

AOV PENSION STATUS SURVEY

October 2018 – March 2019

All recipients of AOV pension from SZV, registered as living on Sint Maarten are requested to participate in the AOV Pension Status Survey. The Social & Health Insurances SZV is obligated by law to conduct compliance controls for the funds managed. In accordance with this, the survey will be conducted as of October 15, 2018 until March 30th, 2019.

QUESTIONS & ANSWERS

- If I recently started collecting my AOV benefit, do I still need to come to the survey?
Yes. All persons receiving AOV pension from SZV and residing on St. Maarten must come to do the survey.
- If I cannot make it on the date, what can I do?
If you cannot make it, within 2 weeks, you must pass at the office of SZV hereafter, otherwise your pension payment can be blocked until you present yourself and do the survey. SZV will visit only persons who are housebound due to illness or in the hospital.
- If I found out about the dates in relation to my birth month later, what can I do?
Still pass by SZV to do the survey otherwise your pension payment can be blocked until you present yourself to do the survey.
- I do not want to come to the survey, SZV must come to me. What next?
SZV will visit only persons who are housebound due to illness or in the hospital. Your pension payment can be blocked if you do not present yourself to do the survey.
- Is this survey procedure mandatory by law?
By law SZV has the obligation to safeguard the pension fund. Executing survey is part of safeguarding the pension fund.
- What kind of questions will be asked during the survey?
Questions will be asked about the clients' current personal status and contact information such as current address, marital status etc.
- How will this survey influence my pension?
This survey will guarantee your pension payment.

- What if I am on vacation during the dates?
If you cannot make it, within 2 weeks, you must pass at the office of SZV hereafter, otherwise your pension payment can be blocked until you present yourself and do the survey.
- What if I am away on Medical Referral by SZV and I cannot make it to the survey date, what can I do?
The Medical Referral department will inform the Pension department of SZV about your medical referral abroad.
- What if I do not have a valid ID, what can I do?
***You must have a valid Passport and a St. Maarten I.D. card.
Pensioners with an invalid St. Maarten I.D. card, must go to the census office to request an appointment for a renewal of their I.D. document. Pensioners with an invalid ID must bring this appointment slip together with their “invalid” id document to the pension department for verification purposes. The SZV medical card is not a form of identification!***
- By law, you cannot stop my pension if I do not participate in the survey. Is this true?
By law SZV has the obligation to safeguard the pension fund. Executing survey is part of safeguarding the pension fund. SZV is allowed to stop the pension payment of a pensioner.
- Will there be a waiting time? SZV always has waiting times.
We cannot guarantee that in advance, but we will do our best to accommodate our clients. We have a designated location for the survey, this way we aim to reduce waiting times.
- The amount of AOV I receive is so little, do I really have to show up for this survey?
Yes, you will still need to participate in this mandatory survey.
- You know I live on Sint Maarten, you see me every day when you buy a newspaper from me. Do I still have to show up?
Yes, you will still need to participate in this mandatory survey.
- My son/daughter works for SZV/Government, do I still have to show up for survey?
Yes, you will still need to participate in this mandatory survey.
- I'm receiving widowers/orphan pension. Do I have to participate in the survey?
No, the survey is only for persons receiving AOV pension and living on Sint Maarten.