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# Quality Service Charter

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## 1. PURPOSE

The services we provide are governed by a Quality Service Charter that serves to inform our customers of the level of service that they should expect to receive. This reflects our commitment, and that of the Malta Public Service, to the delivery of a Service of Excellence by embracing the 4 Pillars of the Quality Model upon which the Public Service is based:

**VOICE:** We listen to the customers' voice and are open to their criticism regarding the service we offer and to their ideas as to how we can improve our services to them. We consider the ideas received from our customers, and strengthen the scheme of ideas forwarded by our employees;

**DESIGN:** We develop policies and processes which reach the levels expected by our customers;

**DELIVERY:** We deliver a service which is timely, of a high standard, easily accessible and which can reach the customer with ease;

**ACCOUNTABILITY:** This is intrinsic to a service which guarantees honesty towards the customer. Accountability also means loyalty towards the customer making use of our services, which translates into, and is manifested in, these same basic principles we want to uphold.

## 2. WHO WE ARE & WHAT WE DO

### OUR MISSION

To be of valuable service to our customers by co-ordinating international social security regulations and conventions efficiently and effectively.

### 3. GUIDING PRINCIPLES

All our actions are guided and bound by the 10 Determinants of Service Quality:

**RELIABILITY:** Information provided by us can be relied upon and is guaranteed to be accurate at the time it was given. You have the right to request that any information given by us be confirmed in writing.

**RESPONSIVENESS:** We aim to respect the Once-Only Principle by providing a service which is accurate and timely, whilst providing objective and knowledgeable advice on matters within our competence. We shall ensure that the customer is supported throughout to receive the service required.

**COMPETENCE:** Our staff has the necessary skills to deliver services knowledgeably, courteously, and impartially.

**ACCESS:** Our services are easily accessible through convenient opening hours, effective telephone service, and personalised expedient online services. Our public offices are physically accessible to persons with disabilities.

**COURTESY:** We ensure that our services are offered in a respectful and polite manner, with full consideration for the customer's property.

**COMMUNICATION:** We aim to keep you informed in a language which is free from technical terminology, by listening to you, and explaining the service itself including any fees, if and where applicable

**CREDIBILITY:** We ensure that our decisions are based on procedures and pre-defined criteria which shall be clearly explained to you. Our staff are bound to act in an ethical manner

**SECURITY:** Care is taken to ensure that our public offices are in line with standard physical safety requirements. They are set up with your privacy in mind and any personal information provided will only be used for the purpose that it was collected for, and processed in line with the relevant legislation

**UNDERSTANDING/KNOWING THE CUSTOMER:** Our processes are designed to understand and support the needs of the customers and create the minimum inconvenience possible to you, without discriminating on grounds of gender, status, age, ability, nationality, religious or political beliefs.

**TANGIBLES:** Our offices offer a clean and safe environment where our services can be sought conveniently and safely.

## 4. INTERNATIONAL RELATIONS UNIT CUSTOMERS

The International Relations Unit acts as the point of reference for all who may require support in dealing with the provision of social security benefits which fall under the EU Social Security Coordination Rules, the EU-UK Withdrawal Agreement, the EU-UK Trade and Cooperation Agreement and bilateral agreements that Malta has with other countries.

## 5. SERVICE COMMITMENT

We will ensure that all timeframes that are in our control will be strictly adhered to. When the service requested is dependent on other departments or entities, we are committed to follow up on it ourselves so that you will receive the final reply in time.

| ITEM   | STANDARD  |
|--|---|
| <b>COMMUNICATION</b>   | <p>Specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English.</p> <p>Correspondence sent to us in Maltese will be answered in Maltese whilst all other correspondence will be answered in English.</p> |
| <b>PREMISES</b>  | Complete access for all abilities and regular safety certification by competent bodies of the premises.   |
| <b>REQUEST FOR INFORMATION THROUGH WEBSITE/EMAIL/TELEPHONE/SOCIAL MEDIA/TRADITIONAL MAIL</b> | A final reply within 3 working days.  |
| <b>REQUEST FOR SERVICE</b>   | Kindly refer to Appendix 1 for list of services   |
| <b>PHONE CALLS</b>   | Shall be answered within 3 rings on working days.   |

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**ACKNOWLEDGEMENTS**

1 working day from receipt of request for information or application for service. This may be omitted if service or follow-up query is provided/made within the same timeframe.

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**APPOINTMENTS**

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 3 working days from date of request. When attending your appointment you should expect no waiting time. We will respect the time allotted to you. If you arrive late, we reserve the right to reschedule your appointment.

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**QUEUEING TIME (IF APPLICABLE)**

We will greet you on arrival and guide you on your requested service. You will be directed to the officer who will serve you. Waiting time will be of approximately 10 to 15 minutes under normal circumstances.

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**ONLINE INFORMATION**

The information on our communication channels will be kept up to date. If one has access to internet, one can find relevant information on our website:

<https://socialsecurity.gov.mt/en/>

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**PAYMENT METHODS**

Beneficiaries are paid either by direct credit through SEPA (Single Euro Payments Area) enabled accounts, or through Internet Banking, or through Maltese Embassy, depending on country of residence.

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In addition, the service specific turnaround time (this is the time taken to process an application), eligibility criteria and application requirements as described in Section 10 of this document shall apply.

## 6. HOW TO REACH US

Once an application or enquiry is lodged with us, we will be responsible to assess, follow it up and keep you updated so as to make sure that you receive a definite reply.

Our assistance may be sought through any of the following channels at the specified time:

### **Our offices**

#### **Malta**

Customers may access our services through visiting their respective Servizz.gov regional hub across Malta.

For more details, kindly access the below link:

[servizz.gov hubs in Malta and Gozo](#)

#### **Servizz.gov contact details:**

Freephone: 153

Email: [servizz@gov.mt](mailto:servizz@gov.mt)

### **By telephone**

Malta on 153 or on +356 21 255 153 for clients abroad (during the above hours)

### **Through e-mail**

[servizz@gov.mt](mailto:servizz@gov.mt)

### **On our website**

[www.servizz.gov.mt](http://www.servizz.gov.mt) /  
<https://socialsecurity.gov.mt/en/international-relations/international-relations-unit/>

### **Opening Hours**

#### **Malta**

Winter 07.45 – 17.15

Summer 07.30 – 13.30

### **Gozo**

Customers may also access our services through visiting their respective Area Office in Gozo:

Victoria Area Office  
St. Francis Square  
Victoria, Gozo - Malta  
VCT 1335

Nadur Area Office  
Parish Priest Street  
Nadur

Opening hours:  
Mondays to Fridays:  
08.00 – 14.00

### **Mobile Apps:**

[mysocialsecurity](#)

## 7. WE ARE AT YOUR SERVICE

Our commitment is to assist you in providing all the necessary information and documents to be given the related service.

We will ensure you:

- Give us information in time, that is both complete and accurate. When an incomplete application is received, we will inform you of what is further required and assist you to obtain all the required documents and complete it correctly;
- Take the time to read applications carefully so that you can help us give you the service on time;
- Provide feedback to us to improve our service. Our service is provided by a dedicated team of professionals. This does not mean that we do not accept your feedback so that we can better our service. You can do this by using the channels indicated in Section 8 below;
- Communicate with us clearly and concisely in either Maltese or English; and
- Treat our staff with the courtesy and respect as they are obliged to treat you.

Our website features all required applications and lists the documents needed with each application.

## 8. FEEDBACK & COMPLAINTS

We are committed to a Service of Excellence and strive to bring about a continuous improvement of our service to you. We guarantee your anonymity, and your feedback will help us to improve our services.

If you believe that we have made an error and/or that our staff have acted improperly, or without the due level of care and attention, please contact us.

Feedback and complaints may be submitted through the following channels:

### **International Relations Unit, Department of Social Security**

- In person: 186/187, Casa De Pares, Old Bakery Street, Valletta
- By phone: 2590 3420
- By post: 186/187, Casa De Pares, Old Bakery Street, Valletta
- By email: [iru.dss@gov.mt](mailto:iru.dss@gov.mt)
- Rate the Public Service - Downloadable through maltapps directory or web-based on <https://publicservice.gov.mt/en/rtps/Pages/Home.aspx>

### **servizz.gov**

- Online: by accessing the servizz.gov site and clicking on 'File a Complaint' here: <https://servizz.gov.mt/en/pages/file-a-complaint/default.aspx>
- By phone: **153**

### **When making a complaint you should:**

- Quote any reference number that you may have been given in relation to the transaction that you are complaining about;
- Specify what the problem/case is; and
- Provide any additional information that may help us resolve your complaint.

### **When addressing complaints, we will:**

- Guarantee your confidentiality;
- Refer your case to the Customer Care Unit and send you an acknowledgement within 1 working day;
- Provide you with a unique reference number so that you can check the status of your complaint at any time.

As a normal procedure, all acknowledgements will be given to the beneficiaries on the same day of the request for information or application for service.

- Carry out an investigation on the problem/case and conclude this as speedily as possible but by not later than (i) 5 working days (in cases where we can conclude the case ourselves) or (ii) 10 working days (in cases where we would need to obtain feedback from other departments or entities) from receipt of the complaint and all requested relevant information;
- Inform you in writing about the outcome of our investigation into your complaint by not later than 2 working days from the conclusion of the investigation.

Following closure of your complaint we commit ourselves to take any remedial action where applicable; and planned corrective action to avoid repetition where necessary so that you will not encounter the same, or similar, experience.



## QUALITY OF SERVICE DIRECTORATE WITHIN P&SD

In the circumstance where the expected level of support was not given through the above channels, you may report to the Quality of Service Directorate within the People & Standards Division by sending an email on [qualityofservice-opm@gov.mt](mailto:qualityofservice-opm@gov.mt).

### 9. COMMITMENT TO CONTINUOUS IMPROVEMENT

With the aim of a Service of Excellence and continuous improvement in mind, this Quality Service Charter will be reviewed as necessary, but in any case at least once every 12 months to measure our performance in terms of the standards set out in this Charter as well as how we meet your expectations.

The review process will be based on:

- Government policy
- Operational data (e.g. services offered, service delivery, etc.)
- Benchmarking
- Feedback
- Complaints
- Surveys
- Quality Service Assessments
- Mystery Shopper Exercises

Quality of service standards relative to the services provided will be monitored and measured. The results of the internal review and the monitoring processes will be used as a basis for improving our service.



## **APPENDICES**

## 10. APPENDIX 1

We will ensure that all timeframes that are in our control will be strictly adhered to. When the service requested is dependent on other departments or entities, we are committed to follow up on it ourselves so that you will receive the final reply on time.

| Service  | Eligibility  | Compliance requirements   | Application Options  | Service Delivery Timeline  |
|--|--|---|--|--|
| <b>Retirement Pension Assessment and Payment of Benefit From persons living in AU/NZ/CA</b>          | Maltese and Foreign nationals who worked and contributed to the Maltese Social Security scheme | <ul style="list-style-type: none"> <li>Retirement Pension Application</li> <li>Liaison Form showing Residence Period from AU and NZ (as applicable)</li> <li>Liaison Form showing Contributions and/or Residence period from CA (as applicable)</li> <li>Birth, Marriage and Spouse's Birth Certificate if not registered at the Public Registry of Malta</li> <li>Divorce/Separation documents</li> <li>Official documentary evidence of past employment held in Malta (letter of appointment/contract, termination, letter of reference, P3/FS3s, Contribution receipts/IT87)</li> <li>Documentation showing the original amount and award date of Service Pension</li> </ul> | <p>Face-to-face</p> <p>Online via the foreign country's institution (owing to bilateral agreements)</p>  | <p>Applications are received from foreign institutions and acknowledged by IRU within one (1) working day of the receipt.<sup>1</sup></p> <p>All applications are then vetted and processed within fifteen (15) working days. Verifications required are sent to claimant/institutions within the same timeframe. This involves internal research from other units of Department of Social Security, employers and other stakeholders.</p> <p>Upon receipt of all verification information from claimant/institutions and third parties, applications are worked out by the assessor, approved by the checker and finalised within ten (10) working days. An award or rejection letter is sent by IRU to the applicant within this time frame.</p> |
| <b>Retirement Pension from Malta: Assessment and payment of Benefit From persons living in EU/UK</b> | Maltese and Foreign nationals who worked and contributed to the Maltese Social Security scheme | <ul style="list-style-type: none"> <li>E202/P2000, E205/P5000 &amp; E207/P4000</li> <li>Birth, Marriage and Spouse's Birth Certificate if not registered at the Public Registry of Malta</li> <li>Divorce/Separation documents</li> <li>Official documentary evidence of past employment held in Malta (letter of appointment/contract, termination, letter of reference, P3/FS3s, Contribution receipts/IT87)</li> <li>Declaration if not in receipt of any Service Pension from past employment</li> <li>Documentation showing the original amount and award date of Service Pension</li> </ul>   | <p>Face-to-face</p> <p>Online via the foreign country's institution (owing to EU Social Security Coordination Regulations/application of UK Withdrawal Agreement or Trade and Cooperation Agreement)</p> | <p>As above.</p>   |

<sup>1</sup> Applications for social security benefits covered by bilateral agreements with AU/NZ/CA are exchanged through respective data exchange platforms.

| Service  | Eligibility  | Compliance requirements  | Application Options   | Service Delivery Timeline  |
|--|--|--|---|--|
| <b>Retirement Pension from Malta: Assessment and Payment of Benefit From persons living in any other country</b> | Maltese and Foreign nationals who worked and contributed to the Maltese Social Security scheme | <ul style="list-style-type: none"> <li>Retirement Pension Application</li> <li>Birth, Marriage and Spouse's Birth Certificate if not registered at the Public Registry of Malta</li> <li>Divorce/Separation documents</li> <li>Official documentary evidence of past employment held in Malta (letter of appointment/contract, termination, letter of reference, P3/FS3s, Contribution receipts/IT87)</li> <li>Documentation showing the original amount and award date of Service Pension</li> </ul>  | <p>Face-to-face</p> <p>Online (via fillable online form and submission, with scanned documents) <a href="https://www.servizz.gov.mt/en/Pages/Inclusion_-Equality-and-Social-Welfare/Social-Solidarity/Benefits-and-Services/WEB641/default.aspx">https://www.servizz.gov.mt/en/Pages/Inclusion_-Equality-and-Social-Welfare/Social-Solidarity/Benefits-and-Services/WEB641/default.aspx</a></p> | Applications are received from foreign residents and acknowledged by IRU within (1) one working day from receipt. Further processing as above.   |
| <b>Invalidity Pension from Malta: Assessment and Payment of Benefit From persons living in AU/CA</b>             | Maltese and Foreign nationals who worked and contributed to the Maltese Social Security scheme | <ul style="list-style-type: none"> <li>Invalidity Pension Application</li> <li>Liaison Form showing Residence Period from AU</li> <li>Liaison Form showing Contributions and/or Residence period from CA (as applicable)</li> <li>Treating Doctor's Report (TDR) and Work Capacity form (WCI) from AU (as applicable)</li> <li>Medical Report from CA (as applicable)</li> <li>Termination of employment certificate</li> <li>Birth, Marriage and Spouse's Birth Certificate if not registered at the Public Registry of Malta</li> <li>Divorce/Separation documents</li> <li>Official documentary evidence of past employment held in Malta (letter of appointment/contract letter of reference, P3/FS3s, Contribution receipts/IT87)</li> <li>Documentation showing the original amount and award date of Service Pension</li> </ul> | <p>Face-to-face</p> <p>Online via the foreign country's institution (owing to bilateral agreements)</p>   | <p>Applications are received from foreign institutions acknowledged by IRU within one (1) working day from receipt.<sup>2</sup></p> <p>All applications are then vetted and processed within fifteen (15) working days. Verifications required are sent to claimant/institutions within the same timeframe. This involves internal research from other units of Department of Social Security, employers and other stakeholders, as well as liaison with foreign institution/s for medical reports. Medical reports are received in original language and will require to be translated.</p> <p>Upon receipt of all verification information and successfully meeting the required eligibility criteria, within two (2) working days applicant's file is sent to the Medical Board (external to IRU) for the review of the application.</p> <p>Upon receipt of Medical Board Decision:</p> <ul style="list-style-type: none"> <li>Applicants declared capable to continue working, will receive a rejection letter from IRU within one (1) working day</li> <li>Applicants declared incapable for work are notified with Medical Board's decision within one (1) working day</li> <li>IRU requests applicant to submit personal verification documentation within one (1) working day</li> <li>Upon receipt of all verification information, within ten (10) working days, applications are worked-out by the assessor, approved by the checker and finalised</li> <li>An award letter is sent to the applicant within 10 working days from submission of required information following necessary assessment</li> </ul> |

<sup>2</sup> Applications for social security benefits covered by bilateral agreements with AU/NZ/CA are exchanged through respective data exchange platforms.

| Service   | Eligibility  | Compliance requirements   | Application Options  | Service Delivery Timeline   |
|---|--|---|--|---|
| <b>Invalidity Pension from Malta: Retirement Pension Assessment and payment of Benefit From persons living in EU/UK</b> | Maltese and Foreign nationals who worked and contributed to the Maltese Social Security scheme | <ul style="list-style-type: none"> <li>E204/P2200, E205/P5000, E207/P4000</li> <li>E213/Detailed Medical Report</li> <li>Termination of employment certificate</li> <li>Birth, Marriage and Spouse's Birth Certificate if not registered at the Public Registry of Malta</li> <li>Divorce/Separation documents</li> <li>Official documentary evidence of past employment held in Malta (letter of appointment/contract letter of reference, P3/FS3s, Contribution receipts/IT87)</li> <li>Declaration if not in receipt of any Service Pension from past employment</li> <li>Documentation showing the original amount and award date of Service Pension</li> </ul> | <p>Face-to-face</p> <p>Online via the foreign country's institution (owing to EU Social Security Coordination Regulations/application of UK Withdrawal Agreement or Trade and Cooperation Agreement)</p>   | <p>Applications are received from foreign institutions and acknowledged by IRU within one (1) working day from receipt.<sup>3</sup></p> <p>All applications are then vetted and processed within fifteen (15) working days. Verifications required are sent to respective institution/s within the same timeframe. This involves internal research from other units of Department of Social Security, employers and other stakeholders. This also involves liaison with foreign institution/s for medical reports. Medical reports are received in original language and will require to be translated.</p> <p>Upon receipt of all verification information and successfully meeting the required eligibility criteria, within two (2) working days applicant's file is sent to the Medical Board (external to IRU) for the review of the application.</p> <p>Upon receipt of Medical Board Decision:</p> <ul style="list-style-type: none"> <li>Applicants who are declared as capable to continue working by the Medical Board, will receive a rejection letter from IRU within one (1) working day</li> <li>Applicants declared incapable for work are notified with Medical Board's decision within one (1) working day</li> <li>IRU requests applicant to submit personal verification documentation within one (1) working day</li> <li>Upon receipt of all verification information, within ten (10) working days, applications are worked out by the assessor, approved by the checker and finalised. An award letter is sent to applicant</li> </ul> |
| <b>Invalidity Pension from Malta: Assessment and Payment of Benefit From persons living in any other country</b>        | Maltese and Foreign nationals who worked and contributed to the Maltese Social Security scheme | <ul style="list-style-type: none"> <li>Invalidity Pension Application</li> <li>Detailed Medical Report</li> <li>Termination of employment certificate.</li> <li>Birth, Marriage and Spouse's Birth Certificate if not registered at the Public Registry of Malta</li> <li>Divorce/Separation documents.</li> <li>Official documentary evidence of past employment held in Malta (letter of appointment/contract letter of reference, P3/FS3s, Contribution receipts/IT87)</li> <li>Documentation showing the original amount and award date of Service Pension</li> </ul>   | <p>Face-to-face</p> <p>Online: <a href="https://www.servizz.gov.mt/en/Pages/Inclusion_-Equality-and-Social-Welfare/Social-Solidarity/Benefits-and-Services/WEB638/default.aspx">https://www.servizz.gov.mt/en/Pages/Inclusion_-Equality-and-Social-Welfare/Social-Solidarity/Benefits-and-Services/WEB638/default.aspx</a></p> | <p>Applications are received from foreign residents and acknowledged by IRU within one (1) working day from receipt.<sup>4</sup></p> <p>All applications are then vetted and processed within fifteen (15) working days. Internal verifications are carried out and these include internal research from other units of Department of Social Security, employers and other stakeholders.</p> <p>Upon receipt of all verification information and successfully meeting the required eligibility criteria, within two (2) working days applicant's file is sent to the Medical Board (external to IRU) for the review of the application.</p> <p>Upon receipt of Medical Board Decision:</p> <ul style="list-style-type: none"> <li>Applicants who are declared as capable to continue working by the Medical Board, will receive a rejection letter from IRU within one (1) working day</li> <li>Applicants declared incapable for work by the Medical Board, are within three (3) working days, notified by IRU, to submit personal details and personal verification documentation</li> </ul> <p>Upon receipt of all verification information, within ten (10) working days, applications are worked out by the assessor, approved by the checker and finalised. An award letter is sent to applicant.</p>   |

3 According to EU Regulation 883/2004 all applications for social security benefits from other EU Member States/ UK are to be sent electronically through the European Exchange of Social Security Information (EESSI) by the institution of residence.

4 According to EU Regulation 883/2004 all applications for social security benefits from other EU Member States/ UK are to be sent electronically through the European Exchange of Social Security Information (EESSI) by the institution of residence.

| Service   | Eligibility  | Compliance requirements  | Application Options  | Service Delivery Timeline   |
|---|--|--|--|---|
| <b>Widow/er's Pension from Malta: Assessment and Payment of Benefit From persons living in AU/NZ/CA</b>                 | Maltese and Foreign nationals whose legal partner worked and contributed to the Maltese Social Security scheme | <ul style="list-style-type: none"> <li>Widow's Pension Application</li> <li>Liaison Form showing Residence Period from AU and NZ of deceased person (as applicable)</li> <li>Liaison Form showing Contributions and/or Residence period from CA of deceased person (as applicable)</li> <li>Death Certificate</li> <li>Birth, Marriage and Spouse's Birth Certificate if not registered at the Public Registry of Malta</li> <li>Divorce/Separation documents</li> <li>Official documentary evidence of past employment held in Malta (letter of appointment/contract, termination, letter of reference, P3/FS3s, Contribution receipts/IT87) of deceased person</li> <li>Documentation showing the original amount and award date of Service Pension from spouse's past employment</li> </ul> | <p>Face-to-face</p> <p>Online via the foreign country's institution (owing to bilateral agreements)</p>  | <p>Applications are received from foreign institutions and acknowledged by IRU within one (1) working day of receipt.<sup>5</sup></p> <p>All applications are then vetted and processed within fifteen (15) working days. Verifications required are sent to claimant/institutions within the same timeframe. This involves internal research from other units of Department of Social Security, employers and other stakeholders.</p> <p>Upon receipt of all verification information from claimant/institutions, within ten (10) working days, applications are worked-out by the assessor, approved by the checker and finalised. An award or rejection letter is sent to applicant.</p> |
| <b>Widow/er's Pension from Malta: Retirement Pension Assessment and payment of Benefit From persons living in EU/UK</b> | Maltese and Foreign nationals whose legal partner worked and contributed in the Maltese Social Security scheme | <ul style="list-style-type: none"> <li>E203/P2100, E205/P5000 (dec.pers) &amp; E207/P4000 (dec.pers)</li> <li>Death Certificate</li> <li>Birth, Marriage and Spouse's Birth Certificate if not registered at the Public Registry of Malta</li> <li>Divorce/Separation documents</li> <li>Official documentary evidence of past employment held in Malta (letter of appointment/contract, termination, letter of reference, P3/FS3s, Contribution receipts/IT87) of deceased person</li> <li>Declaration if not in receipt of any Service Pension from spouse's past employment</li> <li>Documentation showing the original amount and award date of Service Pension</li> </ul>   | <p>Face-to-face</p> <p>Online via the foreign country's institution (owing to EU Social Security Coordination Regulations/application of UK Withdrawal Agreement or Trade and Cooperation Agreement)</p> | <p>Applications are received from foreign institutions and acknowledged by IRU within one (1) working day of receipt.<sup>6</sup></p> <p>Further processing as per above.</p>   |

5 Applications for social security benefits covered by bilateral agreements with AU/NZ/CA are exchanged through respective data exchange platforms.

6 According to EU Regulation 883/2004 all applications for social security benefits from other EU Member States/ UK are to be sent electronically through the European Exchange of Social Security Information (EESSI) by the institution of residence.

| Service  | Eligibility   | Compliance requirements   | Application Options  | Service Delivery Timeline  |
|--|---|---|--|--|
| <b>Widow/er's Pension from Malta: Assessment and Payment of Benefit From persons living in any other country</b> | Maltese and Foreign nationals whose legal partner worked and contributed to the Maltese Social Security scheme        | <ul style="list-style-type: none"> <li>Widow's Pension Application</li> <li>Death Certificate</li> <li>Birth, Marriage and Spouse's Birth Certificate if not registered at the Public Registry of Malta</li> <li>Divorce/Separation documents.</li> <li>Official documentary evidence of past employment held in Malta (letter of appointment/contract letter of reference, P3/FS3s, Contribution receipts/IT87) of deceased person</li> <li>Documentation showing the original amount and award date of Service Pension from spouse's past employment</li> </ul> | <p>Face-to-face</p> <p>Online: <a href="https://www.servizz.gov.mt/en/Pages/Inclusion_-Equality-and-Social-Welfare/Social-Solidarity/Benefits-and-Services/WEB645/default.aspx">https://www.servizz.gov.mt/en/Pages/Inclusion_-Equality-and-Social-Welfare/Social-Solidarity/Benefits-and-Services/WEB645/default.aspx</a></p> | Applications are received from foreign residents and acknowledged by IRU within (1) one working day from receipt. Further processing as per above..  |
| <b>Application for a Retirement Pension from the EU/UK</b>   | Persons residing in Malta who have paid contributions/resided in other EU countries / UK                              | <ul style="list-style-type: none"> <li>E202</li> <li>E207 (filled in by servizz.gov agents on e-Forms platform)</li> <li>E205 if any, if not insured in Malta an E001 will be issued</li> </ul>   | <p>Face-to-face</p> <p>Online via the foreign country's institution (owing to EU Social Security Coordination Regulations/application of UK Withdrawal Agreement or Trade and Cooperation Agreement)</p>   | <p>Applications are acknowledged within one (1) working day of receipt by servizz.gov.</p> <p>Following internal research by Department of Social Security, employers and other stakeholders, within ten (10) working days, IRU processes application. The application is sent to Foreign Institution and an acknowledgement is sent to the claimant.</p>  |
| <b>Application for a Retirement Pension from AU/NZ/CA</b>  | Persons residing in Malta who have paid contributions/resided in countries with which Malta has a bilateral agreement | <ul style="list-style-type: none"> <li>AU <ul style="list-style-type: none"> <li>Application Form</li> <li>Income and Assets</li> <li>Respective attachments as requested by application form (submitted through servizz.gov)</li> </ul> </li> <li>NZ/CA <ul style="list-style-type: none"> <li>Application Form</li> <li>Respective attachments as requested by application form (submitted through servizz.gov)</li> </ul> </li> <li>AU/NZ/CA – Liaison Form and E205 (if any)</li> </ul>   | <p>Face-to-face</p> <p>Online via the foreign country's institution (owing to bilateral agreements)</p>  | <p>Applications are acknowledged within one (1) working day of receipt (by servizz.gov). Application is sent to IRU.</p> <p>Upon receipt of application, within twenty (20) working days, the application is further processed, and checked. This involves internal research from other units of Department of Social Security, employers and other stakeholders.</p> <p>Within ten (10) working days, application is then sent to the Foreign Institution and an acknowledgement sent to the applicant. This process includes the compilation of respective liaison forms as requested by the Foreign Institutions.</p> |
| <b>Application for an Invalidity Pension from the EU/UK</b>  | Persons residing in Malta who have paid contributions/resided in other EU countries/UK                                | <ul style="list-style-type: none"> <li>E204</li> <li>E207 (filled in by servizz.gov agents on e-Forms platform)</li> <li>E205 if any, if not insured in Malta E001 will be issued</li> </ul>  | <p>Face to Face</p> <p>Online via the foreign country's institution (owing to EU Social Security Coordination Regulations/application of UK Withdrawal Agreement or Trade and Cooperation Agreement)</p>   | <p>Applications are acknowledged within one (1) working day of receipt (by servizz.gov). Application is sent to IRU.</p> <p>Within ten (10) working days application will be processed and sent to Foreign Institution and an acknowledgement is sent to the claimant. This involves internal research from other units of Department of Social Security, employers and other stakeholders.</p>  |

| Service  | Eligibility   | Compliance requirements  | Application Options  | Service Delivery Timeline  |
|--|---|--|--|--|
| <b>Application for an Invalidity Pension from AU/CA</b>    | Persons residing in Malta who have paid contributions/resided in countries with which Malta has a bilateral agreement | <ul style="list-style-type: none"> <li>AU <ul style="list-style-type: none"> <li>Application Form</li> <li>Income and Assets</li> <li>Respective attachments as requested by application form (submitted through servizz.gov)</li> <li>Medical Report (From Medical Board)</li> </ul> </li> <li>CA <ul style="list-style-type: none"> <li>Application Form</li> <li>Respective attachments as requested by application form (submitted through servizz.gov)</li> </ul> </li> </ul> <p>AU/CA – Liaison Form and E205 (if any)</p> | <p>Face-to-face</p> <p>Online via the foreign country's institution (owing to Bilateral Agreements)</p>  | <p>Applications are acknowledged within one (1) working day of receipt (by servizz.gov). Application is sent to IRU.</p> <p>Within two (2) working days, applications are forwarded to the Medical Panel.</p> <p>Upon receipt of Medical Board decision, within twenty (20) working days, the application is further processed, and checked. This involves internal research from other units of Department of Social Security, employers and other stakeholders. An acknowledgement is sent to applicant after liaison with Foreign Institutions, which takes up to ten (10) working days.</p>                          |
| <b>Application for a Widow/er's Pension from the EU/UK</b> | Persons residing in Malta who have paid contributions/resided in other EU countries / UK                              | <ul style="list-style-type: none"> <li>E202</li> <li>E207 (filled in by servizz.gov agents on e-Forms platform)</li> </ul> <p>E205 if any, if not insured in Malta an E001 will be issued (deceased person).</p>   | <p>Face-to-face</p> <p>Online via the foreign country's institution owing to EU Social Security Coordination Regulations/application of UK Withdrawal Agreement or Trade and Cooperation Agreement</p> | <p>Applications are acknowledged within one (1) working day of receipt (by servizz.gov). Application is sent to IRU.</p> <p>Within ten (10) working days application will be processed and sent to Foreign Institution, and an acknowledgement is sent to the claimant.</p>  |
| <b>Application for Widow/er's Pension from AU/NZ/CA</b>    | Persons residing in Malta who have paid contributions/resided in countries with which Malta has a bilateral agreement | <ul style="list-style-type: none"> <li>AU <ul style="list-style-type: none"> <li>Application Form</li> <li>Income and Assets</li> <li>Respective attachments as requested by application form (submitted through servizz.gov)</li> </ul> </li> <li>NZ/CA <ul style="list-style-type: none"> <li>Application Form</li> <li>Respective attachments as requested by application form (submitted through servizz.gov)</li> </ul> </li> </ul> <p>AU/NZ/CA – Liaison Form and E205 of deceased person (if any).</p>                    | <p>Face-to-face</p> <p>Online via the foreign country's institution (owing to bilateral agreements)</p>  | <p>Applications are acknowledged within one (1) working day of receipt (by servizz.gov). Application is sent to IRU.</p> <p>Upon receipt of application, within twenty (20) working days, the application is further processed, and checked. This involves internal research from other units of Department of Social Security, employers and other stakeholders.</p> <p>Within ten (10) working days, application is then sent to the Foreign Institution and an acknowledgement sent to the applicant. This process includes the compilation of respective liaison forms as requested by the foreign institutions.</p> |



| Service  | Eligibility  | Compliance requirements   | Application Options  | Service Delivery Timeline  |
|--|--|---|--|--|
| <b>Request for Entitlement to remain insured in Malta (Form A1)</b>  | Workers (locals and foreigners alike) who through their work activity will have a connection with Malta and one or more other countries  | <ul style="list-style-type: none"> <li>• Identification Document (ID card/Passport)</li> <li>• Employment Details (both locally and abroad)</li> <li>• Employer's/Self-Employed Questionnaire (where necessary)</li> </ul>                                    | <p>Online:</p> <p><a href="https://www.servizz.gov.mt/en/Pages/Inclusion_-Equality-and-Social-Welfare/Social-Solidarity/Benefits-and-Services/WEB635/default.aspx#:~:text=The%20A1%20document%20certifies%20which,more%20than%20one%20EU%20country">https://www.servizz.gov.mt/en/Pages/Inclusion_-Equality-and-Social-Welfare/Social-Solidarity/Benefits-and-Services/WEB635/default.aspx#:~:text=The%20A1%20document%20certifies%20which,more%20than%20one%20EU%20country</a></p> <p>Via email</p> | <p>Upon receipt of application, an automatic acknowledgement is sent by IRU through the e-form system within one (1) working day.</p> <p>Application is vetted by IRU and A1 Certificate is issued or rejected within two (2) working days.</p>  |
| <b>Application for Social Security Number (for Foreign Nationals)</b>  | Foreign nationals holding either a job offer from a locally based employer or in the process of initiating a self-employed activity in Malta   | Depending on the nationality and status of the applicant.   | Via email  | <p>The employer contacts IRU requesting the issuance of social security numbers for employed foreign nationals. IRU acknowledges receipt of request within one (1) working day.</p> <p>Request details are vetted, social security numbers are issued, and employer is notified within two (2) working days.</p> |
| <b>Request for Certification of Insurance Periods in Malta for Sickness Benefit Purposes (Form UE104/S041)</b> | <p>Foreign nationals who worked and contributed to the Maltese Social Security scheme</p> <p>Maltese nationals who worked and contributed to the Maltese Social Security scheme who are moving to another EU country</p> | <ul style="list-style-type: none"> <li>• Identification Document (ID card/Passport)</li> <li>• FS3 documents covering all the period of employment in Malta or copies of the receipts of the contribution payments, in the case of self-employment</li> </ul> | <p>Face-to-Face</p> <p>Online via the foreign country's institution (owing to Social Security Coordination Regulations/application of UK Withdrawal Agreement or Trade and Cooperation Agreement)</p>  | <p>Application is acknowledged by IRU within one (1) working day.</p> <p>Request is vetted and certificate is issued or rejected within two (2) working days.</p>  |
| <b>Export of Unemployment Benefits from one EU Member State to another</b>                                     | <p>Unemployed persons in receipt of Maltese benefits who opt to move to another Member State</p> <p>Foreign unemployed who opt to move to Malta</p>  | <ul style="list-style-type: none"> <li>• Identification Document (ID card/Passport)</li> <li>• U2 document (in case of transfer in)</li> <li>• Evidence of registration with JobsPlus</li> <li>• Date of departure (in case of transfer out)</li> </ul>       | <p>Face-to-Face</p> <p>Contact via <a href="mailto:servizz.gov">servizz.gov</a>/Department of Social Security Email and forwarded to IRU</p>   | <p>Upon receipt of U2 request (including all required documents) through email from client or through <a href="mailto:servizz.gov">servizz.gov</a>, IRU notifies Foreign Institution, and informs client of such notification within two (2) working days.</p>   |

