured, necessary to decide on the right and for the calculation of all types of benefits. Including data on income, which is calculated from sickness and maternity compensation paid by NSSI for the months for which it is paid, which amount is included in insurable income. Data about the counted for the pension at retirement time paid as unemployment benefits is also available. The information from this report can be easily stored in a spreadsheet for further review, sorting, grouping, etc.

#### **4. Report with EGN about paid by NSSI benefits and compensations**

This report contains detailed information on the transfer of amounts of cash benefits and benefits from SSSF according to submitted medical certificates and statements-declarations in NSSI to the bank accounts of the insured.

#### **5. Report about submitted in NSSI documents and paid benefits and compensations**

The report provides information about the date of submission of the documents by employers in NSSI (hospital sheets and statements-declarations) about the current status of processing, the number of days or hours for which it is paid, and the daily amount of the due compensation. It contains data on the total amount of the compensation, the date of the payments for the months of the period of the submitted document as well as the specific reasons in case of non-payment. By this report brief information about the content of the submitted document and the actions taken in its processing (sent letters, given orders for refusal, etc.) may be obtained. The documents are arranged in chronological order according to the period to which they relate, regardless of the document type. Within the document itself the data are presented in chronological order descending the months included in this period.

#### **6. Entering/changing contact data for receiving messages from NSSI about paid benefits and compensations**

This allows application, refusal or change of email address or mobile phone number of the persons receiving sickness and maternity compensations to receive notifications via email or SMS on transfers of money by NSSI to their bank accounts.

### **7. Report on paid unemployment benefits**

The report contains detailed information on the transfer of amounts from NSSI to the bank accounts of the person, associated with payment of unemployment benefits.

### **8. Report on registered applications for granting of unemployment benefits**

This tracks all registrations of the person in NSSI for received unemployment benefits, thus for each registration provides information on orders and the determined by them current status of the compensation (right, size, date of receipt).

### **9. Current status of the pensions and allowances being paid**

This report shows the status of the pension and/or additions to it/them up to the last month for payment of pensions. It contains information about the main parameters determining the amount of pension, personal data and the method of payment.

### **10. Report on pension orders issued**

This report contains an electronic version of all issued orders for granting, recalculation and updating of pensions from the beginning of 2005. The information is identical to the issued paper document, but it has a reference character and is not an official document.

### **11. Follow-up of decisions on received complaints**

This helps the individuals, who have submitted complaints against administrative acts issued by the authorities of the Institute, to be informed of the processing of the complaint and the decision made.

### **12. Calculation of the estimated amount of benefit for pregnancy and birth**

This service is designed for the future mothers or other persons entitled to cash benefit for pregnancy and birth. It allows the calculation of the estimated amount of the payment for pending or planned use of such leave. Depending on the current and the expected future income insurance, these persons will be able to make an informed decision or to get targeted information on the amount of their income for a future period.

### **13. Report on data received in the Electronic Register of the Medical Certificates and Decisions on Their Appeal (ERMCDTA) from the issued medical certificates**

The report gives all available (submitted and received in the ERMCDTA) information about a particular individual from the issued or canceled medical certificates by all doctors in various medical institutions, bodies of medical expertise – GPs, dentists or medical advisory committees.

## **II. Reports with free access**

### **1. Report on terminated insurers without a successor**

Online reference for terminated without a successor insurers with submitted to NSSI payrolls. The service provides search of an insurer by setting name, a combination of names or printed part of it and/or address of the registered company's office, which can be displayed manually or selected from the index of the settlements. As a result, a list of the insurers found within the search criteria, the changes in names during the period of their activity and the periods for which payrolls were submitted to NSSI appear.

### **2. Recalculation of insurable service for third category of labor**

This service is to help employers and officials, judging the right for pension and preparing the documents for retirement, as well as the insured themselves. After entering the length of service according to the relevant categories of work in years, months and days, it is automatically recalculated according to the legal requirements for third category of labor.

### **3. Selection at retirement of the best 36-month period prior to 01.01.1997**

If the person has their income data for the 15-year period for calculating the pension until the end of 1996, but does not know what is the most favorable time for him, he can make choices using the means of this service. In a simple way, the data for the insurance income is to be filled in a table, after which the assessment is carried out automatically.

### **4. Calculating the individual coefficient of a pension**

In the presence of accurate information on income and length of insurable service, this e-service provides an opportunity to calculate the exact individual coefficient according to the legal requirements and current average income in the country, in a way similar to that used in the information system of NSSI algorithm.

## 5. Calculation of interest arrears

Software reflecting the legal requirements and updated data base on the rate for calculation of the interest.

## III. Administrative services

NSSI provides the opportunity for electronic applications to inquire a number of administrative services:

1. **Submission of an application for an insurance license;**
  2. **Application for a certificate of paid unemployment benefits;**
  3. **Application for a certificate of paid cash benefits and allowances;**
  4. **Application for a certificate of monthly amount of a pension/s and allowance/s;**
  5. **Application for a certificate of income received for pension/s and allowance/s.**
  6. **Application for Filing of a student (by an individual) ;**
  7. **Application for certificate of employment/retirement and social security income from the social security records of the Institute (for one contributor)**
  8. **Submitting an application for a Certificate UP-12 to the heirs of a deceased pensioner;**
  9. **Application for obtaining certified copies of documents from a pension file;**
  10. **Application for certification of periods of the Republic of Bulgaria to other Member States of the EU, EEA or Switzerland portable document U1;**
  11. **Submission of a request for information from Bulgaria to other Member States of the EU, EFTA or Switzerland for family members of an unemployed person with SED U006;**
  12. **Declaration of family and property status and annual income per family member - Certificate UP- 4 ;**
  13. **Declaration of family circumstances - Certificate UP- 5 ;**
  14. **Declaration of a change in circumstances for the payment of unemployment benefits.**
- These applications are to be submitted electronically to the respective Local Offices of the Institute and for sending them, an electronic signature or PIC (issued at NSSI) and EGN are required. The ready documents can be obtained at the administrative reception of the selected local office of the Institute, by e-mail (signed by a certified electronic signature) or by post at a previously pointed address.
15. **Application for pension and/or additive to a pension;**
  16. **Application for recalculation of a pension.**
  17. **Declarations for accident at work.**
  18. **Passing on a quickly notice of suspected occupational disease.**
  19. **Application for transfer of the pension to a Bank and/or change of address of the pensioner.**
  20. **Declarations of continuing receipt of a pension from the Republic of Bulgaria**

## IV. Reports with an electronic signature certificate

For individuals who have an electronic signature, several services (to which access is possible after registration and verification of having the certificate, user name and password) are provided. The information accessed is limited by the right to the relevant data of the holder of the certificate. The following references are provided:

### 1. **Data on the insured persons – current status**

When the user has an individual certificate (with EGN), the report contains information about the submitted social insurance statements only for the person.

### 2. **Declared and paid insurance contributions for Social Security Tax from the self-insured**

When the user has an individual certificate (with EGN), the report contains information only on the declared and paid contributions according to the EGN of the person.

## V. Contact Forms

By the specialized contact forms the individuals have the opportunity to submit a topical inquiry, to send an alert or a complaint to the Local Offices or the Head Office of NSSI. Depending on the need of submission of personal data, the contact forms are:

- with free access;
- with access protected by digital signature or EGN and PIC issued at NSSI.

All electronic services of NSSI are available at [www.nssi.bg](http://www.nssi.bg) in the section “E-services”.