

Dear Madam/Sir,

From November 2017, the European Commission has launched a new information portal called *SYSPER Pensions* dedicated to the retired staff of the European Institutions and Agencies. This gives you the opportunity, but only if you would like it, to receive documents electronically.

All pensioners will continue to receive both versions, paper and electronic of their pension statements, life declarations and fiscal certificates. In the near future, a new SYSPER Pensions feature will enable you to make a choice to receive the electronic version only of all documents.

If you have an EU Login account, your access to this new portal will be granted automatically. In order to connect, please go to the following link: <https://myremote.ec.europa.eu/> and click on "I have a private device" in the following screen:

## Access to the EC's IT environment

**Warning**

Due to compatibility issues, Myremote is currently not supporting some recent versions of browsers.  
We advise you to use Internet Explorer or Safari.

**I have a private device**

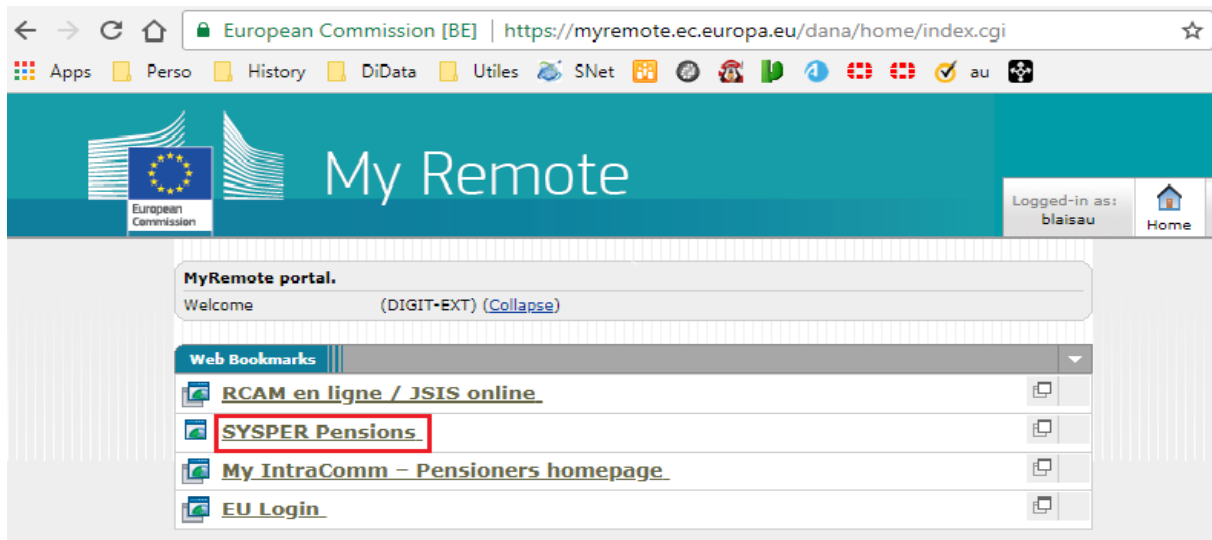
**CONNECT**

**I have a corporate device**

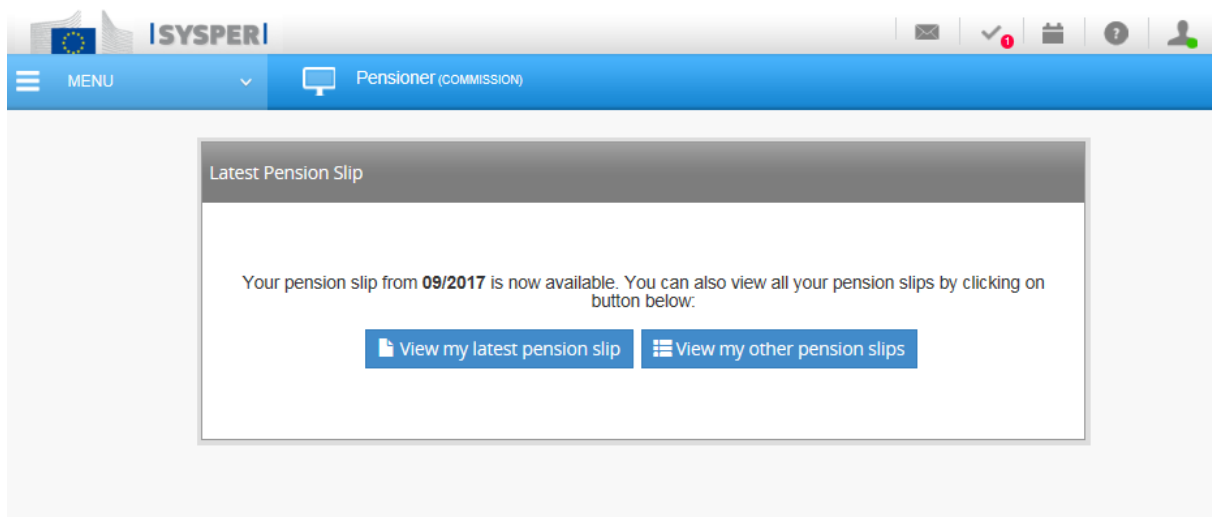
**CONNECT**

and enter your credentials as you usually do.

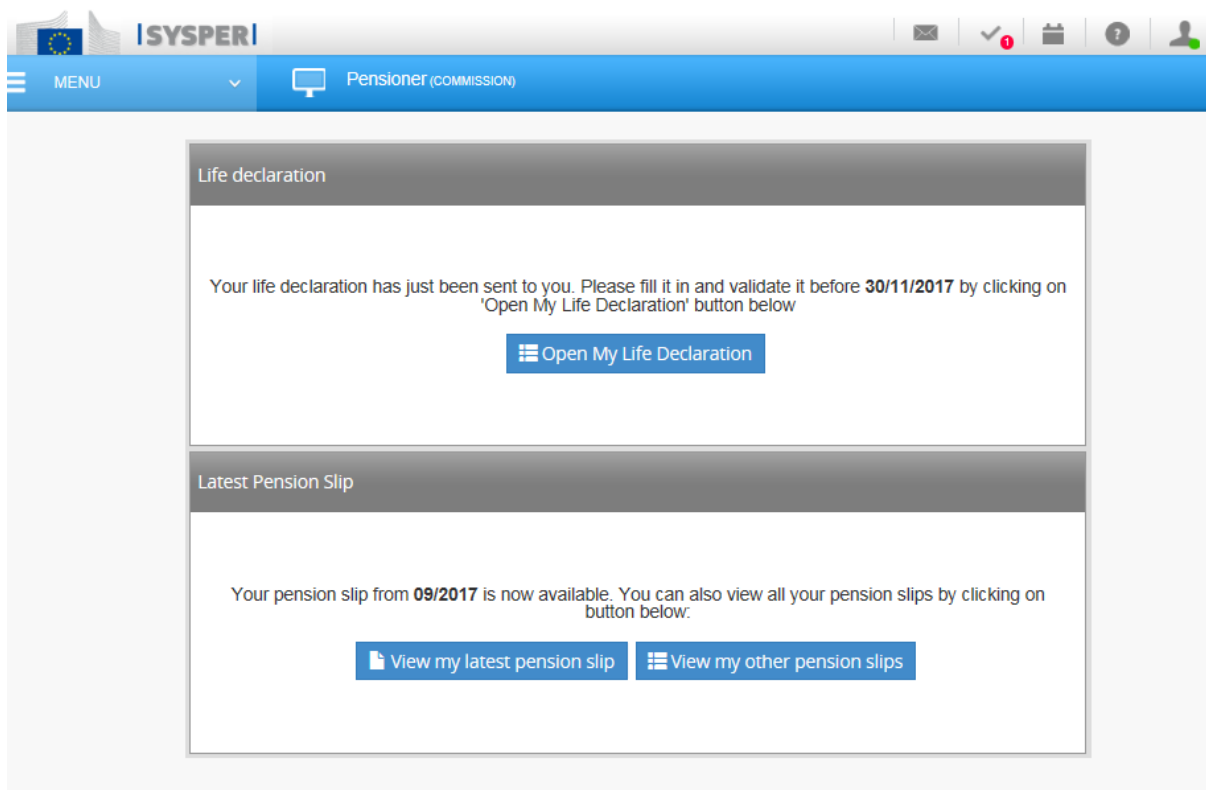
Once you are connected to EU Login you will be redirected to the welcome page of My Remote. This is the new entry point for all applications which are accessible to the retired Staff: SYSPER Pensions, JSIS online, My IntraComm and EU Login. When you are redirected to the page displayed below please simply click on the link of *SYSPER Pensions* in order to access the application:



You have the possibility to consult and print out your pension statements as from 2017 (older statements are not available online). You have simply to click on the link of *SYSPER Pensions* in order to access the front page where the widget dedicated to your pension slips is displayed:



Before the due date for your biannual declaration, the new widget of the "Life declaration" will appear in your *SYSPER Pensions*:

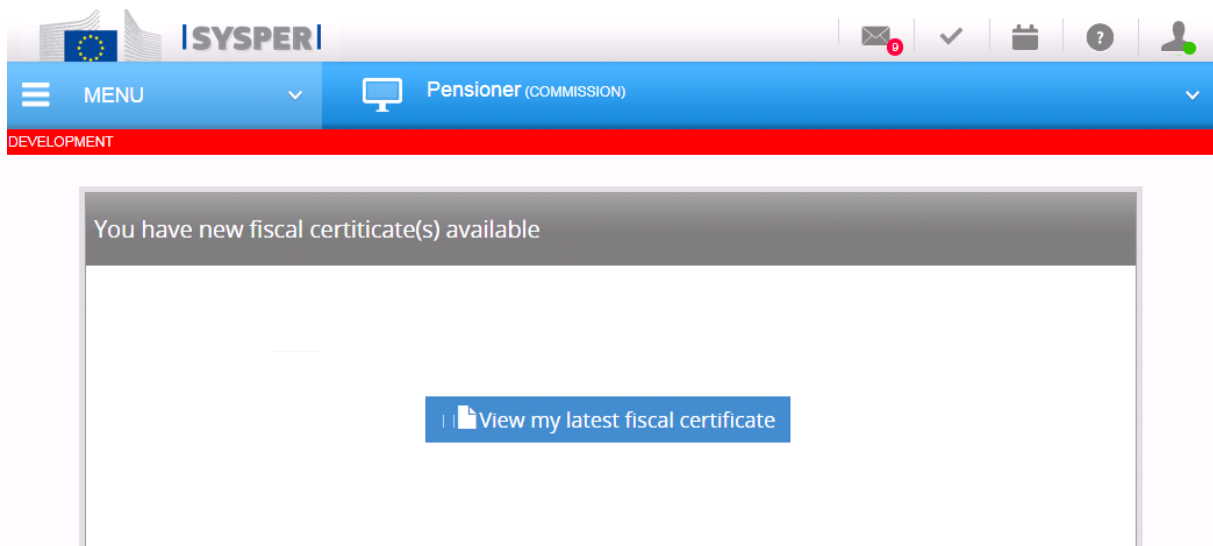


A notification will also be sent to you by e-mail once your new life declaration is available to complete in your *SYSPER Pensions*. **Please send to the PMO only one version of your life declaration: either on paper or electronically.**

**WARNING:** the "Life declaration" and "Fiscal certificates" will not be available in *SYSPER Pensions* of the retired Staff of the European Parliament, Court of Justice of the European Union and European Economic and Social Committee. For any related information they should contact their Institution's administration directly.

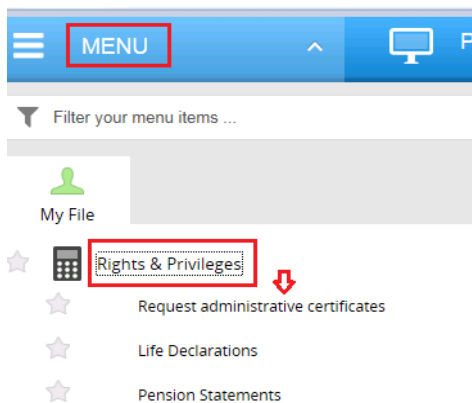
*SYSPER Pensions* also enables you to download the same version of the certificate as received on paper and generate and print out the fiscal certificate for the country of taxation, with or without amounts, and in the language of your choice. Only the certificates starting from the year 2017 will be available online.

You will be notified by e-mail once your certificate(s) is (are) available in your *SYSPER Pensions*. The specific widget will also appear on the welcome screen:



and will disappear once you enter to consult your certificates.

At every moment you can access your existing certificate(s) and create a new certificate via "Menu"  
=> "Rights & Privileges" => "Request administrative certificates":



The new modules are under construction (i.e. school declaration, marriage declaration). You will be notified by email once new features are available in your *SYSPER Pensions*.

If you ever experience problems with the connexion to My Remote, EU Login or *SYSPER Pensions*, you can contact the Helpdesk at the following e-mail address: [EC-CENTRAL-HELPDESK@ec.europa.eu](mailto:EC-CENTRAL-HELPDESK@ec.europa.eu)

Those who have not yet an EU Login account and would like to create one, please follow the procedure from the "EU Login Guide" attached.

I hope that *SYSPER Pensions* will meet your needs and will be useful for you.

With my best regards,

Anna-Maria SILVANO

Head of Unit PMO.4