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EMPL 211  
MI 363  
COMPET 498  
ECOFIN 721  
EDUC 226  
SAN 310  
ELARG 78

#### NOTE

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From:	Presidency
To:	Delegations

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Subject:	AOB for the meeting of the EPSCO Council of 19 June 2025: Ensuring rapid pension protection for persons who have exercised their freedom of movement within the EU (Czech initiative) <i>- Information from the Presidency and the Commission</i>
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Delegations will find attached information from the Presidency and the European Commission, with a view to the meeting of the EPSCO Council on 19 June 2025 (Any Other Business item).

**ENSURING RAPID PENSION PROTECTION FOR PERSONS WHO HAVE EXERCISED  
THEIR FREEDOM OF MOVEMENT WITHIN THE EU**

In July 2024, the Czech Presidency, supported by Belgium, Bulgaria, Estonia, Finland, France, Germany, Latvia, Poland, Romania and Slovakia, prepared an information note (11952/24) drawing the attention to delays in processing cross-border pension claims. This issue was presented at the Employment, Social Policy, Health, and Consumer Affairs (EPSCO) Council meeting on 16 July 2024. The discussion revealed difficulties faced by retirees who often wait for long periods to access their pension rights as well as the need for a coordinated effort at Union level to improve processing times.

This issue was discussed by the Administrative Commission for Social Security Coordination. Data extracted from the Electronic Exchange of Social Security Information (EESSI), reveal long processing times for international cases, particularly in the pension sector, where some cases can take up to two years.

Aware of these challenges, the Commission worked closely with the Member States with a view to analysing the root cause of the situation and encouraged faster response times. An agreement between the EESSI participants was established, committing Member States to resolve at least 80% of pension cases by providing replies within a period of nine months. The Commission continues to monitor the progress towards fulfilling this commitment (EESSI relevant data presented in Annex) with a view to ensuring transparency and facilitating national measures. Where needed the Commission intends to follow up bilaterally with the Member States with the longest response time.

The EPSCO meeting, on 19 June 2025, presents a suitable occasion to discuss the actions already taken at national and Union level as well as to explore further solutions to address the situation.

## Data from EESSI regarding country response times

Cases created from	01/01/2023
Cases created to	30/06/2023
Observed from	01/01/2023
Observed to	31/12/2024

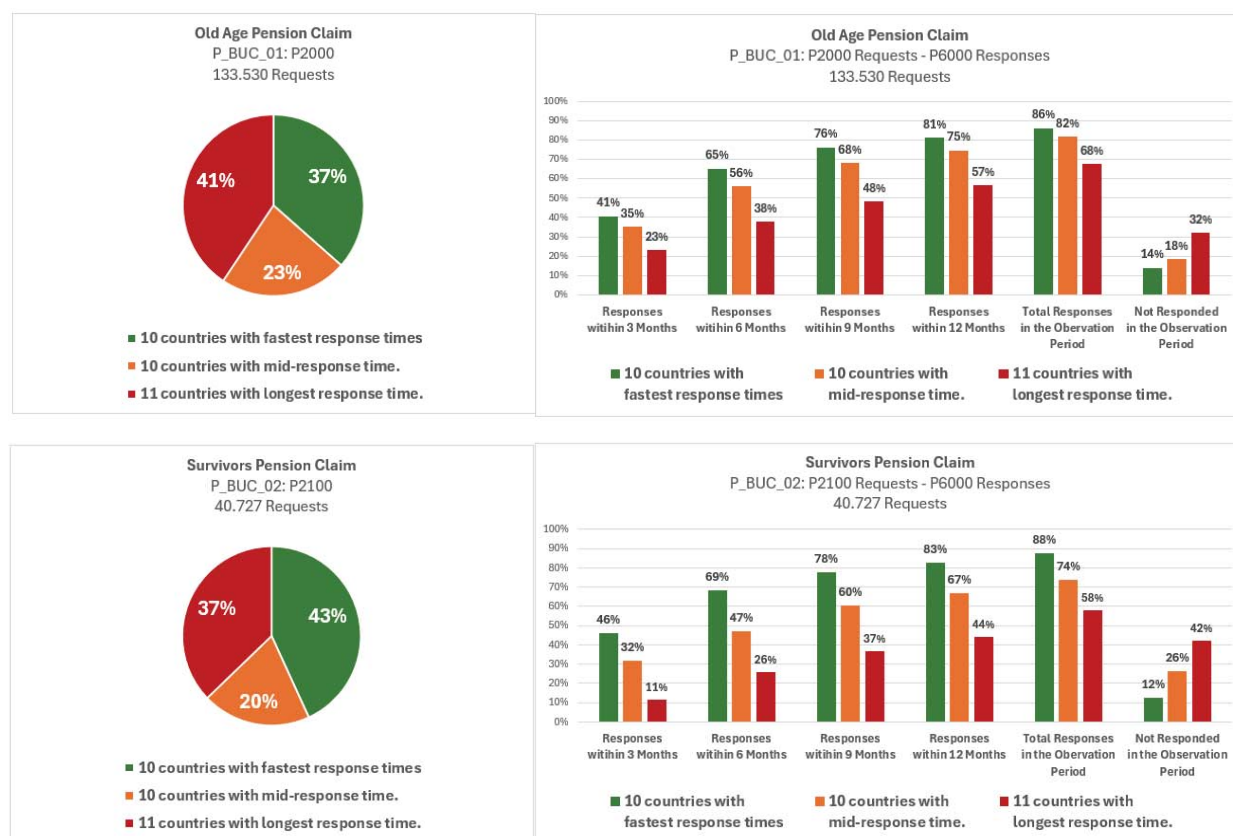
Thirty-one countries were ranked based on the percentage of responses provided within nine months. Member States committed, in the EESSI Service Level Agreement, to responding with a decision on at least 80% of pension claims within nine months. This threshold was established based on the average response time across all countries.

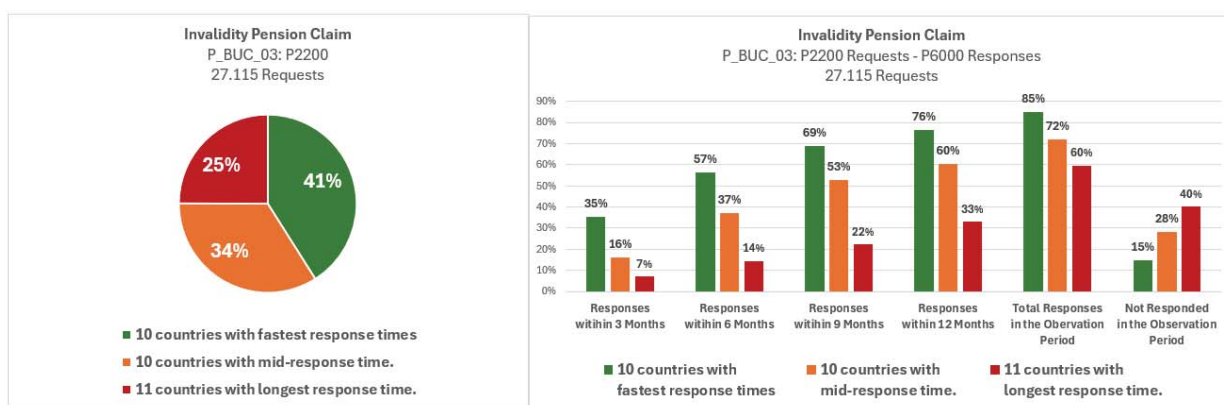
Countries were categorized into three groups:

1. 10 countries with fastest response times.
2. 10 countries with mid-response time.
3. 11 countries with longest response time.

Note: Switzerland was not included in the study, as it was not EESSI-ready in the Pensions sector until May 2024.

Response Time					
Pension	Request - Reply SEDs	Fastest Country Average Resp	Slowest Country Average Resp	Fastest Country Median Resp	Slowest Country Median Resp
Old age pension claim	P_BUC_01: P2000-P6000	2 months	13 months	1 month	13 months
Survivors pension claim	P_BUC_02: P2100-P6000	2 months	14 months	1 month	19 months
Invalidity pension claim	P_BUC_03: P2200-P6000	3 months	14 months	1 month	16 months





**Note:** The column “Not Responded in the Observation Period” includes non-responses (P6000) due to different business or technical reasons (e.g. a country could have been involved in a case by mistake, which means it would send another reply).