FINANCIAL CONTRIBUTION TOWARDS TRAVEL AND SUBSISTENCE EXPENSES
FOR ACI CANDIDATES INVITED TO ACCREDITATION TESTS

FREQUENTLY ASKED QUESTIONS (FAQ)
version 7.0 applicable to candidates invited to tests taking place as from 1 January 2019

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1. **MAIN PRINCIPLES**

What kind of financial contribution am I entitled to?
You are entitled to receive a flat-rate contribution to travel expenses as well as accommodation / subsistence allowance(s) according to the criteria defined in the "Rules on the financial contribution towards travel and subsistence expenses for ACI candidates invited to accreditation tests".

I did not pass the test. Am I entitled to the contribution anyway?
Yes, the contribution is not subject to your result in the test.

I was not able to attend the test due to sickness. Since I had already purchased my tickets, am I entitled to a contribution anyway?
If you had to cancel because of sickness / accident, the flat-rate contribution to travel expenses may be granted upon presentation of a medical certificate and proof of travel expenses. The contribution will be limited to the actual cost of the ticket and cannot exceed the flat-rate amount normally due.

To claim the contribution to travel expenses you will first have to request partial / full reimbursement to the transport company, which will be then deducted from the contribution.

I was not able to attend the test as I did not get visa on time. Am I entitled to a travel and accommodation allowance?
No. It is your responsibility to obtain all necessary travel authorisations on time.
2. Submitting the Documents

What do I have to do to claim the contribution?

In order to request the contribution, please:

- Complete on screen, print and sign the financial identification form. You will also need to either get the form signed and stamped by your bank or attach a copy of a recent bank statement mentioning personal details, the bank's details and the IBAN code.
- Complete on screen, print and sign the legal entity form. Attach a clear and legible copy of your ID card or passport. Please note that filling in the VAT line on the form is optional if you decide so you will be requested to provide additional documents.
- Print, complete and sign the claim form. Attach all the supporting documents mentioned on the form.

How can I submit the claim form?

You should send the original of your claim after the test, together with all relevant supporting documents, by mail to:

European Commission
Sylwia Lajs-Rasmussen
VM18 03/17
Rue Van Maerlant 18
B-1049 Brussels

Please note that the documents must be sent no later than 3 months from the date of the test. We recommend that you keep copies of all the documents you send in.

Before sending your claim, please make sure that:

- Information provided in the legal entity and financial identification form matches the supporting documents, e.g. make sure that data indicated in the legal entity form correspond to your passport or ID card;
- The legal entity form is signed and dated and that the copy of your passport or identity card is attached;
- The financial identification form has a stamp and signature from the bank or a copy of a bank statement is attached;
- The financial identification form is signed and dated;
- All supporting documents are duly attached and are in your name;
- Amounts indicated in the claim form correspond to the supporting documents.

Can I send you the documents by e-mail or do you need the originals?

We need the original documents.

When I should expect my contribution to be paid?

The payment will be made within 30 days from the moment we receive a completed file with all supporting documents required.
3. **FINANCIAL IDENTIFICATION FORM**

How do I complete the financial identification form?

In the first box "ACCOUNT NAME", you shall fill in your personal details as communicated to the bank. In the second box, you have to provide your contact details.

In the third box "BANK", you have to give your bank details such as the bank's name and address, your account number and the IBAN code. Therefore, it is essential to provide your private bank account number.

The financial identification form needs to be stamped and signed by your bank or to be accompanied by a bank statement mentioning the bank’s details, personal details and the IBAN code in which case the signature and stamp of the bank are not required.

**Can you transfer the money to my Visa or PayPal account?**

No, we cannot transfer money to a credit card or PayPal account.

**Can I use the account number of a family member? What do I have to provide if there is no IBAN code for my bank account number?**

In principle, we can validate and use the bank account number of your partner or a family member. Your legal entity will be linked to this account.

In order to execute an international bank transfer when no IBAN code exists, you have to provide the bank account number and the branch address of your bank.


**Can I be paid in a currency other than EUR?**

The payment will be in EUR. Please make sure that your bank accepts payments in EUR.

4. **LEGAL ENTITY FORM**

Which details are required on the legal entity form?

On the legal entity form you have to provide your personal details. Under 'NAME', we require your name as appears on your passport or identity card. Under 'OFFICIAL ADDRESS', we require the address, which is registered on your identity card.

All the lines on the legal entity form must be filled in except for the VAT line, which is optional and, if completed, will require you to provide additional documents (a certificate from your tax authority confirming your VAT number as well as an extract from the register of the Chamber of Commerce.)

**What shall I provide if I am not registered to the Chamber of Commerce or if such an institution does not exist in my country?**

A personal declaration attesting and explaining the reason why you cannot provide this document. You can send this declaration by e-mail to the functional mailbox or attach a signed note to the legal entity form.
5. **Travel**

You are entitled to a contribution to your travel expenses when the distance between your place of residence (or actual place of departure) and place of the test, is more than 200km.

The contribution is a flat-rate amount based on great-circle distance (orthodromic distance) in km between two locations and paid for outbound and inbound travel separately. Where the declared place of residence is different from the actual place of departure/return to/from the place of the test, the shorter distance(s) will determine the applicable flat-rate(s).

For example:
Declared place of residence: Vilnius
Place of the test: Brussels; place of departure: Berlin; place of return: Salvador (Brazil)

Great-circle distance between Vilnius and Brussels = 1.466 km
Great-circle distance between Berlin and Brussels = 651 km

Since the distance between the place of residence (Vilnius) and place of the test (Brussels) is more than 200km the candidate would be entitled to contribution.

**Calculation of the contribution:**
**Outbound travel contribution:** As the distance between the place of the test (Brussels) and place of the actual departure (Berlin) is shorter than the distance between the place of the test (Brussels) and the place of residence (Vilnius), the flat-rate contribution is based on the distance between Brussels and Berlin (651 km). The applicable amount would be 90€ (see article 2.1 of the rules published here: [http://europa.eu/interpretation/conditions_en.htm](http://europa.eu/interpretation/conditions_en.htm)).

**Inbound travel contribution:** As the distance between the place of the test (Brussels) and place of the actual return (Salvador) is longer than the distance between the place of the test (Brussels) and the place of residence (Vilnius), the flat-rate contribution is based on the distance between Brussels and Vilnius (1.466 km). The applicable amount would be 120€ (see article 2.1 of the rules published here: [http://europa.eu/interpretation/conditions_en.htm](http://europa.eu/interpretation/conditions_en.htm)).

In this example, the total flat-rate contribution to travel expenses would be 90€+120€=210€.

**I will be travelling more than 4 days before or after the test date. What contribution to travel expenses will I receive?**

Only the part of your journey directly related to the test within the 4 days window around the test date is subject to contribution. This window can be extended in cases of dummy booth session, upon verification of invitation and attendance.

For example:
Your date of the test: 10/02/2019
Your date of arrival: 08/02/2019
Your date of departure: 12/02/2019

In this above example you will be only paid the flat-rate contribution for outbound travel on 08/02/2019. As the inbound travel on 12/02/2019 took place outside the 4 days window which in your case started on 08/02/1019, you will not receive the contribution for the second part of your journey.
I travelled by car. On which basis will my contribution be calculated?
In case of car travel, the contribution is a flat-rate amount, calculated in the same manner as explained above. To prove travel, you will have to present an original toll booth receipt or petrol station receipt issued in a place on the route from your place of departure to the place of test.

I will be travelling from/to a place other than my place of residence. Am I entitled to a contribution to travel expenses?
You can travel from/to any place you wish but for the calculation of the contribution, we will consider the shorter distance(s) to determine the applicable flat-rate(s).

Do you reimburse taxi costs, public transport within Brussels?
We do not contribute to taxi or public transport costs additionally. The flat-rate contribution you receive should cover all travel expenses.

6. ACCOMMODATION

What kind of allowances am I entitled to?
You can receive a daily subsistence allowance of 25€ if no accommodation allowance is claimed. It can only be paid for the day of the test.

An accommodation allowance of 100€ for the night before the test can be granted if you arrive a day before the test because same-day travel would imply that you would have to leave your place of residence/place of departure before 7 AM on the day of the test to be on time. By analogy, you can receive an accommodation allowance for the night of the test if the return trip to the place of residence/place of return would not be achievable before midnight of the same day.

The incompatibility of the test schedule with same-day travel will be verified taking into account normally available connections that would allow the candidates to respect the timeframe above. Accommodation allowances (max. 3) can be paid only upon presentation of an appropriate invoice (see the question below).

Can I stay in B&B/hostel or rent an apartment and be entitled to receive an accommodation allowance?
To receive an accommodation allowance we require a formal hotel invoice and proof of payment when the invoice does not clearly indicate that the amount due was paid.

Required information on the invoice:
- Full name, address and VAT identification number of the supplier (hotel)
- Full name and address of the customer (you)
- Invoice number (sequential number which uniquely identifies the invoice)
- Date of issue of the invoice
- Your arrival and departure dates
- Description of accommodation services used
- Price per night (excluding VAT)
- Taxable amount per VAT rate or exemption
- VAT rate(s) applied
- Total VAT amount
- Method of payment clearly stated (card or cash).
I shared the room with another candidate. Are we entitled to an accommodation allowance?

Accommodation allowance will be paid to the candidate mentioned on the hotel invoice. The other candidate(s) will be granted a daily allowance of 25 euro for the day of the test.

7. EXPENSES AND SUPPORTING DOCUMENTS

I lost my travel/accommodation documents but I kept a copy of the reservations. Can I send them as supporting documents for the claim?

As a rule, only original tickets and invoices can be accepted as valid supporting documents.

I paid in a currency other than Euro. Which exchange rate will be applied?

The rate of the day we pay you. These rates are the market rates for the penultimate day of the previous month quoted by the European Central Bank.

I was invited to participate in 'dummy booth' session before the date of the test. Am I entitled to the travel and accommodation contributions for the extra days?

In the case of early arrival because of participation in a 'dummy booth' session, travel allowance can be granted if you arrived in the place of the session no more than one day before the start of the session. However, no accommodation or daily subsistence allowance will be granted for these extra days. An accommodation allowance for the night before the test can be paid on presentation of a valid hotel invoice.

Please add any documents confirming your attendance in the dummy booth session (invitation e-mail etc.)

Am I covered against the risk of accident during the dummy booth session?

No, we do not provide insurance cover for days of the dummy booth session. You are covered against the risk of accident only for the duration of your journey and days of your stay at the place of test within the 4 days window.

Will you reimburse the cost of a visa?

We cannot reimburse the cost of a visa.

8. INSURANCE COVER

Am I covered against the risk of accident during my stay at the place of the test?

Yes, you are covered against the risk of accident during your journey and your stay at the place of the test for a maximum of 4 days under the following conditions:

- The coverage period starts on the day of your outbound travel (provided it is within the three days preceding the test date) and lasts for a maximum of three more days.
- Alternatively, if the outbound travel takes place more than three days before the test date, you are covered for your inbound travel (again, provided it is within the three days from the test date) and a maximum of three days before that.
- If neither of your travel days are within 4 days window around the test date, you will be covered just for the date of the test.
Should you have an accident during the period covered by the policy, please file a claim directly to the Insurer and contact him for any further information.

Contact details:
Cigna International Health Benefits BVBA
Postbox 69
2140 Antwerpen - Belgium
Tel: + 32 3 217 57 52
fax: + 32 3 235 57 17
e-mail: clientservice2@cigna.com

Will the travel insurance that I bought together with my ticket be reimbursed?
Personal travel insurance costs cannot be reimbursed.

9. AFTER SUCCEEDING A TEST

I succeeded the test and I am again requested to send you the legal entity and financial identification form. I wonder if this is necessary since I have already submitted them.

You do not have to send those forms again if you want our service to continue using the bank account number you already provided. However, all changes in bank or personal details have to be communicated by the official forms.

I succeeded the test and submitted all the required documents. When I log in to my Web calendar, I get the message that my file is incomplete. How can I solve this problem?

When you receive your first contract, your payment officer will encode your bank account number and legal entity into the accounting system. At that moment, the message will no longer appear on your web calendar.

I succeeded the test and am requested to send you some official documents such as a certificate of good conduct, birth certificate and a certified copy of my identity card or passport. Can I submit you these documents in the language of my country or do I have to have them translated?

You can send these documents in the language of your country with a brief summary in English, French or German.

I have no possibility to obtain a certified copy of my passport or identity card. Do you accept another document, proving my nationality?

Exceptionally, in these circumstances, our service can certify a copy of your passport or identity card. You can make an appointment for that purpose by sending an e-mail to the functional mailbox: SCIC-signalaic@ec.europa.eu

Your service has to complete some forms in order to get my certificate of good conduct from my authorities. Can I send you these documents to complete?

We will complete and sign the forms and return them to you by registered mail.
10. Contacts

If you have questions concerning the contribution to your expenses, please use the functional mailbox: scic-aci-candidates-expenses@ec.europa.eu or the following mail address:

Sylwia Lajs-Rasmussen
VM18 03/17
Rue Van Maerlant 18
B-1049 Brussels