



Istituto Nazionale Previdenza Sociale

Direzione centrale Organizzazione e Comunicazione
Relazioni con i Media

Comunicato stampa

English version

Roma, 14 maggio 2021

Inps: proof of life procedure concerning beneficiaries who collect their pensions in Europe, Africa and Oceania.

In the coming days, **pension beneficiaries who collect their pension in Europe**, except for the Scandinavian and the Eastern European Countries, **in Africa and Oceania**, will be receiving a proof of life form from Citibank NA.

Getting to know accurate, updated and timely information as regards beneficiaries' death occurrences is not straightforward and may, indeed, place the INPS at risk of paying undue sums, which is why they put quite an effort in carrying out the proof of life procedure concerning beneficiaries who collect their pensions abroad.

As from 2012, the proof of life procedure has been carried out by Citibank NA, the credit Institution which has been entrusted with pension payment abroad on behalf of the INPS. Nevertheless, the containment measures implemented to control the worldwide spread of Sars-CoV-2 pandemic have had quite an impact on the activities linked to the said verification procedure. Therefore, a rescheduling of the proof of life campaign was agreed upon with Citibank to safeguard the pensioners' as well as all stakeholders' interests.

Particularly, with regard to pensioners residing in Europe, except for the Scandinavian and the Eastern European Countries, in Africa and Oceania, Citibank NA had planned to send the proof of life forms as of January 2021 and the relevant certificates were due to be received by the banking Institution within the first half of June 2021.

However, given the health risks related to the latest pandemic wave, the INPS considered it appropriate to put off the proof of life procedure start-up by 4 months. Therefore, **from the current month of May 2021**, Citibank will send the proof of life forms to pension beneficiaries residing in the above-mentioned geographic Areas, to be duly filled in and returned to the bank by **September 2021**. Failing to return the relevant certificate, **October 2021 pension rate** will be paid cash at the Western Union counters and, should the beneficiary fail to either withdraw his/her pension in person or return his/her proof of life certificate by **October 19th 2021**, pension payment will be suspended starting from **November 2021** pension rate.

viale Aldo Ballarin, 42 - 00142 Roma



+39 06 5905 5085



ufficio.stampa@inps.it

www.inps.it

The INPS has provided for a period of four months for pensioners to submit their proof of life certificates, therefore, they do not need to call at the consular offices, Patronati or local authorities as soon as they receive their letters, as they did in the past, also in view of the need to avoid dangerous gatherings, given the ongoing health emergency.

Notably, the INPS and the Ministry of Foreign Affairs and International Cooperation have also agreed on a shared project allowing pensioners to interact with consular offices via a **video call service**. The agreement also provides for the following steps to submit the proof of life certificates:

- the pension beneficiary who has received the official proof of life form by ordinary mail from Citibank NA, reporting, among others, his/her personal details, INPS reference number and Citibank NA identification code, proceeds to fill it out by also indicating his/her telephone number and e-mail address, signing it and specifying the date of submission;
- the pension beneficiary sends a digital copy of the said form as well as of his/her identity document to the institutional e-mail address of his/her Country of residence local consular office, which sees to get in touch with the pensioner via e-mail, if the relevant address is indicated on the form, or via the video call services available through the most popular web applications, such as Skype, Zoom, Microsoft Teams, Webex or Whatsapp, if his/her telephone number is indicated on the form;
- in this way, the consular office may certify the pensioner's proof of life by actually seeing him/her, also checking the accuracy of the data reported in the form previously received by the consular office via e-mail together with the digital copy of the identity document, against those reported in the original identity document the pensioner will be invited to show during the video call;
- the consular officer may certify the pensioner's proof of life by accessing the Citibank NA web portal available to duly authorised officials. In this case, the authorised consular officer shall still request the pensioner to send the consular office the original form, duly dated and signed, by ordinary mail, in order for it to be kept in the relevant documentary file;
- should the consular officer not be authorized to access the Citibank NA web portal, during the video call, the pensioner will be requested to send the original proof of life form, duly dated and signed, by ordinary mail, to the address of the consular office, in order for the form to be validated according to the usual procedure; after that, the consular office will send the original form to Citibank NA, at "PO Box 4873, Worthing BN99 3BG, United Kingdom", by ordinary mail.

Therefore, pension beneficiaries are kindly requested to make sure that their e-mail address and telephone number are always reported in the proof of life form they send to Citibank NA in order to have the possibility to activate the said video call service.

Patronati officers, duly authorised to access the Citibank NA web portal and considered as acceptable witness will also be allowed to avail themselves of the possibility to validate the proof of life forms by way of video call services. Notably, this is in addition to but does not replace the standard procedure providing for the physical presence of the pensioner to be assessed by a qualified person, acting as a acceptable witness and authorized to endorse the signing of the pensioner's proof of life form.

Finally, please note that not only will beneficiaries have four months at their disposal to fulfil their obligations, but also that, based on each foreign Country's legislation, a significant number of **qualified officials**, are authorized to certify the beneficiaries' proof of life forms. Should the beneficiary not be able to fill in the *official* form, Citibank NA will also accept *unofficial* proof of life forms issued by local authorities, in their quality of acceptable witnesses, as available in the various geographic Areas and listed on the relevant Citibank NA [web page](#). Moreover, with regard to consular offices, upon request of the INPS, the Ministry of Foreign Affairs and International Cooperation issued a circular note whereby they are requested to consider the proof of life certification as one of the high priority, undeferrable administrative services to be guaranteed to pension beneficiaries residing abroad despite the lock-down measure put in place due to the Sars-CoV-2 health emergency.

Here below, the number of letters which are currently being sent, based on geographic Areas distribution:

Europe: 63.487

Africa: 3.867

Oceania: 32.084

TOTAL NUMBERS: 99.438

Updated information on the proof of life procedure concerning beneficiaries who collect their pension abroad can be found on the INPS web site devoted page, titled: [Accertamento esistenza in vita dei pensionati che riscuotono all'estero](#) (i.e. proof of life procedure concerning beneficiaries who collect their pension abroad).



viale Aldo Ballarin, 42 - 00142 Roma
tel +39 06 5905 5085
ufficio.stampa@inps.it
www.inps.it