

EU National Importing contribution based Unemployment Benefit from 1st May 2010

Background

1. EU Nationals must make initial contact with Jobcentre Plus at a Jobcentre. If they phone a Contact Centre they will be directed to a Jobcentre. BDCs will have little involvement in most of these cases. However, if a claimant contacts a BDC they must be referred to a Jobcentre. **Jobcentres should not refuse to deal with claimants from the EU who attend to import their EU unemployment benefit.**
2. The following guidance follows the whole process from end to end.

Changes from 1st May 2010

3. Following the introduction of a new EU Regulation on Social Security Coordination 883/04 from 1st May 2010 most EU claimants who wish to register for work and import their benefit will not claim Jobseekers Allowance (JSA). They will instead continue to be paid and receive benefit from the member state they have come from.

EU national wishes to import their benefit

4. When a European Union(EU) claimant attends a Jobcentre to register they should have the following documentation:
 - an EU authority known as a portable document U2
 - a letter from their EU employment office authorising them to look for work in the United Kingdom (UK).
5. Most claimants from other EU countries will not have a National Insurance number (NINO) because they have not previously worked or tried to find work in the UK.
6. There is no need for the claimant to have a NINO as they will not be claiming Jobseekers Allowance (JSA (C)). However, they may wish to apply for a NINO as they are work seekers and it may be easier to obtain employment if they already have a NINO.

Portable Document U2

7. Form U2 is:
 - a standard form used by all the countries in the EU to give information about a claimant's entitlement to exported unemployment benefit;
8. issued when a claimant who wishes to seek work in another EU country qualifies for exportable unemployment benefit. Some countries may still be issuing the old E303 which can be treated as a U2. But see paragraph 4.
9. The EU employment office issues form U2 (other documents may be produced in the U00.. series of numbers) to the claimant to produce at the UK Jobcentre; or

10. The Jobseekers and Benefit Enhancement Section (JBES) of International Pension Centre(IPC) at Newcastle upon Tyne. In addition, the EU employment office issues a letter to the claimant to produce at the UK jobcentre.
11. The portable document U2 informs the claimant of the date by which they must register at the UK Jobcentre in order to receive payment of continuous benefit. To make sure there is no break in their claim, the claimant must register for employment in the UK within 7 days of the date shown.

Effect of work on EU benefits

12. The claimant cannot be paid EU benefit if, between leaving their home country and claiming benefit in the UK, they have:
 - worked full or part time in the UK; and
 - earned more than the lower earnings limit.
13. Consider if their contribution record may be enhanced by work/insurance abroad. If so refer to the BDC who will contact JBES.
14. If a claimant enquires about working full or part-time, tell them how this may affect their EU benefit but do not dissuade them from working.
15. If the claimant starts any part time work contact JBES, as soon as possible, for advice. If the part time work is for 16 hours a week or more, do not close the LMS record

Claimant attends Jobcentre to register

16. When a claimant attends the office to register take their details, create a basic LMS record and book an “ad hoc” appointment with a Personal Adviser. The LMS record should be set up as “Unemployed –not claiming JSA”. A Jobseeker’s Agreement is not required for import claimants.
17. If the claimant made contact via the Contact Centre an appointment may already have been made and the LMS record set up. The CMS script asks a question about importing benefit which should trigger a hand-off to Jobcentres.

Claimant attends the appointment

18. The action to take at this appointment will differ depending on whether the claimant has all of the relevant documents required.

Claimant has correct documents

Step	Action
1	Check the claimant’s registration details and Portable document, U2
2	Explain to the claimant the conditionality and attendance arrangements and input any relevant information into LMS
3	Conduct the interview, discussing jobsearch in the usual way
4	Retain a copy of the ‘Portable form U2 in the LMU

5	Fax the Portable form U2 and a fax cover sheet with the Jobcentre's contact details, to the JBES/ IPC, 0191 218 7147 or 0191 218 3476 (note the date of first contact on the form before faxing).
6	Send notification that the interview has been completed and attendance arrangements to the IPC. Via email- tvp.ipcjobseekers@THEPENSIONSERVICE.GSI.GOV.UK
7	Courier the original U2 document to INTERNATIONAL PENSION CENTRE (IPC) JBES TC013.

Claimant does not have correct documents

Step	Action
1	Check the claimant's registration details and ask the claimant sign a statement that they are importing EU unemployment benefit and complete BF627.
2	Explain to the claimant the conditionality and attendance arrangements and input all relevant information into LMS
3	Send BF627 to the JBES/IPC and retain a copy in the LMU.

Claimant does not attend the appointment

19. If the claimant does not attend the appointment notify JBES/IPC via email. If the claimant attends or makes contact following Failure to Attend rebook the PA appointment.

EU national reports non payment of EU UB

20. If the EU national reports that they have not been paid by their member state after an acknowledgment has been received they should be advised to make contact with the authorities in the country that should be paying them. As they are not receiving JSA there is no action for the Jobcentre to take.

Type of claim

21. EU Nationals may be eligible to receive:

- JSA based on contributions paid in this or their own country; or
- imported EU benefit, paid by their member state of origin for up to three months but this may be extended;

22. They must still satisfy the UK Labour Market conditions. They will not claim JSA in most circumstances. See paragraph 4.

23. It is important to note that as someone importing their EU benefit isn't required to claim JSA they will not need a Habitual Residence Test (HRT) decision. If they wish to claim JSA (IB) or Housing Benefit (HB), then an Habitual Residence Test (HRT) decision will be required. They will only be entitled if they satisfy the HRT.

24. Further information regarding the EU and the Habitual Residence Test (HRT) can be found in the Habitual Residence Test Guidance.

A2 nationals from Romania and Bulgaria

25. These EU nationals do not have the right to work in the UK except under certain specific conditions. Details are in [appendix 1](#). The restrictions only apply until 31 December 2013. From 1 January 2014, Bulgarian and Romanian nationals have the same rights as other EU nationals.

Croatian Nationals

26. Croatia joined the European Union on 1 July 2013.
27. Croatian nationals will **not** enjoy the same rights as most other EEA nationals, and they will have restricted access to the UK labour market for an initial period of 5 years from 1 July 2013.
28. The special provisions which apply to Croatian nationals from 1 July 2013 are detailed below.

Employed Croatian Nationals

Worker Authorisation Scheme

29. Workers from Croatia must, except where they are exempt from the requirement, obtain a Worker Authorisation document from the Home Office before they start working for an employer in the UK.
30. A Croatian national's Worker Authorisation document is a purple registration certificate and will contain the name of the employer that the holder can work for or the category of work they can do.
31. Croatian nationals subject to Worker Authorisation will **not** be entitled to the majority of DWP income related benefits. They may be entitled to Housing Benefit whilst they remain legally employed and for this they must satisfy the Habitual Residence Test. This is to establish their right to reside, their actual habitual residency and to ensure that they have a valid purple registration certificate.
32. A Croatian national who has worked legally in accordance with the Worker Authorisation Scheme **for a continuous period of 12 months** will no longer be subject to Worker Authorisation. This means they will have the same rights as other EEA national workers including the ability to retain their worker status.
33. Once a Croatian national has worked legally in accordance with the Worker Authorisation scheme for a continuous period of 12 months they can apply to the Home Office for a blue registration certificate annotated to show that they can work in the UK without restrictions. A Croatian national who has satisfied the Habitual Residence Test and holds a blue registration certificate may be entitled to:
- Income Support
 - Jobseeker's Allowance (Income Based)
 - Employment and Support Allowance (Income Related),
 - State Pension Credit or
 - Housing Benefit

34. If their right to reside is established they are deemed to satisfy the factual habitual residence part of the test.

Highly skilled Croatian nationals

35. Highly skilled Croatian nationals who apply to the Home Office for the right to work in the UK may be issued with a blue registration certificate, which will make it clear that there are no restrictions on their right to work in the UK. If a Croatian national holds such a certificate they are exempt from the Worker Authorisation scheme. This means they will enjoy the same rights as all other EEA national workers, including the ability to retain worker status.

36. A Croatian national who satisfies Habitual Residence Test who holds a blue registration certificate may be entitled to:

- Income Support
- Jobseeker's Allowance (Income Based)
- Employment and Support Allowance (Income Related),
- State Pension Credit or
- Housing Benefit

37. If their right to reside is established they are deemed to satisfy the factual habitual residence part of the test.

Croatian National Jobseekers

38. Croatian nationals who come to the UK to seek work will not satisfy the Habitual Residence Test and are not entitled to income-related benefits; unless they have completed 12 months continuous authorised work in the UK and have a blue registration certificate.

Croatian National Students

39. Croatian students can work for up to 20 hours a week if they have a yellow registration certificate from the Home Office and are treated in the same way as students from other EEA countries. They have a right to reside here if they have sufficient resources not to become a burden on the UK welfare system, and as such would not be entitled to income related benefits.

Economically inactive Croatian Nationals who are Self Sufficient

40. Economically inactive Croatian nationals, for example lone parents or retired people, can come to live in the UK in the same way as other inactive EEA nationals. However, they only have a right to reside here if they have sufficient resources not to become a burden on the UK welfare system, and as such would not be entitled to income related benefits

Self Employed Croatian Nationals

41. Self employed Croatian nationals enjoy the same right to reside as any other EEA national who is involved in genuine self employment. They can claim Housing Benefit if they satisfy the Habitual Residence Test as a self-employed person. If they stop working as a self-employed person, they will

generally only have a right to reside if they are self-sufficient and have sufficient resources not to become a burden on the UK welfare system, and as such would not be entitled to income-related benefits.

Croatian nationals who are exempt from Worker Authorisation

42. Whilst the majority of Croatian nationals will be subject to the Worker Authorisation Scheme as detailed above, there are some Croatian nationals who do not need authorisation to work in the UK and have unrestricted access to the UK labour market. They can obtain confirmation of this right from the Home Office by applying for a blue registration certificate (but this is not compulsory). Those exempt from Worker Authorisation include:

- A Croatian national who had been given leave to enter or remain in the UK with no employment restrictions on 30 June 2013; or
- A Croatian national who had been legally working for 12 continuous months without interruption up to and including 30 June 2013; or
- A Croatian national who has legally worked without interruption for a period of 12 continuous months, where some of that period falls after 30 June 2013, or
- A Croatian national with dual nationality, where they are also the national of the UK or another EEA state-other than Croatia, (if a Croatian national's dual nationality is Bulgarian or Romanian they would need to have worked in accordance with the transitional controls which apply to Romanian and Bulgarian nationals)
- A Croatian national who is the spouse, civil partner, unmarried or same sex partner or direct descendant of an EEA national with a right to reside.; or
- A Croatian national who has a permanent right to reside under the Immigration (EEA) regulations.

See DMG Memo 15/13 for further details.

43. A Croatian national who meets one of the criteria described above must be treated like any other EEA national. This means that if they satisfy the Habitual Residence Test they may be entitled to:

- Income Support
- Jobseeker's Allowance (Income Based)
- Employment and Support Allowance (Income Related),
- State Pension Credit or
- Housing Benefit

44. If their right to reside is established they are deemed to satisfy the factual habitual residence part of the test.

EU Benefit ends and claimant stays in GB

45. When JBES notification is received that EU benefit has ended (this could be after 3 months or 6 months if it has been extended), the EU national should be interviewed.

46. Check if the claimant now wants to claim JSA (IB) and if so:

- do a face to face gather on CMS or issue JSA1;

- when JSA1 is returned take normal claims action
47. The LMS record will need updating to note a reminder and the claimant may need to be referred for an NINO application if they do not have one. Also HRT/RTR action will be required unless they are from within the Common Travel Area(CTA) including the Irish Republic

JBES IPC

48. JBES IPC gives advice about:
- any case where it is not clear if a claimant is a national covered by EU Regulations;
 - what, if any, benefits can be imported from abroad.
 - aggregation of insurance to enhance a person's UK NI record in order to satisfy the contributions conditions for entitlement to JSA.

Address

49. The Jobseekers and Benefit Enhancement Section address is:
- JBES, Room TC013, International Pensions Centre, Tyneview Park, Whitley Road, Benton, Newcastle, NE98 1BA
 - telephone number 0191 218 7652
 - fax number 0191 218 7147 or 0191 218 3476
50. This phone number MUST NOT be given to claimants.

EEA nationals returning to Europe - Application for UK National Insurance Certification (PDU1)

51. EEA nationals returning to Europe to work or claim benefits, should apply for a 'statement of national insurance contributions' (PDU1) as proof of national Insurance contributions paid whilst working in the UK. These contributions can then be considered, in the host country, when calculating eligibility for pensions and other social security benefits. In order to apply for this statement/certificate, customers should be directed to the HMRC website, National insurance enquiries for non-UK residents.
52. See HMRC application form CA3916 at;
<http://www.hmrc.gov.uk/forms/2005/ca3916.pdf>
53. The helpline to call from abroad is +44 191 203 7010.

Queries

54. Any queries should be referred to the Adviceline initially on 01253 611350. If they are unable to help they will contact JBES or JSA Policy.

Appendix 1 - A2 Nationals

55. Restrictions on access to the UK labour market apply from 1 January 2007 until 31 December 2013.. Full details of these restrictions are given in the Home Office web.
56. Bulgarian and Romanian nationals can come to the UK from 1 January 2007 if they satisfy the criteria of being a highly skilled migrant. Such

workers have a full right to work but must obtain a valid EEA **registration card**. Bulgarians and Romanians who are unskilled are allowed to work in the UK, subject to a quota of 20,000 per annum, but are restricted to employment in agriculture and the food processing industry. This group must have an **accession worker card** and cannot register to look for work in the UK. The restrictions only apply until 31 December 2013. From 1 January 2014, Bulgarian and Romanian nationals have the same rights as other EU nationals.

57. The restrictions are being applied to nationals of Bulgaria and Romania but not to nationals of other countries, including UK nationals, who come to the UK from Bulgaria and Romania until 31 December 2013.
58. Because it is the UK that is applying the restrictions, it is possible that Bulgarian and Romanian claimants may satisfy the conditions for a transfer of Bulgarian or Romanian UB. This means that forms U2 may still be issued by the Bulgarian and Romanian authorities in respect of claimants who come to seek work in the UK regardless of their status until 31 December 2013.
59. As a result of the UK's restrictions, only claimants of Bulgarian and Romanian nationality who possess a valid EEA **registration certificate** will be able to register as available for employment in the UK. Claimants who produce this document have unrestricted rights to work in the UK and so can register as available for work. Any such claimant that also has form U2 will also be able to receive payment of Bulgarian/Romanian UB.
60. Bulgarian or Romanian claimants who produce an **accession workers card** do not have full rights of access to the UK labour market and cannot therefore look for work in the UK or register and satisfy the availability to work criteria. If, therefore, a claimant produces such a card in addition to form U2, Bulgarian/Romanian UB cannot be paid.
61. A Bulgarian or Romanian national that comes to the UK from another EEA country is also subject to the restrictions as if they had come to the UK from Bulgaria or Romania until 31 December 2013.
62. But the restrictions do not apply to a non-Bulgarian or Romanian national coming to the UK from one of the these countries

Import of Benefit prior to 1 May 2010

Import of Benefit prior to 1 May 2010

1. The following guidance is only for use in relation to cases arising prior to 1 May 2010.

EEA national wishes to import their benefit

2. When a European Economic Area (EEA) claimant attends to register they should have the following documentation:
 - an EEA authority to pay form U2; or
 - a letter from their EEA employment office authorising them to look for work in the United Kingdom (UK).

3. All claims from an EEA national must be referred to the Jobseekers and Benefit Enhancement Section International Pension Centre (JBES IPC) regardless of whether or not they have the relevant documentation.
4. Most claimants from other EEA countries will not have a National Insurance number (NINO) because they never previously worked or tried to find work in the UK.
5. If the claimant does not have a NINO, process their claim clerically until a NINO is allocated.

Form E303

6. Form E303 is:
 - A standard form used by all the countries in the EEA) to give information about a claimant's entitlement to exported unemployment benefit;
 - issued when a claimant who wishes to seek work in another EEA country qualifies for exportable unemployment benefit.
7. Depending on which EEA country the claimant is from, the EEA employment office issues form E303 to:
 - the claimant to produce at the UK jobcentre; or
 - the International Pension Centre at Newcastle upon Tyne who liase with the UK JSA Unit.
8. In addition, the EEA employment office issues a letter to the claimant to produce at the UK jobcentre.
9. Both the letter and form E303 inform the claimant of the date by which they must register at the UK Jobcentre in order to receive payment of continuous benefit.
10. Exported benefit can still be paid from the actual UK date of claim if that is after the date on the E303

Referring a claim to the JBES IPC

11. To refer a claim:

Step	Action
1	complete form BF627 to show: <ul style="list-style-type: none"> • the claimant's identity details; • the EEA employment office's name and address; • the date the claimant claimed in the UK; and • details of any employment the claimant has done since arriving in the UK; • details of the office code number where the reply is to be sent;
2	attach original parts 1-4 of form E303 or the letter from the EEA employment office, if received, to form BF627; if originals not held send copies
3	if the claimant has claimed for dependants or made a delayed claim, attach form JSA589 to form BF627;

4	send the BF627 and associated documents to IPC, at the usual address;
5	note on form JSA14C that form BF627 has been sent;
6	for JSAPS maintained claims: <ul style="list-style-type: none"> • access dialogue JA530: Case Controls and set a user case control for 21 days to await reply from IPC; for clerically maintained claims: <ul style="list-style-type: none"> • set a B/F for 21 days to monitor the reply from IPC;
7	if a reply has not been received from IPC after 21 days take further action.;
8	if the claimant has a UK National Insurance Number: <ul style="list-style-type: none"> • obtain information from eNIRS2 if available or; • send form JSA690 to NIRS2 to: <ul style="list-style-type: none"> ○ register the claim on NIRS2; ○ prompt NIRS2 to issue form RD26; • note on form JSA14C that form JSA690 has been sent to NIRS2;
9	await form RD26 from NIRS2.

No reply received from JBES IPC

12. If a reply from has not been received:

Step	Action
1	send a duplicate BF627 marked 'reminder' to the usual address;
2	check to see if the claim is registered clerically or on system
3	note form JSA14C that reminder form BF627 has been sent;
4	<ul style="list-style-type: none"> • for system maintained cases: <ul style="list-style-type: none"> ○ access dialogue JA530: Case Controls and set a case control for 7 days to await a reply from IPC; • for clerically maintained cases: <ul style="list-style-type: none"> ○ set a B/F for 7 days to await a reply from IPC;
5	if IPC have not replied after the 7 days telephone IPC and note form JSA14C; <ul style="list-style-type: none"> • for system maintained cases: <ul style="list-style-type: none"> ○ access dialogue JA530: Case Controls and set a case control, to await a reply; • for clerically maintained cases: <ul style="list-style-type: none"> ○ set a B/F to await a reply.

Decision received from JBES IPC

13. When processing a claim clerically and form IPC531 is received before form RD26, pay any EEA benefit clerically while waiting for form RD26.

14. When form IPC531 is received:

Step	Action
1	<ul style="list-style-type: none"> • for system maintained claims: <ul style="list-style-type: none"> ○ record receipt of IPC531 in dialogue JA110: Maintain Notepad; ○ take action to pay any European Economic Area (EEA) benefit;
2	<ul style="list-style-type: none"> • for clerically maintained claims: <ul style="list-style-type: none"> ○ record on form JSA14C the total EEA benefit payable from part 2 of the form IPC531 and file in the claimant's JSA file; ○ record the date when the EEA benefit is due to run out; ○ pay any EEA benefit due.

JBES IPC action

15. When JBES IPC receive form BF627, and form E303 or the letter from the EEA employment office, they convert:

- the daily and weekly rate of the EEA benefit into sterling;
- confirm the dates between which the EEA benefit is payable; and
- confirm, if appropriate, any days when the EEA benefit is not payable, for example, weekends.

16. In addition, if the claimant has made a:

- delayed claim, IPC will ask the EEA employment office to decide if EEA benefit is payable for the period of the delay;
- claim for dependants on form JSA589, form E303 will usually include an increase for dependants where appropriate.

Form IPC531

17. When IPC authorise payment of EEA benefit, they will send form IPC531.

18. Form IPC531 shows details of the claimant's entitlement to EEA benefit.

19. The period and daily rate of EEA benefit is shown at Part 2 of form IPC531. Note that the rate payable is the foreign benefit rate and so may be significantly higher or lower than the UK JSA rate.

EEA Nationals

20. EEA Nationals may be eligible to receive:

- JSA based on contributions paid in this or their own country; or
- imported EEA benefit, paid in sterling at a rate equal to that payable in their own country for a maximum of three months; or

21. They must still satisfy the UK Labour Market conditions. Their claim should be taken in the normal way.

22. It is important to note that someone importing their EEA benefit will not be eligible for JSA(IB), therefore they do not need an Habitual Residence Test (HRT) decision. This is because claimants importing their EEA benefit will not pass the second part of the HRT, as they have not been in the UK long enough.

23. Further information regarding the EEA and the Habitual Residence Test can be found in the Habitual Residence Test Guidance.

Pay European Economic Area benefit on JSAPS

24. When form IPC531 is received:

Step	Action
1	access dialogue JA091: Maintain Claim Details and on the: <ul style="list-style-type: none"> • MAINTAIN CLAIM ADMINISTRATION screen JA091004, make sure the claim type is set to [EC] and; • EXCEPTIONAL CONDITIONS screen JA091019, input; <ul style="list-style-type: none"> ○ an exceptional condition [26] in the 'Reason Code' field; ○ a person code [1] in the 'Person No' field; ○ a start and end date in the 'D/Start' and 'D/End' fields, as shown on form IPC531. (It is important to input the end date to tell JSAPS when to stop paying European Economic Area (EEA) benefit, as it is only payable up to a maximum of 3 months. If the end date is not input JSAPS will continue to pay);
2	access dialogue JA200: Award and Decision, press [F5], and on the: <ul style="list-style-type: none"> • CLERICAL COMPONENTS screen JA200203: <ul style="list-style-type: none"> ○ over type the nil JSA (C) rate shown, with the total amount of EEA benefit payable as supplied by IPC at part 2 of form IPC531; ○ input the period of payment authorised by IPC in the From and To date fields as detailed on form IPC531; • AWARD SUMMARY screen JA200202, press [F24] to award and decide on the claim;
3	access dialogue JA530: Case Controls and set a case control to review the claim when the EEA benefit ends;
4	access dialogue JA110: Maintain Notepad and note receipt of form IPC531;
5	file form IPC531.

Pay European Economic Area benefit clerically

25. EEA benefit is paid clerically in all cases where the claimant does not have a National Insurance number and also when:

- JSA (C) is in payment on JSAPS;
- JSA (C) is clerical;

When JSA (C) is in payment on JSAPS

26. If the claimant receives JSA (C) based on their UK contribution record only, pay their EEA benefit clerically while continuing to pay JSA (C) on JSAPS:

Step	Action
1	continue paying the claimant JSA (C) on JSAPS;
2	access dialogue JA501: Claim Details Enquiry and check the claimant has attended;
3	record the EEA benefit payment details from part 2 of the form IPC531 onto form JSA14P, noting the form 'EEA benefit payments' at the top;
4	file form IPC531 in the claimant's JSA file;
5	send letter to the claimant telling them about the amount of benefit they are entitled to;
6	access dialogue JA530: Case Controls and set a case control to check that the claimant has attended before making the next clerical payment of EEA benefit.

JSA (C) is in payment clerically

27. If the claimant can get JSA (C) based on UK contributions only and the International Pension Centre (IPC) have authorised payment of EEA benefit, the claimant is entitled to receive payment of JSA (C) and EEA benefit at the same time.

28. In these cases pay both benefits clerically:

Step	Action
1	set up a JSA14P, noted JSA (C) payments at the top;
2	set up a JSA14P, noted EEA benefit payments at the top;
3	file both in the JSA wallet;
4	when payment to the claimant is due, complete the relevant JSA14P with the appropriate benefit payment details;
5	pay the JSA (C) due;
6	access dialogue JA530: Case Controls and set a case control for 3 months to check if payment of EEA benefit should stop.

Maintaining the payment record

Making a payment of an EEA benefit

29. When making a payment of a EEA benefit:

- a first effective day of jobseeking is not needed;
- do not impose waiting days;
- the days from the date of first attendance/payment count for continuity in linking with later claims to UK JSA.

30. To make a payment of EEA benefit:

Step	Action
1	find out what date the EEA benefit can be paid from: <ul style="list-style-type: none"> • if this is the first payment of EEA benefit, pay from the first

	<p>day International Pension Centre (IPC) has authorised on the IPC531; or</p> <ul style="list-style-type: none"> • if this is not the first payment of EEA benefit, pay from the day following the date to which the claimant has already been paid EEA benefit;
2	find out the date up to which there is evidence that the claimant has been jobseeking;
3	work out the number of payment days from the date at step 1 to the date at step 2. If form IPC531 authorises payment for Saturday and/or Sunday, include these in the days;
4	<p>for system maintained claims:</p> <ul style="list-style-type: none"> • the system will set a case control for the last payment of the EEA Benefit when the user inputs the start and end date from the IPC531; <p>for clerically maintained claims:</p> <ul style="list-style-type: none"> • keep a running total of payments of EEA benefit on form JSA14P to make sure payment is not for more than the total number of days authorised by IPC. <p>Stop making payments when the terminal date of IPC's authorisation is reached;</p>
5	for clerically maintained claims, complete form JSA14P with the payment details;

Record an interest in benefit from abroad

31. The action to be taken will depend on whether the claimant:

- can get JSA (C) based on their UK contribution record;
- cannot get JSA (C) based on their UK contribution record.

Recording an interest when claimant receiving JSA (C)

32. If the claimant can get JSA (C) based on their UK contribution record only:

Step	Action
1	take normal action to pay JSA (C) on JSAPS;
2	<p>if form IPC531 has not arrived from International Pension Centre (IPC):</p> <p>for system maintained claims;</p> <ul style="list-style-type: none"> • access dialogue JA110: Maintain Notepad and; • make a note that when form IPC531 arrives, if the claimant: <ul style="list-style-type: none"> ○ does not receive JSA (IB), to pay the claimant's JSA (C) on JSAPS and their European Economic Area (EEA) benefit clerically; ○ receives JSA (IB), to pay both the claimant's JSA and EEA benefit clerically; <p>for clerically maintained claims:</p> <ul style="list-style-type: none"> • note forms JSA14A and JSA14C to show that JSA (C) is or

	<p>is not payable and that the claimant might receive EEA benefit;</p> <ul style="list-style-type: none"> • pay EEA benefit when authorisation received from IPC.
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Recording an interest when claimant cannot receive JSA (C)

33. If the claimant cannot get JSA (C) based on their UK contribution record only:

Step	Action
1	<p>check to see if JSA (IB) has been claimed. If JSA (IB) has:</p> <ul style="list-style-type: none"> • been claimed, go to step 2; • not been claimed, access dialogue JA091: Maintain Claim Details and on the: <ul style="list-style-type: none"> ○ MAINTAIN CLAIM ADMINISTRATION screen JA091004, make sure the claim type is set to [EC]; ○ EXCEPTIONAL CONDITIONS screen JA091019, input an exceptional condition [26] in the Reason Code field;
2	check to see if form IPC531 has arrived from IPC;
3	<p>if form IPC531 has not arrived:</p> <ul style="list-style-type: none"> • access dialogue JA110: Maintain Notepad and; • make a note to pay any entitlement to JSA (IB) and EEA benefit clerically when form IPC531 arrives.

EEA benefit ends

System action to take when EEA benefit ends

34. When the case control appears on the Work Available Report JA72539 and the claimant wants to continue with the claim:

Step	Action
1	<p>check if the claimant wants to claim National Insurance credits and if so:</p> <ul style="list-style-type: none"> • access dialogue JA091: Maintain Claim Details, MAINTAIN CLAIM ADMINISTRATION screen JA091004, and input [ORD] in the 'Claim Type' field to set the claim to normal;
2	<p>check if the claimant now wants to claim JSA (IB) and if so:</p> <ul style="list-style-type: none"> • issue JSA1; • when JSA1 is returned take normal action to process the claim.
3	return IPC531 tear-off portion to JBES IPC, showing period and total amount of benefit paid
4	if the claimant has gone abroad and arrears of EEA benefit are still due, complete DLJA306. Send it to IPC JBES so that the arrears can be issued, by International Money Order, to the

	claimant's address abroad
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Clerical action to take when EEA benefit ends

35. When the claimant's EEA benefit runs out:

Step	Action
1	ask the claimant if they want to claim JSA (IB);
2	if the claimant: <ul style="list-style-type: none"> • wants to claim JSA (IB): <ul style="list-style-type: none"> ○ reassess the claim; • does not want to claim JSA (IB) and JSA (C); <ul style="list-style-type: none"> ○ is in payment: <ul style="list-style-type: none"> – continue to pay JSA (C); ○ is not in payment: <ul style="list-style-type: none"> – end the claim.
3	return IPC531 tear-off portion to IPC JBES, showing period and total amount of benefit paid
4	if the claimant has gone abroad and arrears of EEA benefit are still due, complete DLJA306. Send it to IPC JBES so that the arrears can be issued, by International Money Order, to the claimant's address abroad

The JBES IPC

36. The JBES IPC gives advice about:

- any case where it is not clear if a claimant is a national covered by EC Regulations;
- payments of JSA (C) being stopped until a reply is received from the relevant foreign authority;
- what, if any, benefits can be imported from abroad.
- aggregation of insurance to enhance a person's UK NI record in order to satisfy the contributions conditions for entitlement to benefit

37. JBES can also confirm whether a period of unemployment in an EEA country can assist a claimant to qualify for Work Based Learning for Adults. Entry into WBLA means entitlement to payment of imported UB ceases. However, under UK rules, the claimant is entitled to the foreign rate of benefit as WBLA, plus expenses, for the duration of the WBLA.

Address

38. The Jobseekers and Benefit Enhancement Section address is:

- JBES, Room TC013, International Pensions Centre, Tyneview Park, Whitley Road, Benton, Newcastle, NE98 1BA
- telephone number 0191 218 7652
- fax number 0191 218 7147 or 0191 218 3476

Effect of work on EEA benefits

39. The letter from the EEA and form E303 both show the date the claimant has been told to register in the UK.

40. To make sure there is no break in their claim, the claimant must register for employment in the UK within 7 days of the date shown.

41. The claimant cannot be paid EEA benefit if, between leaving their home country and claiming benefit in the UK, they have:

- worked full or part time in the UK; and
- earned more than the lower earnings limit.

42. Consider if their contribution record may be enhanced by work/insurance abroad.

43. If a claimant enquires about working full or part-time, tell them how this may affect their EEA benefit but do not dissuade them from working.

44. If the claimant starts any part time work contact JBES, as soon as possible, for advise. If the part time work is for 16 hours a week, or more, do not close the claim. Contact JBES as above.

EEA nationals returning to Europe - Application for UK National Insurance Certification (PDU1)

45. EEA nationals returning to Europe to work or claim benefits, should apply for a 'statement of national insurance contributions' (PDU1) as proof of national Insurance contributions paid whilst working in the UK. These contributions can then be considered, in the host country, when calculating eligibility for pensions and other social security benefits. In order to apply for this statement/certificate, customers should be directed to the HMRC website, National insurance enquiries for non-UK residents.

46. See HMRC application form CA3916 at;
<http://www.hmrc.gov.uk/forms/2005/ca3916.pdf>

47. The helpline to call from abroad is +44 191 203 7010.