



# Information for pensioners living abroad

Status: January 2024

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## Impressum

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**Verlags- und Herstellungsort:** PVA, Wien

**Druck:** PVA, Wien

**Stand:** Jänner 2024, 1. Auflage

**Titelbild:** © istockphoto.com/skynesher

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Dear addressee!

You now belong to a vast community of people who we are providing services for.

It is very important for you to be informed about the legal basis involving different rights and responsibilities connected to your retirement benefits. **Therefore we kindly ask you to read this brochure carefully.**

You can find the translation into following languages: Croatian, Czech, English, French, Hungarian, Italian, Serbian, Slovak, Slovenian, Spanish and Turkish, on the internet at [www.pv.at](http://www.pv.at).

This brochure is based on the legal basis as of January 1, 2024.

In addition to this information trained professionals in our office in Vienna and in several other countries are at your disposal on the established consultation days for detailed information and individual consultation for pensioners living abroad.

We are committed to servicing our customers, thus our aim is to utilize all legal possibilities and to help you in this matter as efficiently and unbureaucratically as possible.

Your Pensionsversicherung

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# Determining your pension

## Decision

You will be notified of the decision regarding your pension entitlement. If not appealed, the decision comes into force within 3 months after its delivery.

## Notification

The notification of an entitlement to an advance payment of your pension means that the preconditions for a final determination of pension are not yet met. We are, however, making every effort to complete the determination process as quickly as possible and to issue a decision.

The **decision** (notification) is a document that identifies you as a person entitled to receive pension from the Austrian statutory pension insurance.

Therefore, we advise you to retain this document in safe keeping.

# Payment of the pension

The **payment** of the pension is made in **arrears** on the first day of the following month. In case this day is a Saturday, Sunday or holiday the pension will be transferred on time, so that it is available on the last working day before that.

In principle the **payment** of pension is made to the **entitled person** only.

## Payment worldwide

The pension will always be transferred through the German Post AG

- » cashless to an account/joint account of a financial institution of your choice or
- » via the cheque payment procedure, by sending an order cheque (exception: Switzerland and Belgium).

## Transfer to the federal Republic of Germany

Through German post office (Deutsche Post AG) the pension can

- » be paid out in cash or
- » be transferred cashless onto an account/joint account of a financial institution of your choice.

If you would like to change the transfer method, please inform us about this on time.

# Calculation of the pension and payment

Periods of insurance or periods of employment with an International Organization which are acquired in a member state of the European Union, the European Economic Area (EEA), Switzerland or a state which has entered into an agreement, will also be taken into account for the calculation of the pension in accordance to Austrian regulations. In this case, Austria is going to pay the part of the pension attributable to Austrian periods of insurance.



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# Special conditions for old-age pensions

## Increased old-age pension

If an old-age pension is claimed after completion of the standard retirement age one will receive increased old-age pension for the months of later use – however, at the earliest after the waiting period or after minimum insurance period (bonus).



# Special conditions for disability or occupational disability pensions

## Prorate pension

If a person is entitled to a disability or occupational disability pension and earns more than the minimum monthly income in a calendar month (in 2024: € 518,44), the claim on the determined pension for that particular calendar month will be transformed into a prorate pension. If the total income exceeds a certain limit, the total pension will be reduced for the attributable amount. Otherwise the disability or occupational disability pension is due in total.

If the total monthly income exceeds a gross sum of € 1.489,42 the total pension will be reduced for the attributable amount. The attributable amount is comprised of the components of the total income. In the year 2024, the components of the total income of

over € 1.489,42	to	€ 2.234,22	30%
over € 2.234,22	to	€ 2.978,83	40% and
over € 2.978,83			50%

have to be counted.

The attributable amount is not to exceed 50% of the benefit or the income.

The total income is composed of total pension (excluding the increased amount) and income (gross).

A new determination of a prorated pension takes place in following cases:

- » in case of an adjustment of the pension,
- » whenever a new employment is resumed,
- » at a special request of the pensioner,
- » for the filing of your annual tax declaration.

## Unlimited disability or occupational disability pensions

An unlimited disability or occupational disability pension can only be granted if the physical or mental condition of disability or incapacity to work is permanent and the recovery through medical or occupational rehabilitation cannot be expected.

## Limited disability or occupational disability pensions

Persons born until **December 31, 1963** are entitled to a **limited disability or occupational disability pension**, if the temporary disability or incapacity to work has existed for at least six months. At the longest, the pension is awarded for the duration of 24 months. If the disability or incapacity to work still exists, the pension can be applied for another 24 months at the longest, provided that an application for continuation was filed within three months after expiration.

## Claim for continuation

If a person is granted a limited disability or occupational disability pension without signs of improvement in his\*her health, it is recommended to apply for the continuation of the pension **three months prior to the expiration** of the benefit in order to prevent discontinuity between payments.

## Rehabilitation money / Retraining money

It applies to persons born after the January 1, 1964.

### Rehabilitation money

In case of temporary or occupational disability of at least 6 months, no pension is due. If the necessary requirements are met, a rehabilitation allowance is due instead, which is paid out by the Österreichische Gesundheitskasse (ÖGK).

### Retraining money

If, in combination with a claim for a disability or occupational disability pension, a legal right for occupational measures with regards to rehabilitation is established by decision, then, upon providing further requirements, there is an entitlement to receive retraining money, which is paid out by the Arbeitsmarktservice (AMS).

## Follow-up examinations

If it is expected that a person's health condition may improve, the Pensionsversicherung needs to conduct adequate follow-up examinations at appropriate intervals.

## Suspension of pension

A pension which was awarded due to long-term disability or incapacity to work is to be suspended, if the health condition of the pensioner has improved to the extent that the original conditions upon which the benefit was awarded no longer apply.

Employment may also result in re-examination of disability or incapacity to work and ultimately lead to a suspension.

Upon reaching the standard retirement age suspension is no longer permitted.

# Special conditions for early old-age pensions, corridor and heavy labour pensions

## Discontinuation of pension

Early old-age pension, corridor and heavy labour pension is no longer being paid as of the date one starts an employment, which also applies to employment abroad, before the standard retirement age, if the income (gross) from this employment exceeds the minimum monthly income.

However, the pension is forfeited for the first time if the permitted excess amount (40% of the monthly low-income threshold) is exceeded.

## Reinstatement

The cancelled pension will be reinstated at its earlier scope as of the date the employment or self-employment with an income higher than the minimum monthly income ceases.

In order for you to receive your pension as quickly as possible, please notify us immediately. The minimum monthly income (de minimis) in 2024 is € 518,44.

## Transition into an old-age pension

An earlier old-age pension with the amount determined until then automatically becomes an old-age pension upon the first of the month after the standard retirement age has been reached.

Therefore the application for an old-age pension is not allowed, if there is already an entitlement to an early old-age pension.



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# Survivors' pensions

If all the requirements are met, survivors' pensions will be granted to the surviving spouse (also divorced surviving spouse) and the children of the deceased parent. Under the same conditions, the persons listed in the section „Child Allowance“ are considered to be children.

The following regulations regarding the widow's/widower's pension also apply to registered partner.

## Widow's / Widower's pensions

The widow's / widower's pension is calculated from the pension which the deceased (divorced) spouse was or would have been entitled to at the time of his / her death.

### Entitlement from 0% to 60%

The rate of the widow's / widower's pension is **between 0 and 60% of the pension** to which the deceased was or would have been entitled at the time of death.

To determine the percentage, a calculation basis has to be formed; for this purpose the income of the deceased person and the income of the surviving dependant have to be taken into account, **for the last two calendar years** prior to the date of death of the insured person and divided by 24.

In case the decrease in income of the deceased person was due to disease or unemployment during the last two calendar years, the in-



come for the last four calendar years prior to the date of death must be considered for the calculation basis of the deceased person, divided by 48, if this has more advantages for the surviving dependant(s).

## Income

The following earnings are considered as **income**:

- » earnings from self-employment or employment (in Austria or abroad),
- » certain earnings for officials if the marginal amount of earnings is exceeded,
- » recurring cash benefits (gross) from state social security and unemployment insurance (e.g. pension, accident insurance, sickness benefit, unemployment benefit),
- » any other retirement or care benefits and similar pension benefits,
- » pension from foreign countries,
- » any income which is subject to Benefit Law or payment for office, vacation compensation and any settlements thereof,
- » in case of semi-retirement the amount of the contribution basis of the compulsory insurance and supplementary payments, if these are higher than the amount of the simultaneously received income,
- » administrative pensions and bridging payments based on social plans (or contribution basis of a simultaneously existing voluntary insurance, if these are higher than the income of the deceased person).

## An increase of up to 60%

Depending on the financial situation of the widow/widower, the entitlement of less than 60% may be subject to an increase.

In case that the amount of the widow's / widower's income or widow's / widower's pension – except for a possible increase for supplementary insurance – do not reach a specific minimum income (in 2024: € 2.435,86), as long as the requirements are met, the percentage of the widow's / widower's pension will be increased to the extent that sum emerging from one's own income and the widow's / widower's pension reaches the specific minimum income.

It is only allowed to increase the widow's / widower's pension up to a maximum of 60%.

## A decrease to 0%

If the sum of the spouse's own pension and/or earned income together with the widow's / widower's pension exceeds the double maximum contribution basis, the widow's / widower's pension will be reduced by the amount exceeding down to 0%.

As of January 1, 2013, the double regulated maximum contribution basis from 2012 (value 2012 € 8.460,00) is applicable.

Under certain circumstances, 60% of a specific increase contribution of the deceased (for possible supplementary insurance contributions) is to be added to the widow's / widower's pension.

## Notification of any income changes

Increases or decreases in your own income can influence the change of the amount of your widow's / widower's pension. A new determination will initially be made ex officio if there is a change of income, but within the pension adjustment and upon a special request.

## Widow's / Widower's pension for divorced persons

If not remarried, the divorced persons are entitled to a widow's / widower's pension as long as at the time of death of the insured person, the deceased person:

- » according to a court judgement,
- » according to a court settlement or
- » before the marriage was dissolved, according to a contract, had to pay support or alimony, or
- » after the divorce was official, until his / her death at least during the last year before the death, paid a regular support for the costs of living (entitlement to support based on the income levels) (duration of marriage for at least 10 years).

## Limitation of support

The extent of the widow's / widower's pension to the divorced spouse is limited to the monthly support.

## No limitation of support

However, as long as he / she has not remarried the widow's / widower's pension is due to the full extent, if

- » the divorce decree contains the sentence according to § 61 paragraph 3 of the Marriage Law (the party requesting divorce is solely or primarily guilty of the disruption of the marriage),
- » the marriage lasted for at least 15 years and
- » at the time the divorce enters into effect, the widow / widower has reached the age of 40.

The requirement of being 40 years of age at the time the divorce came into effect no longer applies if the widow / widower is unable to work or is receiving an orphan's pension for a child from the divorced marriage or adopted as a stepchild by both spouses and following her / his death the child has been living in a common household with the widow / widower. The requirement of a common household no longer applies if the child is born after the death of the father.

## Special issues regarding the widow's /widower's pension

### Continuation after limitation

If the widow's / widower's pension is only awarded up to 30 calendar months subsequent to the death of the insured person, you should consider the following information.

In case the survivor is disabled at the time of discontinuation he / she is still entitled to the pension for the period of disability. An application

for continuation must be submitted no later than three months after discontinuation. An application submitted later than three months will be rejected. If you consider yourself to be disabled, we advise you to apply for a continuation of the widow's / widower's pension before the expiration of the 30 calendar month period.

## Lump sum

In case of **remarriage**, a lump sum equivalent to 35 times the monthly pension benefit (without compensatory allowances) will be paid.

In case that a widow's / widower's pension has been awarded for a limited period of time and the beneficiary has remarried, there is no entitlement to a lump sum settlement.

## Reinstated entitlement

If the new spouse dies or the new marriage is divorced, dissolved or annulled, the former entitlement may be reinstated **upon application** on the following conditions

- » the divorce or dissolution of marriage is not solely or predominantly the fault of the widow / widower;
- » the widow / widower is deemed not guilty for the annulment of marriage.

The entitlement will be continued at the first of the month after filing an application, however, at the earliest, two and a half years after the discontinuation of the previous pension payments.

For the reinstalling of the widow's / widower's pension, the widow's / widower's pension, support or income from the new marriage will be

added, which the widow / widower is entitled to from the dissolved or annulled marriage and which he / she gets in addition. It is not possible to reinstate any temporarily awarded widow's / widower's pension.

## Orphan's pensions

The orphan's pension is generally derived from the pension to which the deceased mother / father was or would have been entitled to at the time of death.

### The amount of orphan's pension

Every child of the deceased insured person is entitled to an orphan's pension. The calculation for the orphan's pension is always based on 60% of the widow's / widower's pension, independent of how high the amount is or if it is actually accrued.

In case one parent is deceased the orphan's pension amounts to 40% and in case both parents are deceased to 60% of the widow's / widower's pension.

If the conditions for the entitlement to an orphan's pension are fulfilled according to the entitlements of both parents, then two pensions are awarded.

## Until reaching 18 years of age

A person is considered to be a child until the age of 18. This includes children and adopted children of the insured person as well as step-children, if they have lived in a common household with the insured person. At the same time it is not important whether the child is already working or is still in education.

## Older than 18 years

If older than 18, an orphan is only entitled to an orphan's pension in following cases:

- » In full-time schooling or vocational training, maximum until the age of 27 or if pursuing his / her studies for which dependency allowance is drawn or for which no dependency allowance is drawn but a study is pursued in a serious and focused manner (§ 2 para. 1 lit. b Familienlastenausgleichsgesetz as amended on September 1, 1992),
- » is participating in the voluntary social year, the voluntary environmental protection year, the memorial service both inland and abroad or the peace and social service in a foreign country, at the most until having completed the age of 27, or
- » is unable to work if the disease or the handicap has started prior to the age of 18 or during educational or vocational training, the participation to a voluntary year of social service or a voluntary year of environmental protection, the memorial service both inland and abroad or the peace and social duty in a foreign country.

## Special issues regarding the orphan's pension

### **Continuation of the entitlement**

An application for continuation of the entitlement of the orphan's pension must be submitted within the first three months after reaching 18 years of age, in order to assure that no interruption of payment occurs.

### **Termination of entitlement**

If the requirements for a continuation of entitlement cease to exist, the orphan's pension will be revoked at the end of the month (payments will be terminated), in which the reason for termination occurred. If the incapacity to work ceases to apply the awarded orphan's pension will be revoked by the end of the month following the delivery of the decision.

Grandchildren are not entitled to the orphan's pension.



## Care benefit

In case of a domestic residence and receipt of a standard benefit (e.g. pension) or in possession of the Austrian citizenship (or a citizenship equivalent to the Austrian citizenship) entitlement to care benefit can be available after the application has been filed and is in compliance with the additional requirements. Depending on the care needs the care benefit is divided into 7 levels.

All domestic or foreign benefits related to care will be taken into account when calculating the care benefit, likewise specific in-kind benefits from an EU, EEA member state and Switzerland.

The care benefit will also be paid in case of a change of the habitual residence to an EU, EEA member state or Switzerland, provided that the entitled person is still subject to the Austrian health insurance.

Care benefit is awarded upon application and will be paid 12 times a year with no deductions.

You are entitled to the benefit at the earliest at the beginning of the following month after the application was filed. The entitlement to care benefit expires on the date of death of the beneficiary; in this calendar month one will receive the prorated payment of the care benefit.

Care needs are determined on the basis of a medical expert opinion and are officially regulated.

Tab 1: The amount payable of the care benefit (in 7 levels) is

Level	Average care needs per month exceeding	Amount (monthly) 2024
1	65 hours	€ 192,00
2	95 hours	€ 354,00
3	120 hours	€ 551,60
4	160 hours	€ 827,10
For Level 5 onwards there are additional requirements (especially qualified care maintenance)		
5	180 hours and exceptional	€ 1.123,50
6	180 hours and difficult-to-coordinate care procedures during day and night or round-the-clock presence of trained personnel	€ 1.568,90
7	180 hours and no possible purposeful arm and leg movement or an equivalent condition	€ 2.061,80

# Child benefit

Any pensioner (except for the recipient of the survivor's pension) is entitled to child benefit for every child or adoptive child until the child reaches the age of 18, for stepchildren and grandchildren only when specific criteria are met. If more than one person is entitled to child benefit, the benefit is only granted once per child.

## Amount payable

A monthly amount of € 29,07 gross for child benefit is awarded for every child.

**Until the child reaches the age of 18** one is entitled to child benefit regardless of income, even if the child is employed.

**After the child has reached the age of 18** one is entitled to child benefit, if the child is:

- » in school or vocational training that predominantly requires his / her work capacity, at most until he / she reaches the age of 27, and in case of studies either family allowance is received or no family allowance is received, but proper studies are pursued seriously and purposefully (§ 2 par. 1 lit. b Family Burden Equalization in the version of September 1, 1992).

- » participating in the voluntary social year, the voluntary environmental protection year, the memorial service both inland and abroad or the peace and social service in a foreign country, at the most until having reached the age of 27, or
- » unable to work if the disease or the handicap has started prior to the age of 18 or during educational or vocational training, the participation in the voluntary social year or a voluntary year of environmental protection, the memorial service both inland and abroad or the peace and social service in a foreign country.

An application for **continuation of entitlement** to the child benefit **must be filed** within the three months after the child has reached the age of 18, to assure that the interruption of payment does not occur.

If the requirements for continuation of entitlement are no longer met, payments for child benefit will be terminated at the end of the month, in which the reason for termination occurred or if the occupational disability does not apply anymore with the end of the month following the notification about the decision.

# Deferred pension

Under certain circumstances, your pension may be deferred.

This means that the entitlement to pension exists, but that the pension is not paid, as long as there are reasons which hinder payment.

Pension payments are deferred for a **term of imprisonment lasting for more than a month**. Relatives who did not act as accomplice in crime are entitled to prorate pension upon filing an application.

**Special issues:** The pension is not deferred if the imprisonment is executed by the use of an electronically controlled house arrest (ankle monitor).

# Change of residence

If you have changed your place of residency, please inform us immediately and send us a registration confirmation. A change of residence into a foreign country could result in change in income tax, health insurance etc.



# Supplementary payments

Complementary to the pensions paid in **April** and **October** of every year, you will receive a supplementary payment.

This supplementary payment amounts to pension paid in the months April and October including child benefit.

## Pro rata payment

The first supplementary payment will only be pro rata, if you did not continuously receive the pension during the month of the supplementary payment and during the last 5 months before that. Thereby the amount of the supplementary payment will be reduced for a sixth for each calendar month in which you did not receive pension.

## Special issue

The following special issue has an effect on survivors' pensions: If the deceased person had already received pension, these months will also be calculated as months in which one received the survivor's pension.

# Taxation of pension

## Limited tax liability

Persons, who neither have established Austrian residence nor have regularly resided in Austria or have not resided in Austria for more than 6 months, are subject to limited tax liability.

The income tax regarding the pensions will be determined upon the provisions of the Income Tax Law. The deductible amount for sole wage earners and single parents as well as certain tax exemptions (for physically handicapped individuals or holders of victim passes and official certification) will not be taken into consideration.

## EU/EEA citizens and Swiss citizens

Citizens of one of the member states of the European Union or of a country, to which the treaty of the European Economic Area (EEA/EWR) applies, and Swiss citizens can be treated as persons with unrestricted tax liability, if their main source of income is in Austria. Such a claim – for expired calendar years – should be presented to the tax authorities.

However, current pensions are further subject to taxation under valid regulations for limited tax liability.



## Double taxation agreement (DTA)

The double taxation agreement (DTA) serves to prevent multiple taxation in a number of countries. DTA divides taxation rights between the countries. In accordance to agreements made with individual countries, pensions transferred to a foreign country are only once subject to taxation. You will find the current list of agreements made with Austria on the website of the Bundesministerium für Finanzen (Federal Ministry of Finances) at [www.bmf.gv.at](http://www.bmf.gv.at).

If a DTA provides for the taxation in a (foreign) country of residence and thus the pension in Austria is to tax-exempt, a certificate of residence confirmed by the foreign tax authority has to be provided prior to a conversion of the tax referencing (Form ZS-QU1).

# Health insurance

## Residence in an EU or EEA member state or Switzerland

The decisions are in principle made based on the respective provisions of the REG. (EEC) 1408/1971 and REG. (EEC) 574/1972, and as of May 1, 2010, the REG. (EC) 883/2004 and REG. (EC) 987/2009 since. Per these you and your dependants shall receive the health insurance benefits from the health insurance authority of your country of residence in accordance with its legal regulations. In general, this would also apply, if you would be receiving a pension from your country of residence.

If there is no established health insurance coverage in your country of residence and no participating member state or Switzerland is responsible for implementing your health insurance, you and your dependants shall receive health insurance benefits based on the Austrian pension entitlement and at the cost of the Austrian health insurance. This temporary provision of benefits will be carried out by the health insurance authority in your country of residence in accordance with its rules and regulations.

Further information can also be obtained from the pension or health insurance authority of your country of residence.

## Residence in an agreement member state

The decisions are based on the respective provisions of the agreement regarding social security coverage. However, not all the agreements contain regulations on health insurance for pensioners. Relevant regulations currently exist in following countries:

Bosnia-Herzegovina, Montenegro, North Macedonia, Serbia, Tunisia, Turkey.

If you are living in one of the above-mentioned countries and are not receiving a pension according to the statutory provisions of your country of residence, then you and your dependants shall receive health insurance benefits based on the Austrian pension entitlement and at the cost of the Austrian health insurance. This temporary provision of benefits will be carried out by the health insurance authority in your country of residence in accordance with its rules and regulations.

**Further information can also be obtained from the pension or health insurance authority of your country of residence.**

## Registration for Austrian health insurance

The claim of benefits from the national health insurance at the cost of Austrian health insurance requires registration with the responsible Austrian health insurance authority, as well as registration with the assisting health insurance authority in the state of residence.

**No pension can be received in accordance with the regulations of the state of residence.**

If you are residing in an EU or EEA member state or Switzerland, as well as in Bosnia-Herzegovina, Montenegro, North Macedonia, Serbia, Tunisia or Turkey, the verification of the preconditions for registration for health insurance as well as the registration itself are normally carried out during the process of determination of pension.

**Pension can be received in accordance with the regulations of the state of residence.**

If you are residing in an EU or EEA member state or Switzerland, the verification does not occur automatically. We therefore request you to inform us immediately, if you do not have a national health care coverage in your state of residence.

If you are residing in Bosnia-Herzegovina, Montenegro, North Macedonia, Serbia, Tunisia or Turkey, the health care coverage is based on the provisions of the state of residence. In this case the registration for the Austrian health insurance is not possible.

### **Contribution to the Austrian health insurance**

In the event of registration for the Austrian health insurance, contribution has to be paid to the Austrian health insurance from basically any pension, with the exception of the orphan's pension.

## Temporary stay in Austria

If you are residing in an EU or EEA member state or in one of the above-mentioned agreement countries or in Switzerland, then you and your dependants are also entitled to urgently needed services (medical assistance and institutional care), even if you are only temporarily staying in Austria. These costs are covered by the health insurance authority of your state of residence.

Further information can also be obtained from the responsible health insurance authority in your state of residence.



# Life certificate

## Submission obligation

If you are a pensioner living abroad, you are obliged to submit a life certificate once a year in order to receive your pension payment.

All pensioners with the place of residence in Germany, whose Austrian pension is paid out in Germany, are exempted from the submission obligation.

## Forwarding life certificate

The forms are delivered once a year, each year in January. The form is to be signed, certified and immediately sent back to the Pensionsversicherung. A „statement of acquisition and income rate“ is requested only in case any other income could have influence on your pension payment.

If the duly completed and certified form does not reach us immediately, the pension can not be paid out.

You can find the form **Lebensbestätigung (life certificate)** in several languages on the Internet at [www.pv.at](http://www.pv.at).

# Information about registration

The statutory regulations oblige all recipients of benefits and applicants to promptly report any changes that affect their entitlement to payments, the benefit amount or their place of residence.

## Please notify us within **7 days** in case of (in case you receive orphan's pension within 2 weeks)

- » the pursuit of an employment and the income level, upon receipt of child support also if the child is taking up employment
- » any change in the income level
- » the receipt of any compensation for holiday pay (compensation for a lost vacation and any settlements thereof) or any compensation for the termination of employment

## Please notify us within **2 weeks** in case of

- » any change of residence, change of name as well as marriage or a registered partnership
- » any award, new determination (except for pension or retirement adjustments) or the discontinuation of pension or retirement from another office in Austria or abroad
- » the receipt of any sickness benefit from Austrian health insurance
- » prison sentence longer than one month
- » receiving widow's / widower's pension or pension for surviving registered partners also payment benefit from Austrian accident insurance (or accident care) or unemployment insurance, **as well as** pension settlement from Austria or another foreign country provided to civil servants or persons with similar employment status, a settlement or pension entitlement due to official pension regulation or a private pension contract through an employer, **as well as** a change or discontinuation of listed benefits.
- » receiving orphan's pension or child benefit, also the change of name or residence of the child (orphan), onset or discontinuation of dependancy allowance, marriage or a registered relationship of a child (orphan), as well as the onset of a military or alternative service, a change in income of the child (orphan) or the termination or interruption of studies, schooling or voluntary activities (to the extend that the child/orphan is above the age of 18) as well as the discontinuation of an existing incapacitation for employment.



## Please notify us within **4 weeks** in case of

- » any change of the requirements for CARE BENEFIT (e.g. any other cash payments like a blind person's allowance and similar)

### **Note**

Timely notification prevents you from overpayment.

Every office from the Pensionsversicherung will accept the notification. Please note that in case of late notification, the overpayment must be reimbursed!

Detailed information about your reporting obligations can be found at [www.pv.at/meldepflichten](http://www.pv.at/meldepflichten).

# Information and consultation

For any questions concerning pension matters, please contact us during working hours from Monday to Wednesday between 7.00 am until 3.30 pm CET, Thursday between 7.00 am until 6.00 pm CET and Friday between 7.00 am until 3.00 pm CET under the following telephone number: +43 (0)5 03 03.

Inquiries can be sent in a written form to a following address:

## **Pensionsversicherung Landesstelle Wien**

Friedrich-Hillegeist-Straße 1

1020 Wien, Österreich

You can also contact us by e-mail at [pva-lsw@pv.at](mailto:pva-lsw@pv.at)

Information and consultation can also be obtained at consultation days conducted by the Pensionsversicherung, which are being held in the following countries:

**Croatia, Czech Republic, Germany, Hungary, Italy, Liechtenstein, Serbia, Slovakia, Slovenia, Switzerland**

Please bring an ID to the appointment!

Current information on pension matters such as place and time of the consultation days can be found on our website [www.pv.at](http://www.pv.at).

The decision (the notification) includes your social security number („Versicherungsnummer“). Please write your social security number in each written communication. This makes it easier for us to find your file and allows us to process your concern efficiently.



## Please note!

This general information cannot replace a personal consultation. Employees of the Pensionsversicherung will be glad to help you. Addresses and telephone numbers are listed on our website at [www.pv.at/kontakt](http://www.pv.at/kontakt).

Information on international consultation days can be found at: [www.pv.at/InternationaleSprechtage](http://www.pv.at/InternationaleSprechtage).

Please take a photo ID with you to your personal consultation as proof of identity.

You can find more information at [www.pv.at](http://www.pv.at).