



DRAFT
ANNUAL GENERAL ASSEMBLY (AGA)
MINUTES 24 MAY 2017

ITEM 1 - OPENING REMARKS AND ADMINISTRATIVE ANNOUNCEMENT

1. The Chairman welcomed all present, especially the guests, Major General Alfredo Sanz (SPA A), Deputy Chief of Staff, Resources and ANARCP Patron, Enrique Varona Bosque, Chief Civilian Personnel, Marco Controtti, Chairman of the SHAPE Civilian Staff Association (SCSA), William Roden, Chairman of ARO (and Secretary of the Confederation of NATO Retired Civilian Staff Associations (CNRCSA)) and Olivier Guidetti, Chairman of the CNRCSA. He also thanked all those who were presenting at the AGA and Alain Lefebvre for his work in translating for ANARCP and for attending the AGA. He also expressed his thanks to Chantal Degouis of the SHAPE Historical Office for the display of the 50th Anniversary of SHAPE at Mons. The Chairman welcomed and thanked Dr. Bojan Popadic and Yannik Brems of Allianz Worldwide Care (AWC). He also welcomed Mr. Philippe Vieillemard, Head Insurances Section, NATO HQs.

2. A list of attendees is at **Annex A**.

3. Approval of the Agenda. The Agenda was approved.

4. Approval of the Minutes. The Minutes of the 2016 meeting was approved without change.

ITEM 2 - ADDRESS BY MAJOR GENERAL ALFREDO SANZ, ANARCP PATRON AND DCOS RESOURCES

5. Major General Sanz thanked the Chairman for the invitation for which he was honoured. He started by emphasising the value of the retirees and the ANARCP.

6. Major General Sanz's presentation is at **Annex B**.

7. The Secretary indicated that although Major General Santz has repeatedly said that the knowledge and skill of retirees must be harnessed and used, nothing had changed. Major General Santz agreed that the ANARCP Secretary should contact Enrique Varona Bosque with a view to progressing this. The Deputy NATRep ITA suggested the involvement of ACT in order to find new ways and means to achieve this goal.

Action: Secretary and Chief Civilian Personnel.

ITEM 3 - PRESENTATION BY ENRIQUE VARONA BOSQUE, CHIEF CIVILIAN PERSONNEL)

8. The presentation is at **Annex C**.

ITEM 4 – PRESENTATION BY THE SHAPE CIVILIAN STAFF ASSOCIATION. (SCSA) – MR MARCO CONTROTTI

9. Marco Controtti's presentation is at **Annex D**.

ITEM 5 - REPORT ON THE CONFEDERATION OF NATO RETIRED CIVILIAN STAFF ASSOCIATIONS (CNRCSA)

10. Mr Olivier Guidetti, CNRCSA Chairman, presented his report in English. His presentation is in English and French at **Annex E**.

11. The Vice Chairman said that the salary review had been approved for the year with a moderation clause. The chair of the Coordinating Committee on Remuneration (CCR) made efforts to continue with the old scheme on condition of the moderation clause. He explained that the meeting at Frascati, ITA, it was likely that the moderation clause would result in an upper limit to any pension increase. He indicated that the future did not look good with regard to salary increase and that an affordability clause could be applied. There was likely to be a review of the 1974 pensions Scheme. Any impact would be dealt with at the CNRCSA level.

12. The Vice Chairman made an appeal to the members to inform him of cases of registered partnership in countries where the law provides the same whether married or registered as partner. NATO however discriminates and does not recognise the partnership if the couple could marry. This was raised in the JCB but the formal response was that NATO was unwilling to revise the rules unless there were clear cases of hardship. The Confederation is afraid that there are many pensioners who do not know about the relative new rule and would like to pursue the issue as a matter of principle. For that we need real situations!

ITEM 6 – CHAIRMAN’S REPORT

13. The Chairman presented his report. The Chairman’s Report is at **Annex F**.

14. The Chairman announced that Doug Manocha was standing down as the GBR NATRep after 6 years and that his experience and advice would be greatly missed. The Chairman expressed his gratitude for Doug’s hard work and dedication.

ITEM 7/8– NATREPS’ REPORTS

15. The NATReps presented their reports, which are at **Annex G**.

ITEM 9 – ALLIANZ WORLDWIDE CARE (AWC) PRESENTATION

16. Falko Bülling’s presentation is at **Annex H**.

17. The AWC presentation is at **Annex I**.

18. Several questions were answered by the AWC staff. Several private meetings were held between ANARCP members and AWC staff, including an explanation with regard to ‘Care at Home’ in that this was covered only if it was in respect of a medical condition that required specialist medical help i.e. by a nurse.

ITEM 10 - TREASURER’S REPORT

19. The Treasurer presented his Report and the draft budget for the forthcoming year. The report had previously been provided. Jean Delor indicated that the Association was in good financial condition.

The Treasurer’s Report and Budget are at **Annex J**.

20. The Secretary explained that the problem of fee collection could be significantly reduced if members used the Autodeduct method of payment. This would solve a problem for both ANARCP and the ANARCP member. This autodeduct method resulted in payment for the subsequent year being taken from the member’s pension in December of the previous year (December 2017 for fee for 2018). Therefore, the subscription for 2018 would be deducted in December 2017. Midyear deductions were not possible. Members are encouraged to authorise the membership fee to be deducted from their pension. The Autodeduct Form is at **Annex K**.

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Afternote: A letter will be sent in October 2017 to the members who have not paid their 2016 membership subscription giving them a final opportunity to pay or risk cancellation of membership.

ITEM 11 – ELECTIONS

21. The Chairman thanked Jorgen Moeller for nominating himself for the ANARCP Executive Committee, unfortunately he had been forced to withdraw his nomination due to ill health. There was no need to hold a further vote to elect Falko Bülling and Jean Delor. However, because there was an unfilled space on the Executive Committee Jean Vanderwal had been asked to fill that post and he had accepted. A vote of agreement and confidence in Jean Vanderwal was held, which was unanimous.

22. The Secretary agreed to fulfil a requirement from 2016 and initiate Terms of Reference (TOR) for each of the post in the ANARCP Executive Committee. This would be presented to the Plenary Meeting in October 2017.

Action: Secretary and Executive Committee.

ITEM 12 – VOTE ON PROPOSALS

23. The Secretary detailed the method of voting on the proposal to increase the Annual membership Subscription Fee from 15 to 20 Euro. After voting at the AGA by a show of hands the voting was: **277 votes in favour of the increase – 37 votes against the increase.**

The vote was therefore carried and the Treasurer was tasked with implementing it.

Action: Treasurer

ITEM 13 - ANY OTHER BUSINESS

24. The Chairman initiated a discussion on whether the ANARCP AGA should be continued or whether it should be discontinued in favour of a CNRCSA AGA. The Chairman stated that further consideration needed to be given to this by the Executive Committee and the NATReps.

25. The Chairman wished all those attending a safe trip home.

ITEM 13 - NEXT MEETINGS

26. The next Plenary Meeting will take place on Wednesday 25 October 2017 and thereafter on Tuesday 22 May 2018. The next AGA will take place on Wednesday 23 May 2018.

Peter Ludford
Chairman

1 June 2017

Annexes:

- A. List of Attendees
- B. Presentation by Major General Santz (SPA A) Deputy Chief of Staff, Resources and ANARCP Patron
- C. Presentation by Enrique Varona Bosque, Chief of Civilian Personnel
- D. Presentation by Marco Controtti, the Chairman of the SCSA
- E. Report by Mr Guidetti, Chairman of the CNRCSA.
- F. Chairman's Report
- G. NATReps' Reports
- H. Briefing by Mr Bülling
- I. AWC Presentation
- J. Treasurer's Report, Draft Budget.
- K. Autodeduct Form

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ATTENDEES

First Name	Surname
Else-marie	Amundsen
Vincenzo	Arzeni.
Jelle	Batstra
Enrique	Varona Bosque
Yannik (AWC)	Brems
Falko	Bulling
Mike	Cantrill
Öncel	Cayirli
Geoff	Chambers
Maggie	Chambers
Jp	Clerbois
Laurie	Daykin
Marie jose	De Cock
Victor	De vries
Claude	De winter
Jean	Delor
Nadine	Derede
Jurgen	Diers
Joseph	Draelants
Rosemarie	Duvivier
H. Ayhan	Egribozlu
Jan	Eiken
Edgar	Eilertsen
Roland	Flabat
Robert	Fusshoeller
Theo en bep	Gielens
Geir	Gillesen
Bill	Gregoire
Olivier	Guidetti (Chairman CNRCSA)
John	Gunthel
Tortstein	Hammargren
Nils	Hesse
Alan	Huey
Jozef maria	Huntjens
Hans	Joergensen
Jack	Smits
Juergen	Lamp
Raymond	Laurent
Alain	Lefebvre
Veronique	Leroy
Peter	Ludford
Marilene	Maes
Monique	Maggi

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(SPA A) (Deputy Chief of Staff, Major general alfredo sanz Resources)

Satish	Manocha
Marilou	Mariano
Jean	Mignolet
Michel	Minet
Joergen	Moeller
Robert	Moriau
Josef	Nawrat
Sigi	O'brien
Kirsten	Overby
Richard	Pelchat
Dr. Bojan	Popadic (AWC)
Denis	Rait
Gwen	Roberts
Graham	Robertson
Billy	Roden (SEC CNRCSA)
Hessel	Rutten
Yves	Sanders
Don	Sindoni
Gwen	Smits
Jos	Snijkers
Annie	Stelandre
Marc	Stevenson
Evelyne	Teyssedre-Vankeymeulen
Gert ladegaard	Thorsen
Godelieve	Tiberghein
Jean	Vanderwal
	Viellem
Franco	Veltri
Marcel "mike"	Walraf
Robert	Walschaerts
Michel	Warniez
Susan	Watson
David	Woodcock
Isabelle	Tezcan

Total 78

PRESENTATION BY MAJ GEN SANTZ



ANARCP – AGM – SHAPE – 24.05.2017

ITEMS

Presentation to the

ANARCP

• New DSACEUR

AGM

• New Vice COS

SHAPE
24 May 2017

• ACO update

MGEN Alfredo SANZ
SHAPE DCOS RES

NATO UNCLASSIFIED

1

NATO UNCLASSIFIED

2



GEN Sir James Everard
Deputy Supreme Allied Commander Europe



Lt Gen Hughes Delort-Laval
Vice-COS SHAPE

NATO UNCLASSIFIED

3

NATO UNCLASSIFIED

4



ACO update

ACO update



NATO UNCLASSIFIED

SACEUR 3 "R"

- Russia
- Radicalism
- Relevance

Relevance: better balance between the 3 core tasks

- Cyberdomain
- eFP/IFP
- MC 400
- MJO+ Concept
- Enablement of SACEURs AOR Concept
- NCS Functional Adaptation

5

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- Current OPS
 - Resolute Support
 - Balkans
 - Op SEA GUARDIAN
 - NATO Training and Capacity Building in Iraq (NTCB-I)
 - NATO Integration of Air Missile Defence Systems - Support to Turkey
 - Africa - NATO Support To African Union (NS2AU)
 - Air Policing Missions
 - eFP and tFP

ACO Challenges:

- Badly defined threat
- Evolving environment
- More tasks but same or less resources
- New mindset required

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NATO UNCLASSIFIED

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Some food for thoughts

- How can we support you better
- Tell us your ideas and concerns

But also...

- How to spread NATO core values
- How can the Organisation benefit from your experience and know/how

“ My fellow Americans, ask not what your country can do for you: Ask what you can do for your country”

(Pres. Kennedy's Inaugural address)

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NATO UNCLASSIFIED

10

PRESENTATION BY ENRIQUE VARONA BOSQUE

Presentation to the

**ANARCP
AGA**

Enrique VARONA
SHAPE Civilian Human Resources Manager

- Adjustments in Emoluments and Deductions
- New Family-related allowances
- Performance Management
- At the JCB:
 - Review of complaints and appeals
 - Pensions
 - Single salary spine
 - Salary level study

Adjustments in Emoluments and Deductions as of 1 Jan 17

- The basic salary scales (BE): +3.1%
- NATO Group Insurance premium (SHAPE NIC):
 - +0.009% for Coordinated Pension Scheme affiliates
 - +0.009% for Provident Fund affiliates
 - -0.037% for DCPS affiliates
- NATO Supplementary Insurances: -0.009%

NEW FAMILY-RELATED ALLOWANCES

Objectives of the review

- Modernisation
- Cost effectiveness and savings
- Ensuring the attractiveness of the Organisations in the job market

NEW FAMILY-RELATED ALLOWANCES

Current allowances:

- Household allowance
- Dependent child allowance
- Other dependant's allowance
- Handicapped child allowance

New system:

- Basic family allowance (BFA)
- Dependent child supplement
- Supplements for disabled or severely disabled child
- Supplement for disabled and dependent parent

Population

Scope

- New allowances applicable to future staff only
- Transitional measures to lower the age limit for the current dependent child allowance (from 24 to 22)

NEW FAMILY-RELATED ALLOWANCES - HIGHLIGHTS OF NEW SYSTEM

Allowance

Basic Family Allowance (BFA)

- Replaces Household Allowance (6% of basic salary)
- One fixed monthly amount for all grades (= current dependent child allowance)
- Spouse's income below 50% grade C1/1 (EUR 1270 in Belgium) + the BFA
- Supplement for expatriation
- Paid up to five consecutive years for residents
- Reduced over time for expatriates from the same geographical zone (paid in full for five years then gradually reduced to zero over five years)
- 4 geographical zones (Europe/Middle East, Africa, Americas, Asia/Pacific) (Europe and Americas apply to NATO)
- In case of staff relocation to a different country, the counter for the period of payment is reset

FAMILY-RELATED ALLOWANCES - HIGHLIGHTS OF NEW SYSTEM

Dependent child supplement

- Replaces dependent child allowance
- Fixed monthly amount per child (= current dependent child allowance: EUR 287 in Belgium)
- Age limit 18 years (22 years if in full-time education)
- Single-parent families: allowance for first child doubled

Transitional measures for staff serving at 31 December 2016:

- Children born before 2032: dependent child allowance age limit (24 years)
- Children born on or after 1 Jan 2032: supplement for dependent child age limit (22 years)

Impact on Education allowance:

- Lower age limit restricts eligibility
- Paid through the end of the academic year when age limit reached
- Amount used to calculate ceilings

Allowance

Supplement for disabled child

- Replaces handicapped child allowance
- Fixed monthly amount per child (= current dependent child allowance)
- In addition to supplement for dependent child

Supplement for severely disabled child

- New allowance
- Fixed monthly amount per child (=current dependent child allowance)
- In addition to supplements for dependent child and disabled child

Supplement for disabled and dependent parent

- Replaces the other dependants allowance
- Parent's income below 50% grade C1/1 (EUR 1270 in Belgium)
- Fixed monthly amount (=current dependent child allowance)
- Proof of disability

Elements

- Annual adjustment based on the trend of the dependent child allowance in the 8 reference countries (Belgium, France, Germany, Italy, Luxembourg, Netherlands, Spain, United Kingdom)
- Special adjustment for high-inflation countries (threshold of 7%)
- Adjustment method will apply also to current dependent child, handicapped child and other dependents allowances

- Reports on BFA and supplements adopted in March 2016
 - 238th Report: Basic family allowance
 - 239th Report: Supplement for dependent child
 - 240th Report: Supplements for disabled or severely disabled child
 - 241st Report: Supplement for disabled and dependent parent
 - 242nd Report: Method of adjustment for the allowances/supplements expressed in absolute value
- Reports approved by the Council
- Implementation from 1 January 2017

Performance Management

Performance Management

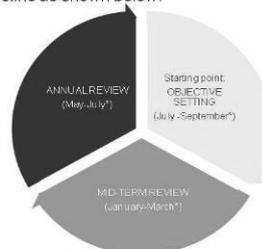
NATO Performance Management System (NPMS) – for ACO/ACT

We finished the transition year for the NATO Performance management System (NPMS) and we've made significant progress in its implementation.

The lessons learned have enabled us to make necessary changes to both the tool itself and supporting processes. We anticipate that the next cycle will reflect those changes and make the system work better for both rated personnel and supervisors at all levels.

NATO Performance Management System (NPMS) – for ACO/ACT

The most important change that we will make during the next cycle will be the new timeline as shown below:



At the JCB (1)

At the JCB (2)

➤ Review of complaints and appeals

"NATO IS will continue to work with the Legal Advisers on the development of the complaints and appeals' regulations; it is considered that it would be helpful to address the questionnaire and the 'legitimacy index' before finalization of this work; he expressed support to schedule a meeting of the JCB Working Group on Complaints and Appeals to consider the 'legitimacy index' in May."

➤ Pensions

"...CCR aimed to engage into a holistic review of the Coordinated Pension Scheme and tasked the ISRP to provide data on a possible increase of the age of entitlement at which staff may retire with a pension scheme.."

At the JCB (3)

At the JCB (4)

➤ SSS

".. NATO IS presented the cost-benefit analysis to the Deputies Committee on 12 December 2016; subsequently, two Nations broke silence of the recommendation by the Deputies Committee to implement the single salary spine (SSS) in NATO; NATO IS will work with the two Nations to address points relating to the cost-benefit analysis, the link between pay and performance, the appointment above step one; finally, noting that the CCR could reaffirm support of NATO's continuous work on the SSS in the framework of a pilot project according to agreed principles within the existing structure for Coordination"

➤ Salary level study

".. the results of the salary-level study gave causes for concern; the study showed that NATO and other Coordinated Organizations' position had deteriorated compared to the private and International Organizations' job markets in the reference countries.."
 ➤ Competitive only for HN nationals or B-grades

PRESENTATION BY MARCO CONTROTTI



SHAPE Civilian Staff Association
Association du Personnel Civil du SHAPE



SHAPE Civilian Staff Association
Association du Personnel Civil du SHAPE



WELCOME
to the
SHAPE Civilian Staff Association
ANARCP Briefing

24 May 2017

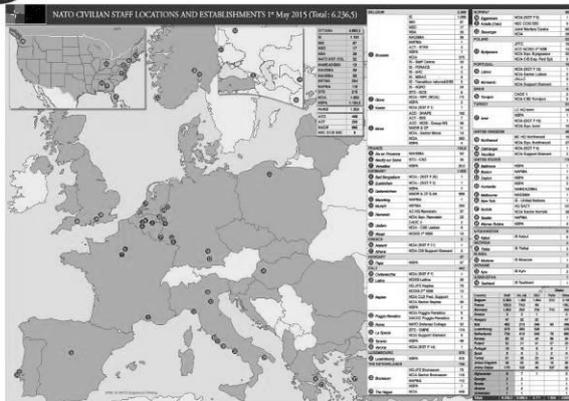
(PLEASE SWITCH YOUR PHONES ON AFTER THE MEETING)

AGENDA

- Staff Association Context
- Salaries
- Complaints Procedure and Administrative Tribunal
- Single Salary Spine (SSS)
- NATO Performance Management System (NPMS)
- Industrial Action
- Defined Contribution Pension Scheme (DCPS)
- NIC Contracts
- Allianz
- NICs in Mons
- Recruitment Boards
- AOB



SHAPE Civilian Staff Association
Association du Personnel Civil du SHAPE



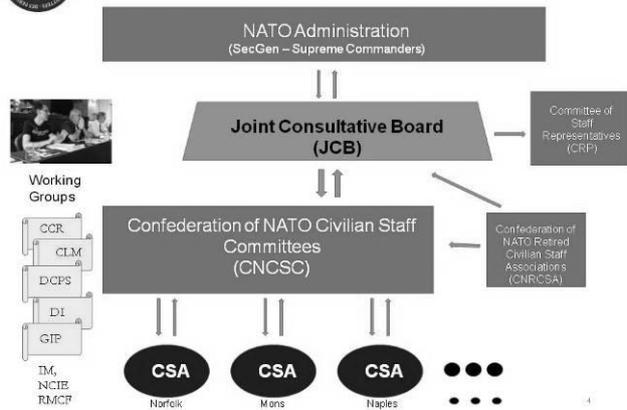
SHAPE Civilian Staff Association
Association du Personnel Civil du SHAPE



Salaries

- The current salary adjustment method expired in 2016 and a new one was developed for 4 years
- Good news:
 - The new system is similar to the old one
- Uncertain news:
 - One of the factors used in the calculation, the salaries of the 8 reference national civil services will no longer include certain non-pensionable bonuses that are paid to national civil servants
 - The new method only takes into account the fully pensionable remuneration elements paid to all civil servants
 - At this stage it is unclear what impact this will have on the calculation of salary adjustments

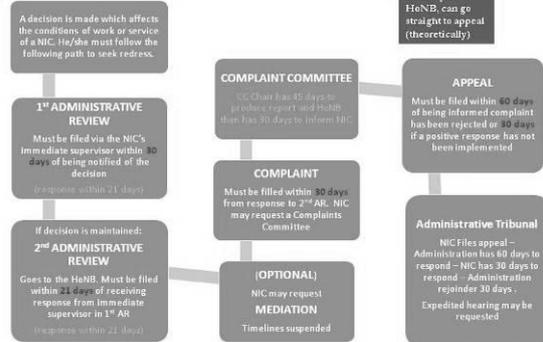
SHAPE Civilian Staff Association
Association du Personnel Civil du SHAPE



SHAPE Civilian Staff Association
Association du Personnel Civil du SHAPE



SHAPE Civilian Staff Association
Association du Personnel Civil du SHAPE



RED: Timelines for NICs. YELLOW: Timelines for ADMINISTRATIVE REVIEW (Administrative Review). CC (Complaints Committee). HoNB (Head of NATO Body). NIC (NATO International Civilian).

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• Update (2017):

- The delay of the move to the new NATO HQ will also delay required IT work to enable the implementation of the SSS
- As a consequence the SSS might not come into effect before 2019
- At this time, the NATO Council has not yet taken any decision towards such implementation
- Several Nations are still forwarding questions concerning the economic viability of this project
- The DPRC does not want quotas applied by a PMS to affect step increments

Other Organisations that have implemented the SSS:

- European Commission (2004)
 - Better promotion possibilities
 - Reduced number of steps
 - Categories reduced from 4 to 2
 - Long and complex negotiations with staff trade unions
 - Significant Communication Plan put in place
- Eurocontrol aligned with the European Commission in 2004
- European Patent Office is planning the implementation
- European Bank for Reconstruction and Development
- European Investment Bank
 - All implemented in the context of the PMS !



**NATO
Performance Management System
(NPMS)**

- ACO and ACT implemented the new NATO Performance Management System (NPMS) starting from 01st of January 2016
- The purpose of the new NATO Performance Management System (NPMS) is to better manage and document staff performance by:
 - stimulating communication between staff members and supervisors
 - generating regular feedback about how effectively the staff member is performing
 - showing the link between the work performed by each staff member and the work of the Organization
 - using the appraisals to make consistent personnel decisions



**NATO
Performance Management System
(NPMS)**

- The concept of calibration is mentioned in the CPRs (Annex VIII, article 3.2), and therefore, it won't go away (unless the JCB so recommends, which I very much doubt).
- A staff member can ask for conflict resolution (Annex VIII, article 4.1), which means *inter alia* that a performance rating can be changed by a Joint Review Board (Annex VIII, article 4.1 (iv), third bullet point).
- Remember that, in those NATO bodies that do not have a performance management system, a staff member cannot challenge a staff report (article 55.4).
- However, it is important to bear in mind that a staff member **cannot start an administrative review against a performance rating**, he/she can only challenge a performance rating **through a request for conflict resolution**.



Industrial Action

- Late 2016 a survey was requested from the CNCSC regarding:
 - What essential services should be maintained ?
 - What level of personnel should be maintained ?

... In the event of Industrial Action



DCPS

- More than 55% of the current staff are part of DCPS
- DCPS
 - Still no Pension Provider selected
 - Switch times are slow
 - Limited investment options
- Organization is investigating a DCPS PLUS Option
 - 1.5% per year worked + cash lump sum
 - Average of last 10 years salary
 - No indexation for inflation, but requested they look at it
 - Any such guarantee would require additional funds from the staff
 - Shortfalls to the fund are paid by the Staff (no liabilities to Nations)
- Requesting presentation from Pensions Unit



NIC Contracts

- Continues to be problematic in some areas of the Organisation:
 - Non-renewal
 - Unclear renewal duration
 - Comparison with colleagues' situation
- Renewal of a contract relies on a number of factors:
 - Financial
 - Performance
 - Requirements in the SLs
 - Turnover desired
 - Required competencies
 - Other



**Allianz
Allianz Reimbursement Turn-around**

- Staff members pay a premium for the 48 hour turn-around of claims
- Allianz has not been meeting its contractual obligations
- Issue brought to the attention of the NATO Administration and the GIP WG
- Allianz stated that there has been a 20% increase in the number of claims
- Allianz carrying out more checks to reduce fraud
- Allianz are assigning extra staff and staff working overtime to clear the backlog
- NATO looking at applying possible penalties for the breach of contract and GIP WG monitoring the situation



Any Other Business (1)

• Successes:

- Recognised as an entity
- Reviewing all Directives (NCIA)
- Questioning all stages of recruitment (NCIA)
- CSC Spokesperson (NCIA)
- Regulation on Salary Adjustment
- Discussions regarding the SSS
- Complaints
- Directives on Overtime and CTO
- Assisting staff members
- Establishing the Chair and Vice-Chairs of the CNCSC as full-time positions
- Constructive meetings with the local J1 representatives

Any Other Business (2)

• Failures:

- Abolition of PMS for military personnel (NCIA)
- Abolition of quotas (NCIA)
- Modification of calibration process (NCIA)
- Modification of Contract Policy (NCIA)



Any Other Business (3)

• Other:

- Legal insurance
- Health and Safety
- Fees in European Schools
- Education allowance
- Gender balance and diversity Task Force (GBDTF)
- Physical Training during working hours
- Payment for Security Clearances

NICs Personnel in Mons

As of March 2017:

- NCIA: 319
- SHAPE: 160
- NCISG: 30
- Total: 509



Recruitment

June 2016 – May 2017

• Number of Boards: 87

- NCIA: 71 (57 between June 2015 and May 2016)
- SHAPE: 15 (15 between June 2015 and May 2016)
- NCISG: 1 (1 between June 2015 and May 2016)

• Number of SCSA observers: 35

REPORT BY OLIVIER GUIDETTI

Speech of the President
AG 2017-ANARCP-ARO.

Dear former colleagues and friends,

A slight existentialist wind has blown for some time among the members of our associations. As the President of the Confederation, it is my responsibility to be aware of this trouble. After having thought about it, I believe that this situation might have emerged from our organizational structure, probably a bit too complex for many of us. It is therefore my duty to question my work and come to you with explanations in order to clarify the issue. From a didactic point of view, I will base my reasoning on the following paragraphs:

- 1 Organisational structure
- 2 Functions
- 3 Future
- 4 Conclusion

1- Organisational structure.

For more than 30 years, our organisational structure has been based on the four NATO Retirees Associations. Needless to remind you the statutes, regulations and objectives, however, some historical background is deemed important. More than 20 years ago, these four associations decided, independently and unanimously, to delegate some powers to a common body called the « Confederation of NATO Retirees Associations ». This decision was registered in the NATO Civilian Personnel Regulations (NCPR), Chapter XVIII, paragraph 88.4, 88.5, 90.3. The NCPR has clarified the powers of the Confederation. Since then, it represents all NATO retirees, not only in front of our authorities, but also through the AAPOCAD towards coordinate bodies and other retirees' organizations emerging from international organisations.

Therefore, one can note that the responsibilities of Associations and those of the Confederation are complementary, precise and limited. Besides, the Confederation has stemmed legitimately from these four associations that appoint the 16 members of its Committee. In turn, these members elect the President for a definite duration.

These associations vary according to the local or geographical context, géographiques and to the place of residence of their members. It is worth mentioning that two of them decided to establish a "subsidiary" body called "*National Representatives*". On a voluntary basis, the members of each association gather the retirees of their country of residence and integrate them into their own Committee. Consequently we can say that they have created the network through which duplex information can freely circulate.

Later, with the requirement to adapt to modern information technology, the associations and the Confederation practically adopted the new communication available tools. And the results were convincing. We can record today four or five data bases and four web sites. This represents a considerable energy, time and money spent by all of us. Unfortunately, this major effort has been achieved without actual coordination, leading to an overlapping in relation to both automation and national Representatives. Objectives and their consequences may sometimes go in the opposite direction. The impact is then negative.

II- Functions :

Obviously our associations represent the foundation of our associative network. No one could legitimately question the fundamental commitment to retirees. Indeed, they allow retirees to keep the indispensable connection or link with our originating body or, failing that, with the one that appears the most accessible for various reasons. The elected members of the Committee are generally known because they are former colleagues. This should contribute to develop an atmosphere of trust and solidarity. Thanks to the seniority of these associations together with all the services rendered, we are ready to endorse the statute and pay our membership dues/contributions. These indications of support are necessary towards management but also for the creation of opportunities for dialogue with local Staff Associations. Annual General Assemblies similar to the one held today must remain the main event of their activity for both members and local authorities

and the Confederation. The President and Committee Members are devoted individually and collectively to their responsibilities that directly commit them in the local social dialogue.

This commitment represents in itself the foundation of these associations and therefore, it would be irrelevant to question it.

Having said that, what can we say about the Confederation? For many people, it seems to be far away from associations and even further from their members. This is a natural trend that makes us reject what we do not clearly understand. In order to fight against this feeling, it is important that the Confederation better express.

Physically hosted by and located at NATO HQ, the Confederation enjoys a strategic position that allows retirees to be present and ensure their rights granted by the CPR are being enforced. I would like to draw your attention to this privilege. Indeed, among most international organizations (coordinated or not), very few associations of retirees are being granted such recognition from their organization. Let's remain cautious, even if we are not much audible, at least we are being listened to. Of course, it is not enough but it is already a major step forward. The status and rights of the Confederation allow a prompt reaction to events and possible requests from management. The Confederation is represented in the social dialogue at the NATO HQ level, which would never occur with four separate associations. The Confédération is the dialog and consultative body where dialog absolutely indispensable to Associations and their members.

III- Future

It is trite to say that the destiny of Associations and the destiny of the Confederation are linked! To separate the two is not thinkable, not least because of the rules. Without reaching such an extreme, we need to take into account the numerous reforms gradually implemented by NATO: third pension scheme and closure of coordinated scheme, definite duration contract policy, new insurance group contract, new system of legal protection (Administrative Tribunal), future single spine salary scale, removal or decrease of numerous indemnities, specific provisions related to marriage, teleworking, etc. Upon nations' request, NATO and Coordinated Organization are changing rapidly. It is a fact! In this context, the Associations of Retirees we must get on with the job and shape their future according to NATO development. The Confederation should not only accompany this adaptation process but coordinate it between associations through a mutual influence. This has been the case of the recent conversion of *National Representatives* into « Regional Representatives ». Beyond this first attempt of practical simplification, that has finally resulted in a satisfactory syncretism, Committees will have to think together about potential solutions. Therefore, I have in mind information support, like newspapers and websites, information systems related to the structure of various data bases, their management, their maintenance and update, their member fees and budgets, their membership, their statutes and dates of elections. Many proposals for avenues under different skies with customized alignments in order to serve both the Associations and the Confederation. This type of reasoning will not prevent genuine and natural conflicts of interest. We are not yet over our troubles!

III-Conclusion.

Without questioning the legitimacy of our associations, the role of the Confederation, this short presentation proves, if necessary, that the late development in our countries and in our Organization, forces us to strengthen our relationships within present framework. This situation makes it necessary to think about the organization of our associative community. Consequently, we need to make it easier to manage, more efficient and finally more attractive.

This food for thought does not pretend to be a programme as such. It is rather the sign that it is time for us to modernize. We all have good relations with our local or central hierarchy. It represents a positive asset that should be maintained. However, we shall show our dynamism and our ability to question ourselves, in other words our youthfulness. Thanks to our experience, intelligence and good will, let's do our utmost to keep our rights.

I rely on you all.

Olivier GUIDETTI

Allocution du Président AG 2017-ANARCP-ARO

Chers anciens collègues et amis,

Souffle, depuis quelque temps, un léger vent existentialiste parmi les membres de nos associations. Il appartient à moi-même, Président de la Confédération, de prendre conscience de ce trouble. Après réflexion, je pense que ce courant trouverait ses origines dans nos structures, sans doute complexes à nombre d'entre nous. C'est mon devoir de remettre mon travail sur le métier et venir vers vous avec des explications permettant de clarifier la situation. Mon propos plutôt didactique s'articulera sur les paragraphes suivants :

- 5 Structures.
- 6 Fonctions.
- 7 Avenir.
- 8 Conclusion.

1- Structures.

Ces structures se fondent, depuis plus de 30 ans sur les quatre associations de retraités de l'OTAN. Vous connaissez très bien les statuts, règles et objectifs, pourtant un peu d'histoire me semble important. Il y a plus de 20 ans, ces quatre associations décidèrent ensemble, unanimement et souverainement de déléguer certaines compétences à un organe commun appelé la « Confédération des Associations de Retraités de l'OTAN ». Cette décision fut transcrite dans le Règlement du Personnel Civil de l'OTAN (RPC) Chapitre XVIII, alinéa 88.4, 88.5, 90.3. Le RPC précise les compétences de la Confédération. Depuis lors, elle représente non seulement, tous les retraités auprès des instances de l'OTAN, mais aussi, par l'AAPOCAD, au sein des organisations coordonnées et enfin, vers les organes représentatifs des retraités d'autres organisations internationales.

Ainsi, on relève que les responsabilités des Associations et celles de la Confédération sont complémentaires, précises et limités. En outre, la Confédération est et demeure une émanation légitime de ces quatre associations qui désignent les 16 membres de son Comité. Le président est élu par eux pour une durée déterminée.

Les associations ont évolué en fonction de contextes locaux, géographiques et de résidence de leurs membres. Il est intéressant de relever que deux d'entre elles décidèrent de créer des structures « subsidiaires » appelées : « *Représentants nationaux* ». Volontaires et bénévoles, ces membres de chaque association unissent les retraités du pays de résidence au Comité de l'association. On peut alors affirmer qu'ils constituent le réseau par lequel circule l'information en duplex.

Plus tard, le besoin d'adaptation à l'évolutions des techniques de l'information, les associations et la confédération, pragmatiques et modernistes, adoptèrent les nouveaux outils de communications à leur disposition. Résultats probants, on relève à ce jour, quatre ou cinq bases de données et quatre sites internet. Beaucoup d'énergie, de temps et d'argent dépensés par nous tous. Faute de réelle coordination, ces notables efforts se télescopent maintenant, tant du côté de l'informatique que des Représentants nationaux. Les effets induits allant parfois à l'inverse de leurs objectifs, les conséquences peuvent être négatives.

II- Fonctions.

Force est de constater que les associations représentent l'assise de notre système associatif. Nul ne peut légitimement contester leur utilité fondamentale en faveur des retraités. Elles représentent le lien irremplaçable avec notre organisme d'origine ou, à défaut, l'un de celui qui nous paraît être le plus accessible pour de multiples raisons. Les membres du Comité élus, sont généralement connus en tant qu'ex-collègues, situation qui devrait favoriser l'établissement d'un climat de confiance et de solidarité. Grâce à l'ancienneté de ces associations, ajoutée à l'ensemble des prestations qu'elles offrent, nous sommes prêts à adhérer aux statuts et à régler la cotisation. Ces manifestations de soutien sont indispensables vis à vis de l'administration, ainsi qu'à l'existence d'un espace de dialogue avec les Associations locales de personnels. Les Assemblées Générales annuelles, comme celle d'aujourd'hui, doivent rester l'événement essentiel de leur activité, tant vis-à-vis des membres, que des autorités locales et de la Confédération. Le Président et les membres du Comité s'investissent individuellement et bénévolement dans leurs fonctions qui les impliquent directement dans le dialogue social local.

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Cette vocation est le fondement même de ces Associations, il est par conséquent pas question d'y revenir.

Alors, qu'en est-il de la Confédération ? Pour beaucoup, elle peut sembler éloignée des associations et plus encore de leurs membres. Tendance naturelle qui nous fait rejeter ce que nous n'appréhendons pas clairement. C'est pour lutter contre ce sentiment que la Confédération doit mieux s'exprimer.

Physiquement accueillie et installée auprès du Secrétariat International, cette situation stratégique donne l'avantage aux retraités de manifester leur présence et leur volonté de mettre en œuvre les droits accordés par le RPC. Je souhaite attirer votre attention sur ce privilège. En-effet, parmi l'ensemble des organisations internationales (Coordonnées ou non) qu'une petite poignée d'associations de retraités disposent d'une telle reconnaissance auprès de leur organisation respective. Restons prudents, même si on nous entend peu, au moins on nous écoute. Il ne faut certes pas s'en satisfaire, mais c'est déjà un acquit favorable. La situation et les droits de la confédération lui donnent l'avantage de réagir rapidement aux événements et aux sollicitudes éventuelles de l'Administration. Elle est très présente dans le dialogue social au niveau du Siège de l'OTAN, ce qui ne serait pas possible de la part des quatre associations séparées. La Confédération est l'organe de concertation et de dialogue indispensables aux Associations et aux membres.

III- Avenir

Ce serait un lieu commun d'affirmer que le destin des associations et celui de la Confédération sont liés ! Ne serait-ce que par les textes, toute séparation est impossible. Sans aller jusqu'à cette extrémité, nous devons prendre en considération les nombreuses réformes successivement mises en application par l'OTAN : troisième régime de pension et fermeture du régime coordonné, politique de contrat à carrières courtes, nouveau contrat d'assurance groupe, nouveau système de protection juridique (Tribunal Administratif), future échelle unique des grades et rémunérations, suppression ou diminution de nombreuses indemnités, dispositions particulières relatives au mariage, travail à distance ... À la demande de nos pays notre Organisation ainsi que les Coordonnées se transforment rapidement. C'est un fait ! Face à cela les associations de retraités doivent se mettre au travail et façonner leur avenir en fonction de l'évolution de l'OTAN. La Confédération doit non seulement, accompagner ce mouvement d'adaptation, mais le coordonner entre les associations par influence réciproque. Ainsi, en a-t-il été de la récente conversion des *Représentants Nationaux* en « Représentants Régionaux ». Au-delà de cette première tentative de simplification pragmatique qui finalement se conclue par un syncrétisme satisfaisant, les comités devront réfléchir sur des ébauches de solutions unitaires. Ainsi, je pense aux supports de l'information, comme les journaux et les sites, à l'informatique concernant la structure des différentes bases de données, leur gestion, mise à jour et lecture, aux cotisations et budgets, aux adhésions, les statuts et dates des élections. Nombreuses pistes à suivre sous des cieux divers et aux tracés personnalisés pour cependant servir autant les associations que la confédération. Laisant cependant déceler d'authentiques et naturels conflits d'intérêts dans ce genre de réflexion. Nous ne sommes pas au bout de nos peines !

III-Conclusion.

Sans vouloir remettre en cause la légitimité des associations ni les fonctions de la Confédération ce bref exposé démontre, si besoin était à quel point les évolutions observées dans nos pays et notre Organisation nous contraignent à resserrer nos liens dans le cadre de nos structures actuelles. Cette situation nous astreint alors à repenser l'organisation de notre communauté associative. Il faut en conséquence, les rendre plus faciles à gérer, plus efficaces à moindre couts, et enfin plus attractives.

Cette réflexion ne se prétend pas un programme en tant que tel. C'est plutôt une modernisation à entreprendre qu'une ligne politique particulière. Nous entretenons tous de bonnes relations avec notre « hiérarchie locale » ou « centrale », c'est donc un acquit positif à conserver. Par contre, nous devons démontrer notre dynamisme et notre capacité à nous remettre en cause. À nous tous, nous possédons une somme d'expérience, d'intelligence, et de bonne volonté (sans parler d'abnégation) que nous devons mettre en œuvre pour conserver nos droits.

Je compte sur vous tous.

Olivier GUIDETTI

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ANARCP CHAIRMAN'S REPORT

What is happening in the confederation (CNRCSA) and ANARCP?

Progress is being made in giving more responsibility and authority to the confederation. The aim is to hand over the power of negotiation to the confederation, the reason for this is that it is apparent that the problems associated with retirement are dependent on the countries in which we live and not with the organisation in which we used to work. The time table for this happen is not relevant as we have made great progress in this field. The handing over of responsibility from the four composite organisations is happening but the question remains What happens to those four organisations? What will be their mission? The executive committee of the confederation consists of four members of each committee there will still be a need to elect these members. Already the NatReps have accepted a similar role in the confederation as Regional Delegates

At the last meeting of the executive committee of the confederation the topic of holding an AGM of the confederation was discussed and it was agreed that we should solicit the thoughts of our members

You can find out more by putting your name forward for election next year.

While on the subject of elections I really do encourage you to nominate yourselves for election; the committee as it stands will not last forever

Annual General Assembly

There are over 80 participants at the AGA this year, which is pretty good and really reflects some continuing interest in the organisation. This number is similar to the number attending 18 years ago when I first joined. I will say welcome to Richard Pelchat who has travelled from Canada to be here.

Fees

There was good reaction to the proposal to raise the annual member ship fee to 20 Euro to bring it into line with the rest of the confederation

Payments

Our secretary Laurie Daykin has been working tirelessly to try to bring payments of the annual fee up to date. He has discovered that there are several members have not paid their fees for some years it has been the NatReps responsibility to collect fees, and seems that there are quite a few in Germany (37) not paid their fees for 2016 this leaves our account being owed €555. Some having been contacted by Laurie have questioned why they should pay and others do not have the decency to answer emails. Laurie will go into this in more detail later

Elections

This year we had three nominations for the committee, yes more than the required two. However, one of the candidates, Mr Jorgen Moeller, had to withdraw due to health reasons I hope we can count on him in the future and to make matters worse Mr Moriau has resigned. So we still have one vacant slot on the committee.

AWC

Although most members are happy with the service given by AWC there is still one point that needs attention that is the delay in processing claims. AWC are considered in breach of contract in not meeting the goal of a 48-hour turnaround time. This is being pursued attentively. You will hear more about this from Falko later. Falko will be handing his responsibly for health matters to Isabelle Tezcan who I am sure will fulfil the task very well. I would like to take the opportunity to thank Laurie for all the effort he has put into his numerous tasks.

NATREPS REPORTS
NATREP REPORT – BELGIUM

Dated: Wednesday, 21 June 2017

1. Background/Intro:
2. Personnel Issues
 - a. Number of Members Life Members:242
 - b. Number of Paying members:233
 - c. Deceased Members:
 - d. Other Personnel Issues:
3. Pension, Financial and Tax Issues:
4. NATO Health System (AWC):
5. Social events: Joined social event with SCSA(active staff) in January
6. Other Issues:

NATREP REPORT - DENMARK

1. Background/Intro:

Appointed as the Danish Rep in October 2016. Served as Civilian Personnel Assistant and Officer 1998 – 2004 in NATO HQ in Karup, DK. Transferred, after HQ closure, to NCIA in Bunker Finderup, DK. Served for 5 years as Technician on a Personal Grade. Got my A2 Grade back in 2009 and appointed as Service Level Manager. Ended as Acting SQN Commander in 2013 with the task to close NCIA in Denmark. The task was completed at the end of September 2103. NCIA terminated my contract effective date 1 October 2013. Retired as of Nov 2013.

2. Personnel Issues

Number of Members Life Members: 3 (2)

Number of Paying members: 17

Deceased Members: Karen Carstensen (Widow) Apr 2017

Other Personnel Issues: TMBK None

3. Pension, Financial and Tax Issues: None

4. NATO Health System (AWC): None

5. Social events: None

6. Other Issues: None

NATREP REPORT – FRANCE

Mr Chairman, Dear Friends,

For those who don't know me, my name is Günter Franzreb and I am of German nationality. I retired in 2004 after nearly 35 years of service, from SHAPE. I have been the French Nat Rep since 2012. I am ably assisted by my dear friend, Graham Robertson, the Deputy Nat Rep since that date. First of all I would like to thank the Chairman and his Executive Committee for all the time they spend on our behalf.

7. Personnel Issues:

e. Number of Members / Life Members:

There are 38 members in France of which 19 are Life Members.

f. Number of Paying members:

There are therefore 19 paying members in my Region.

g. Deceased Members:

As far as I know, none of my member have passed away this year. However, these numbers may not reflect the reality, see my remarks below.

h. Other Personnel Issues:

Due to the old age of some of my pensioners who are now way in their late eighties and even nineties, I have had some problems tracing them when mail sent out by the Secretary to them is returned to him without comments.

Upon notification I will try and find these pensioners by calling town halls and retirement homes in the town of their supposed residence. I must admit that my success rate in tracing missing people is pretty low.

A very recent case highlights the problem: the address given did not exist nor did the old people's home at that address. So I have to give up. A last resort is the Pension Unit to see if the pensioner is still alive but that only works if he/she is not a Provident fund member. And Allianz does not disclose information on their insured members.

So, a dead end. I am afraid that this will be an ongoing issue for a while yet.

8. Pension, Financial and Tax Issues:

No particular problems have been brought to my attention on these issues.

9. NATO Health System (AWC):

I have been informed of a reimbursement issue: A couple of my members have had problems concerning the level of reimbursement. These were resolved with Falko's help. Thank you Falko.

10. Social events:

No social events have taken place or are planned.

11. Other Issues:

None.

This concludes my presentation. Thank you for your attention and I hope to see you all again in good health next year.

Are there any questions about the good life in France?

NATREP REPORT – THE UNITED KINGDOM

1. No significant problems have arisen since the 2016 ANARCP General Assembly, although the work associated with keeping track of members can be difficult.
2. There are currently 115 ANARCP members in the GBR chapter. This includes some living in Cyprus, Portugal and Spain. We have 39 Life Members and 17 that do not have email. Two members have not paid their annual subscriptions, as far as I can determine.
3. There have been some queries from UK ex-pats concerned about the implications of Brexit, in case it prompts them to take up residency in the UK.
4. No major problems are reported concerning the NATO Group Insurance with ALLIANZ, although we have one case under review at the time of writing. However, I am confident that the problem will be resolved to the member's satisfaction. Another member was disappointed that pre-hospitalisation infection control actions were not reimbursed at 100%. The tests were considered to be out-patient interventions, even though it was confirmed that the tests were purely required to screen him as free from infections such as MRSA before admittance.
5. In my capacity as the UK Regional Rep to the Confederation, I have some responsibility for a further 100 members retired from NATO HQ and 11 retired from NAMSA Luxembourg.
6. We have not had any social activity during the past year.

SD MANOCHA

GBR Rep to ANARCP

NATREP REPORT – ITALY

1. Personnel Issues

Out of 81 Former Staff Members, there are 17 Life Members and, according to my information, I know that 36 members have paid their subscription.

2. Financial and Tax Issues

Taxation of Annuity

There is nothing new to be reported. The cases with the Italian Tax Agency are increasing and we all, Former Staff Member belonging to the Pension Scheme, are still waiting for the Mr Cardi case to be discussed, since March 2010, at the supreme court.

1. NATO Health System (AWC)

I don't have any special instance to be reported.

Many of us are not claiming the ticket we pay to the National Health System because of the cumbersome procedure.

We know the Appeal Board decision, related to Mrs. Laurita, in relation to the deletion of the footnote to art 51.2 of the CPR.

2. Social Events

During the last Christmas time, we had a lunch with our colleagues.

We have regular meeting with the Former Staff Members before and after the ANARCP Meeting.

There is very little, almost at all, coordination with the Naples CSA.

Mr. Chairman, this conclude my presentation. Thank you all for your attention.

NATREP REPORT - THE NETHERLANDS

Personnel Issues

The number of NATO pensioners in The Netherlands has had a steady increase over the last year. In 2016 we had a total of 351 members, 325 ANARCP and 26 ARO members, this year we have 385 members in total, of which 25 are ARO members, and 10 are NOBA members. The ongoing restructuring of NCIA resulted in a number of new members. A considerable number of NATO staff that became redundant due to the reorganisation of NAEW in Geilenkirchen decided to enjoy their pension in The Netherlands and joined ANARCP in The Netherlands.

50 members have not given an authorization for automatic deduction from their pension or are in the Provident Fund and have to pay their contribution on request.

Over the period March 2016 – March 2017, we were informed that 9 ANARCP members died.

Taxation

The most important issue in The Netherlands is related to the taxation of the NATO pensions. In 2012, a large number of NATO pensioners, who made an official complaint against their pensions being fully taxed as income, have been offered a compromise by the Dutch Tax authorities. In this compromise 1/3 of the pension can be taxed as property and 2/3 can be taxed as “normal” income. This way of taxation of the pension can result in considerable reduction of the taxes to be paid.

For those that did not file a complaint, for retirees with an invalidity pension and for those pensioners that retired after 2010, pensions are still fully taxed as income. This results in a difference of treatment, which is unacceptable for retirees which retired under the same conditions..

Over the last few weeks a large number of NATO retirees who filed a complaint as from 2010, a similar compromise was offered. Although the compromise offer gives no justification to the special position of the NATO retiree community, many are considering to accept the compromise.

The same income tax regime applies to retirees from the European Space Agency in The Netherlands. The pensioner organizations of NATO and ESA, together with the Administrations of NATO and ESA, have had discussions with the Dutch Tax Authorities. The Tax Authorities unilaterally decided that the discussions have been finished.

The retirees with an invalidity pension will still not qualify for a compromise on taxation of their pension.

The combined forum of Pensioners and Administration are doing their utmost to arrange further meeting with the Tax Authorities in order to reach an agreement by which all retirees are treated on an equal basis.

NATO Group insurance Contract

No major problems were reported in relation to the NATO Group Insurance contract. . Some small issues cropped up, but they were all solved in a good cooperation with AWC.

Many retirees noticed that processing of their claims took considerable longer than 48 hours, which is the time specified in the SLA. An issue which cropped up a few times had to do with members of our community who had to be taken to a nursing home because of mental and or physical problems. The cooperation with AWC has been very good, AWC has been very helpful in finding solutions to problems that arose. Some problems occurred because of the Dutch Health Insurance system not being familiar with the way in which AWC operates.

Distribution of information

During 2016 – 2017 3 information bulletins were distributed to the ANARCP members.

Annual Meeting of ANARCP in The Netherlands.

The Annual information meeting for ANARCP members was held on 17 March 2017 in the conference facilities of NCIA in The Hague. The meeting was attended by some 70 members.

Falko Bülling briefed the meeting on the ongoing discussions with NATO PSS and AWC.

A guest speaker, Mr. Nico de Boer, was invited from AAPOCAD, who briefed the meeting on issues related to the 2017 Salary Review and the Tax problems with the Dutch Authorities.

AWC was represented by Mrs Yannik Brems, as Client Relationship Manager and Mr. Stijn Schoenmakers as the Helpline Supervisor.

Social Event.

After the meeting a lunch was arranged in which some 50 ANRCP members participated.

NATREP REPORT - NORWAY

No-NatRep Report – 2017

Dated: Thursday, 11 May 2017

1. Background/Intro: ANARCP Norway is located in Oslo and holds its annual meeting at the Old AFNorth HQ at Kolsås just outside Oslo.

2. Personnel Issues

a. Number of Members who are Life Members:

We have 16 Life Members

b. Number of Paying members:

The numbers of paying members are in two categories:

Provident Fund 6

Other 2

Auto Deduction 18

Total member base is 42

c. Deceased Members:0.

d. Other Personnel Issues:

3. Pension, Financial and Tax Issues:

See Item 5

4. NATO Health System (AWC):

See Item 5.

5. Social events:

The annual membership gathering took place as stated before, at the Old AFNorth HQ at Kolsås outside Oslo on Tuesday 25 April. We had 24 attendees - 19 members and 5 dependents. The agenda item no 1 was to enjoy meeting old friends and mingle. After coffee and cakes, we proceeded to the informative part of the agenda dealing with the procedures for matters with AWC and the Norwegian tax system.

NATREP REPORT – TURKEY

Another year has passed so fast that sometimes I find it unreal. I hope your loved ones and you've had a pleasant year. In Izmir we had a long summer with everyone gone to their vacation homes to escape the heat of the city followed by an extremely cold winter. However, spring is here now, full of promises for the coming days.

It is with great sadness that I have to announce the decease of our colleague and friend Mr. Guven Kazanci last month. Our heartfelt sympathies go to his bereaved family members.

On the brighter side, we have four new members, namely Mr. Yigit Gucer, Mr. Hasan Kabasakal, Mrs. Can Akcora and Mrs. Belma Gulhan. Late Mr. Kazanci's spouse, Mrs. Tomris Kazanci continues with ANARCP membership. To summarise, ANARCP Turkiye members add up to 68, 23 of whom are also AAPOCAD members and with 15 only AAPOCAD members, altogether we are now 83.

The final payment of dues is as follows:

Life members – 16

Auto payments – 10

Payment to NATRep – 40

Our ANARCP- AAPOCAD combined office is increasingly improving the relations with the local staff association. We try to coordinate our mutual interest matters. We also try to take care of our members' problems and in rare cases even non-member retirees come to us for assistance. We mostly get complaints resulting from language differences either with AWC or pensions office. One issue worth mentioning is that there appears to be an ongoing problem regarding notification of payment of the supplementary insurance premium by provident fund affiliates. However we were allowed to discuss our individual insurance problems with the AWC representatives today and we reached an agreement to remedy these issues. Otherwise, I can proudly say that till now we have succeeded in handling all issues regarding misunderstandings.

Our winter get-together was held on 27 October attended by 29 members. Following dinner, the NATRep presented Ms. Meral Sonmezgil, ANARCP's ex-social affairs officer, a plaque to express our gratitude and appreciation for her excellent support of ANARCP activities during the 14 years she had selflessly worked for our association. Our honorary president Mr. Atilla Aktuglu was unable to attend the function so we had to present his plaque at a later date. Mr. Aktuglu's services as NATRep, ANARCP Turkiye, coupled with his successful teamwork and efforts to seal the camaraderie among retirees is most commendable. We wish him a most enjoyable retirement.

On 14 December 2016 our HQ was visited by a team consisting of Dr. Bojan Papadic and Ms. Yannik Brems from AWC and Ms. Mirjam Smets from NATO, Brussels. We had a very informative meeting in our ANARCP-AAPOCAD office. The next day Mrs. Gomec, an ANARCP representative, together with a CSA representative, accompanied the team while they visited several hospitals in the Izmir area. Afterwards we informed our members in writing about the meeting with the team and explained to them the issues discussed.

In reference to the reorganization of the CNRCSA structure and working methods, I completely support the UK and French NATReps on all the points raised in Doug Manocha's e-mail message dated 10 January 2017 addressed to Chairman, CNRCSA. Most important in the case of ANARCP Turkish members was the proposed increase of dues. Suffice to say we did not agree with CNRCSA proposal to increase the membership dues from 15 to 20 Euros because:

- 16 of our members are life members who are exempt from paying dues;
 - The provident fund affiliates are in financial hardship due to the ever-increasing inflation.
- Therefore, there is a strong possibility we may lose some of our members.

And, finally:

- Our chances to attract new members will be sorely diminished.

Well, despite what I just said we were the minority and 20 Euros membership dues was accepted.

This is all I have to report. I wish everyone an interesting and successful AGM.

H. Ayhan Egribozlu

NATRep

ANARCP Turkiye

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FALKO BULLING'S REPORT

Briefing ANARCP Plenary meeting on 23/05/2017 and
General Assembly on 24/05/2017

1. UPDATES

- JCB WG on Medical Insurance Matters: propose rename to JCB WG on Health Insurances, applicable to CNRCSA and CNCSC, next meeting on 27/06/2017
- Supplementary Insurance (NWS): CNCSC discusses proposals to harmonize NWS, to be discussed and decided by both EXCOMs prior to the JCB WG
- NATO Group Insurance Contract (NGIC) 2017: has been approved by NATO management, CNRCSA secretariat is waiting for a copy
- NATO-wide Implementation Guidelines (NIG): new version, not known to CNRCSA/CNCSC, not approved by JCB but utilized by AWC, TBD at JCB WG
- Primary Insurance Survey: AWC will sent simple form to all insured asap to update its database, application difficulties in certain countries, TBD at JCB WG
- Complaints Procedures: issue is still under discussion, to be tabled at the next CNRCSA EXCOM in June 2017, NGIC Article 7 not distributed to all insured, TBD at JCB WG
- 48 hours processing time: NATO applied SLA penalty clause, amounting to € 250 per day, TBD at JCB WG
- Fraud Handling procedures: NBG 2016 page 23 not clear, NCPR Chapter XIV disciplinary action procedure not clear, TBD at JCB WG
- Information and Awareness Campaign: needs improvement by NATO, AWC, CNCSC and CNRCSA, TBD at JCB WG
- Relationship: One must realize that some “flexible interpretation” of the NGIC is no longer possible. Cost containment measures have priority in order to safeguard the existing benefits and keep the premium rates stable. Nevertheless, experience has shown that AWC, as third party administrator, is always prepared to help the beneficiaries in their endeavors for clarification. Please keep in mind, however, that the final decision concerning the interpretation of the NGIC is made by NATO, the Policy Holder, and the ALLIANZ GROUP, the Main Insurer, in line with the Belgian Social Security legislation.

ALLIANZ WORLDWIDE CARE PRESENTATION

ANARCP-SHAPE
Rejon Populair & Yarnik, Roma

Date: 24th May, 2017
 Man

Allianz
 Worldwide Care

Your NATO team Some stats Service proposition for NATO

Cost management Looking back... ...and forward!

Your NATO team

- 20 Claims Officers
- 5 Medical Advisors
- 8 Helpline Officers
- 1 Operations Manager
- 1 CRM
- 1 Provider Network Manager

Allianz
 Worldwide Care

Dedicated IGO team

18 nationalities, 26+ languages

Full support in-house 24/7/365

Building relationships

Allianz
 Worldwide Care

Service proposition for NATO

Easy access to quality medical care	Convenience and Peace of mind	Quality of service
Cost Management	Insight and advice	Strategic Partnership

Cost containment

- ✓ Provider network
- ✓ Prior approval and treatment guarantee
- ✓ Case management
- ✓ Fraud prevention and detection
- ✓ Remedial actions & other insurance
- ✓ Claims analyses

Allianz
 Worldwide Care

Allianz
 Allianz Worldwide Care

...IN 175 COUNTRIES

... Providing our members with direct billing access to 760,000+ Medical Providers

Allianz
 Allianz Worldwide Care

Retirees: Respect and peace of mind

Recently, we went the extra mile for one of our retirees who suffers from multiple sclerosis and therefore stays in a specialized institution.

The costs of the specialized institution exceeding the benefit limits (and resulting in a high amount of co-payment for our member), he contacted our Helpline.

After a careful review of the invoice our member sent us, we noted that the provider used the country's own specific social security categories of treatment.

After discussing with the provider and research on the country's health care categorization, we obtained details on the specific treatments falling under those categories.

This resulted in a reduced co-payment for our member, as some of the treatments were actually falling under different benefits than those of the specialized institution.

At Allianz Worldwide Care, we treat each member as an individual rather than a number.

We do not hesitate to go the extra mile in order to make sure our insureds receive what they are entitled to.

Allianz
 Allianz Worldwide Care

Fraud prevention and detection



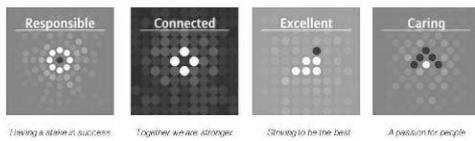
Looking back...



- 2012 – YTD
 - Very ambitious inception
 - Learning curve
- 2016
 - Remedial actions
 - Revision of PI procedure
 - New EBG
 - New release Mobile App



Looking forward:



from administrator to strategic partner

Our Welcome Pack

<https://youtu.be/3rN8QpSO5I8>

Policy documents available:

- Online Services and mobile app (where available)
- Email
- Hard copy

Allianz 



Mobile App



- Free app created specifically for members covered by Allianz Worldwide Care's Health Insurance policies
- Facility to complete and submit claims in three easy steps
- Track claims progress and view settlement details
- Ability to access most recent policy documents and Membership Card on the go
- Find and get directions to nearby hospitals
- Range of health assistance tools – find local equivalents of brand named drugs and translate common ailments into one of 17 languages
- Available in: English, German, French

Allianz Worldwide Care - All Insurance & Services

Our Mobile App – MyHealth App

Multilingual MyHealth App

- <https://youtu.be/i4HPDv0uvkc>
- <https://youtu.be/VISyQml7ams>



Submit claims in three easy steps – no claim form required



First International Health app to allow medical claims submission without a form

41% of reimbursement claims submitted using the app



Access most recent policy documents, even offline





Allianz
Worldwide Care

Find and get directions to nearby hospitals via GPS



Digital innovation



Allianz
Worldwide Care

Range of health assistance tools



Access 24/7 MediLine and other useful contact information

Pharmacy aid tool converts brand name drug to generic international equivalent

Medical term translator translates common ailments into choice of 17 languages



Digital innovation



Online Services for members



Allianz
Allianz Worldwide Care

x

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TREASURERS' REPORT
ANARCP
TREASURER'S REPORT 2016.
all amounts in Euro

TOTAL ASSETS

Per end 2015	118.042,81
Per end 2016	122.814,36

+ 4.798,55

Increase of 4 per cent in one year (for the last 19 years, from 21.600 € to 122.814 € i.e. an average yearly increase of 5.327 €)

INCOME**SUBSCRIPTIONS**

In 2015	10.951,00
In 2016	12.927,79

+ 1.976,79

As of 31 December 2016 we had 1.165 active members among which 300 Life members.

BANK INTERESTS

In 2015	1.084,16 (interests + fidelity premium)
In 2016	489,64 (interests + fidelity premium)

- 594,52

Since the 1st of October 2013, the fidelity premium referring to the previous year investments is now paid on a quarterly basis. The decrease of revenue for 2016 is a result of the low interest rate on saving account (0,11% for 2016). This should remain unchanged for 2017.

EXPENDITURES**POSTAGE**

In 2015	71,91
In 2016	105,64

- 33,73

Many of our members do not have an e-mail. Postal mail remains the only mean of written communication.

STATIONARY + ADP ALLOWANCE

In 2015	850,00
In 2016	750,00

- 100,00

Major items are ink cartridges for printers. The amount for 2016 consists of the computer allocation for the members of the Exec. Committee.

WEB SITE

In 2015	67,76
In 2016	73,81

+ 6,05

The Web site is managed by the Dutch Representation. The amount represents the hosting and domain registration cost.

TRAVEL

The travel expenses (including per diem) related to official attendance of meetings are controlled and paid by SHAPE and to a lesser extend by the Confederation.

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Travel expenses for 2016: 3.985,25 € (v.s. 3.794,28 €).

The amount shown under income (3.792,28 €) represents the reimbursement by the Confederation for missions undertaken by ANARCP staff on behalf of the Confederation. The subsidies received by the Confederation will decrease in future and we can expect a higher contribution from ANARCP.

HOSPITALITY / PRESENTS

In 2015 0
In 2016 0

- 0

The cost centre "HOSPITALITY" covers costs for meals for guests at the ANARCP EX. COMMITTEE meetings.

LOCAL ACTIVITIES NAT.REP.

In 2015 970,00
In 2016 938,25

+ 31,75

This covers minor costs for social purposes. For 2016, the budget allocated was 5 € per member.

ANNUAL GENERAL ASSEMBLY + EXECUTIVE COMMITTEE

2011 2012 2013 2014 2015 2016

Conference room 263,60 348,25 394,55 155,00 223,20 1.186,00
Drinks + meals 1.200,65 1.159,25 1.395,45 1.872,00 2.897,30 3.129,40

1.464,25 1.507,50 1.790,00 2.027,00 3.120,50 4.315,40

ANNUAL DINNER

Menu 2.694,90 1.870,90 1.655,60 1.890,00 2.025,00 1.738,65
Contributions 2.025,00 1.645,00 1.505,00 1.560,00 1.845,00 1.800,00

Cost to ANARCP 669,90 225,90 150,60 330,00 180,00 - 61,35

Number of persons 45 49 43 39 41 45

As from 2010, lunch is offered to the members who attend the G.A.

CONCLUSION

Our financial situation remains very safe.

Mr Robert MORIAU(former SHAPE Auditor) has accepted to perform the audit of our accounts.

APCROC

RAPPORT DU TRÉSORIER POUR 2016

Tous les montants sont exprimés en euros

TOTAL DE L'ACTIF

Fin 2015	118.042,81
Fin 2016	122.814,36
	+ 4.798,55

Augmentation de 4 % en 1 an (pour les 19 dernières années, de 21.600€ à 122.814 € soit une augmentation annuelle moyenne de 5.327 €).

RECETTES

COTISATIONS

En 2015	10.951,00
En 2016	12.927,79
	+ 1.976,79

Au 31 décembre 2016 nous avons 1.165 membres actifs dont 300 membres à Vie.

INTÉRÊTS BANCAIRES

En 2015	1.084,16 (intérêts + prime de fidélité)
En 2016	489,64 (intérêts + prime de fidélité)
	- 594,52

Depuis le 1^{er} octobre 2013, la prime de fidélité se rapportant aux montants investis un an auparavant sont payés sur base trimestrielle. La diminution de revenus en 2016 provient de la baisse des taux d'intérêt sur les livrets d'épargne (0,11 % pour 2016). Ce taux devrait rester inchangé pour 2017.

DÉPENSES

TIMBRES

En 2015	71,91
En 2016	105,64
	+ 33,73

De nombreux membres n'ayant pas d'e-mail, la poste reste le seul moyen de transmission du courrier.

FOURNITURES DE BUREAU + ALLOCATION ORDINATEUR

En 2015	850,00
En 2016	750,00
	- 100,00

L'essentiel des dépenses concerne les cartouches d'encre pour imprimante.

Le montant pour 2016 reflète l'indemnité pour ordinateur accordée aux membres du Comité exécutif.

SITE INTERNET

En 2015	67,76
En 2016	73,81
	+ 6,05

Le site internet est géré par la représentation néerlandaise. Le montant représente les frais d'enregistrement de domaine et d'hébergement.

DÉPLACEMENTS

Les frais de déplacement (y compris le per diem) se rapportant à la participation aux réunions officielles sont contrôlés et remboursés par le SHAPE et, dans une mesure moindre, par la Confédération.

Le montant des dépenses pour 2016 s'élève à 3.985,25 (v.s.3.794,28 €).

Le montant indiqué à la rubrique « recettes » (3.792,28) représente le montant remboursé par la Confédération pour les missions effectuées en son nom par les membres de l'APCROC. Le montant remboursé par la Confédération diminuera dans les prochaines années et nous pouvons nous attendre à une contribution plus élevée de l'APCROC.

RÉCEPTION / CADEAUX

En 2015	0,00
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En 2016 0,00

- 0,00

Le poste de dépenses intitulé « RÉCEPTION » est destiné à couvrir le coût des repas de certains participants aux réunions du Comité exécutif de l'ANARCP.

ACTIVITÉS LOCALES DES REPRÉSENTANTS NATIONAUX

En 2015 970,00

En 2016 938,25

+ 31,75

Ce poste couvre les petites dépenses encourues dans le cadre d'activités à caractère social. Pour 2016, le budget alloué était de 5 € par membre.

ASSEMBLÉE GÉNÉRALE ANNUELLE + COMITE EXECUTIF

2011 2012 2013 2014 2015 2016

Salle de conférence 263,60 348,25 394,55 155,00 223,20 1.186,00

Boissons + repas 1.200,65 1.159,25 1.395,45 1.872,00 2.837,30 3.129,40

1.464,25 1.507,50 1.790,00 2.027,00 3.120,50 4.315,40

DÎNER ANNUEL

Menu 2.694,90 1.870,90 1.655,60 1.890,00 2.025,00 1.738,65

Contributions 2.025,00 1.645,00 1.505,00 1.560,00 1.845,00 1.800,00

Coût ANARCP 669,90 225,90 150,60 330,00 180,00 - 61,35

Participants 45 49 43 39 41 45

Depuis 2010, le repas de midi est offert aux membres qui assistent à l'assemblée.

CONCLUSION

La situation financière reste très saine.

Monsieur Robert MORIAU (ancien Auditor au SHAPE) a accepté d'effectuer le contrôle de nos comptes.

ANARCP

FINANCIAL STATEMENT PER 31.12.2016 **in euro** Budget
2016
(From 01.01.16 until 31.12.16)

EXPENDITURES

POSTAGE	105.64	100
ADP Allowance	750.00	750
STATIONARY	5.75	150
BANK CHARGES	32.40	46
HOSPITALITY	0.00	150
WEBSITE	73.81	150
TEL NATREP	4.12	50
TRAVEL	3,985.25	4000
MISCELLANEOUS	-26.11	1104
LOCAL ACTIVITIES (Nat rep)	938.25	2000
GENERAL ASSEMBLY + Exec Cottee	6,054.05	5500
Contribution to Confed, (2€ per member)	2,288.00	2250
Contribution to new WEB Site CNRCSA	0.00	1000
	14,211.16	17250

INCOME

FEES MEMBERSHIP	12,927.79	12000
TRAVEL	3,792.28	3000
INTERESTS (326,34 +162,83 +0,47)	489.64	650
DINNER G A	1,800.00	1600
	19,009.71	17250

NET RESULT **4,798.55**

RECONCILIATION ASSETS/ACCOUNTING

BANK per 01.01.16	16,402.00	
SAVINGS per 01.01.16	101,640.81	
	118,042.81	

INCOME	19,009.71	
EXPENDITURES	14,211.16	
	122,841.36	

BANK per 31.12.2016	20,710.91	
SAVINGS per 31.12.2016	102,130.45	
	122,841.36	
DIFFERENCE		0.00

Miscellaneous:	Flowers + orbituary	124.89
	Software	150.00
	Unknown receipt	-301.00

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Total: -26.11

J.E.D.
11/02/2017
ANARCP

ETAT FINANCIER AU 31 DECEMBRE 2016 (du 01.01.16 au 31.12.16)	en euro	Budget 2016
DEPENSES		
TIMBRES	105.64	100
ALLOCATION ORDINATEUR	750.00	750
FOURNITURES DE BUREAU	5.75	150
FRAIS BANCAIRES	32.40	46
RECEPTION / CADEAUX	0.00	150
SITE INTERNET	73.81	150
TELEPHONE REP. NAT.	4.12	50
DEPLACEMENTS	3,985.25	4000
DIVERS	-26.11	1104
ACTIVITES LOCALES	938.25	2000
ASSEMBLEE GENERALE + EXEC.	6,054.05	5500
Participation frais Conféd, (2€ par membre)	2,288.00	2250
Participation nouveau WEB site CNRCSA	0.00	1000
	<u>14,211.16</u>	<u>17250</u>
RECETTES		
COTISATIONS DES MEMBRES	12,927.79	12000
DEPLACEMENTS	3,792.28	3000
INTERETS CREDITEURS (326,34 + 162,83 + 0,47)	489.64	650
REPAS AG	1,800.00	1600
	<u>19,009.71</u>	<u>17,250.00</u>
RESULTAT	4,798.55	
RAPPROCHEMENT DES ACTIFS ET DES COMPTES		
COMPTE COURANT AU 01/01/16	16,402.00	
LIVRET EPARGNE AU 1/01/2016	101,640.81	
	<u>118,042.81</u>	
RECETTES DE 2016	19,009.71	
DEPENSES DE 2016	14,211.16	
	<u>122,841.36</u>	
COMPTE COURANT AU 31/12/2016	20,710.91	
LIVRET EPARGNE AU 31/12/2016	102,130.45	
	<u>122,841.36</u>	
DIFFERENCE		0.00
Divers: Fleurs + nécrologie	124.89	
Logiciel	150.00	

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Erreur à rembourser	<u>-301.00</u>
Total	<u>-26.11</u>

J.E.D.
10/02/2017

ANARCP

DRAFT BUDGET 2017 **in euro** **FS**
31.12.2016

EXPENDITURES

POSTAGE	100.00	105.64
STATIONARY	150.00	5.75
ADP ALLOWANCE	750.00	750.00
AGA/DINNER	6,200.00	6,054.05
TRAVEL	4,000.00	3,985.25
BANK CHARGES	108.00	32.40
NAT REP ACTIVITIES (5€ per member)	1,000.00	938.25
HOSPITALITY	150.00	0.00
WEB SITE	150.00	73.81
TEL. NATREP	50.00	4.12
Contribution to Confed. (2€ per member)	2,400.00	2,288.00
Contribution to new WEB Site CNRCSA	1,000.00	0.00
Miscellaneous/Reserve	2,742.00	-26.11
	18,800.00	14,211.16

INCOME

FEES (850 x 15)	12,750.00	12,927.79
AGA/DINNER	1,800.00	1,800.00
TRAVEL	4,000.00	3,792.28
INTEREST EARNED	250.00	489.64
	18,800.00	19,009.71

NET RESULT

4,798.55

Yearly contribution should be increased to 20 € for 2018

Exchange rate May 2017

1 euro =	0,8473 £	15 € =	12,7 £
	1,099 US \$		16,5 \$
			22,5
	1,50 CA \$		Ca\$
			112
	7,44 DKK		DKK
			142
	9,45 NOK		NOK
	3,90 TL		58,5 TL

JED 10/07/2017

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**AUTO DEDUCT FORM
AUTHORIZATION TO DEDUCT SUBSCRIPTION**

I, the undersigned,

Name: _____

First name: _____

Full address: _____

Being in receipt of a pension paid by NATO

Under file number (1): _____

Confirm that I am a member of the Association of NATO/ACE retired civilian Personnel (ANARCP) and agree that my subscription to this association be deducted once a year from my pension as from December (_____) and transferred to ANARCP.

This Authorization is renewable by tacit reconduction. It may be terminated by three months notice.

Done at : _____ Date : _____

Signature : _____

Please write in your own hand: ‘*Read and approved*’ before your signature.

Please return to:

ANARCP (Membership)

HRM Branch

Human Resources Management Directorate

B-7010 - SHAPE Belgium

OR

Scan and Email to:

laurie.daykin@gmail.com

(1) This number is shown on your pension pay slip at ID No.