



~ EDITORIAL ~
5 YEARS OF HOLIDAY CHEER



For the 5th year, SZV staff has been coming together to donate food items to families in need during the holiday season. The donation offers a family basic food items to be able to prepare meals for at least 3 days. This Christmas season the challenge to provide a meal may be harder for some, with this donation the staff of SZV hopes to be

able to bring some relief and add some Christmas cheer to families despite the circumstances.

SZV would like to wish their customers, health care providers, employers and all other stakeholders Happy Holidays and we look forward to serving you in 2018.

ONE STEP AT A TIME



Six months ago we launched our new service desks with the aim to simplify access to information and introduce hassle free services. We've segmented our services into four different groups; Employers, Employees & Insured, Seniors & Benefits and Medical. At our offices and on our website you can always get the information you need regarding your rights & obligations as well as the procedures. In the new year and

years to come, you can expect even more self-service options that will make your contact with SZV more easy going. We recognize the need for our customers to have better insight and knowledge about the services we provide and we aim to make this available, one step at a time. Plan your visit to SZV, visit our website www.szv.sx, see how we can help you or possibly save yourself a trip and arrange services online!

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WWW.SZV.SX
HAS THE ANSWERS!



SZV WINDOW 2
OPENING HOURS FOR THE FOLLOWING SERVICES



Monday – Thursday 10:30 a.m. – 3:30 p.m.
Friday 10:30 a.m. – 3:00 p.m.

- Stamps for prescriptions
- Guarantee letters
- Approvals for MRI, Local referrals, psychologist and dietician
- Medical referrals abroad

These services are available in Building 3, Level 1.

Leaving the island temporarily?

Your SZV insurance card is only valid on Sint Maarten.

Contact us!: +1721 546 6782
Email: info@szv.sx | www.szv.sx



Employed and not yet insured?

You may qualify for Sickness & Accident insurance

Contact us!: +1721 546 6782
Email: info@szv.sx | www.szv.sx



DO YOU KNOW YOUR MEDICAL HISTORY?



Most persons are confronted with the details of their medical history when they start feeling ill, are in an emergency situation or when their health becomes life threatening. Knowing your medical history can improve your quality of life and help you make the right decisions for your health.

We encourage our customers to be as

well informed as possible about their past and current medical conditions. Together with your general practitioner (house doctor) you can ensure that you are on the right track by addressing any medical concerns that are present. Note: Always make sure that your medical insurance is up-to-date for in case of an emergency!

WHEN TO APPLY FOR PENSION BENEFITS



As per January 1st, 2018 the new pensionable age is 62 years. At this age you may be entitled to AOV pension benefits via SZV. It is important to know that the AOV pension benefit offers a supplement income and may not cover the daily expenses of your lifestyle. Each person is encouraged to research their options and prepare in advance

for this stage in life and career. If you have reached the age of 60 years before or on December 31st, 2017 you can still apply for your AOV pension benefits at SZV. Please visit www.szv.sx to review the requirements list and visit our Seniors & Benefits desk located in Building 1, Level 1.

MEDICAL REFERRAL FLIGHTS ABROAD IN DECEMBER – JANUARY MONTHS

During the period of December 15th, 2017- January 5th, 2018, a limited amount of medical referral flights are booked. Only emergency cases requiring air-ambulance transfer or extremely urgent cases as determined by a medical specialist from the SMMC are referred abroad for medical treatment.

Post-Irma, there is still a limitation in flights to and from St. Maarten, many airlines no longer have flights available until January 2018.

Destinations:

- To Santo Domingo: No flights available until January 2018.
- To Curacao: No flights until after December 17th (Keeping in mind that during the period of December 15th, 2017 - January 5th, 2018: No referrals abroad)
- To Colombia: Limited, based on available flight connections

At the moment, SZV is busy scheduling appointments for patients for the month of January 2018.



PENSION PAYMENTS



The payment for the January 2018 AOV and AWW pension benefits will be processed after Christmas day, December 25th. Depending on your choice of bank, you may receive your

payment a few days later. If you receive your payment via Postal Services St. Maarten, they have announced that they are now also open to the public for these services.



IMPORTANT NOTICE

NO AO control (Doctor Control) is possible outside of the scheduled hours of 07:30 am - 10:00 am daily, from Monday through Friday.

DO NOT WAIT TO RENEW YOUR MEDICAL INSURANCE CARD



Having a valid medical insurance card for you and your family is very important. Be sure to check the expiration date of your medical insurance card(s) and request an appointment to renew up to 2 weeks in advance at SZV.

Based on your status, you may require additional documentation from your Employer, Immigration, Tax administration, Census or Receivers office. Please be sure to submit a request for your documents on time at these offices.

A medical emergency is unpredictable, you should have a valid medical insurance card at all times, this your responsibility. If you have any questions, please contact our customer service via phone, online or at our offices.

HOW CAN YOU GIVE US YOUR FEEDBACK?

SZV encourages its customers and stakeholders to continuously give feedback. This input is directive to the way we serve and develop as an organization. At SZV we welcome and embrace your input. There are several ways that you can give us your feedback;

- Make use of our Feedback station or Kiosk at our offices: make use of our short online survey form or together with one of our hosts.
- Use our feedback form, which is available at all customer desks

and online on our website.

- If you are on Facebook, we welcome your feedback via a message.
- You can also give your feedback on our website.

We are dedicated to continuously improving our services and for this, we continue to ask for your support and collaboration during our transition phases. Our goal is to be more and more Customer Focused and we cannot achieve this without you.

ONLINE SERVICES OF SZV WWW.SZV.SX



Did you know that we have tons of information on our website www.szv.sx? Here is just some of what you can do when visiting our website;

- Request appointments to apply or renew your medical insurance card
- Download online forms
- Contact customer service
- Get an overview of the requirements for almost all our services
- Get an overview of the procedures, rights and obligations
- Read the latest organizational highlights and public notices
- Re-live our public information sessions by going over the presentations given
- Employers: request services such as Doctor cards, Employee confirmation reports and more
- Employees: request your job history overview, status medical reimbursement and more
- Pending medical referral abroad? You can request information on the status of the request online
- Get an overview of our banking information for online bank transfers
- And much more

WWW.SZV.SX HAS THE ANSWERS!

What are you looking for?



Use the SEARCH option on our website and find the information you are looking for with little to no hassle. Type in the key words of the information you are looking for and the click 'search'. You will then see a list of all the website content that gives information about the key word you typed in. www.szv.sx has the answers!

GOING ON VACATION? YOUR CARD IS NOT VALID ABROAD!

We are reminding our customers that their SZV medical insurance is only valid on Dutch St. Maarten. When going on vacation we strongly recommend that you purchase medical travel insurance for medical

emergencies. You cannot purchase medical travel insurance by SZV. You can ask about this via your travel agent or a private insurance company on the island.

ZV AND OV DECLARATIONS



**EMPLOYERS,
SUBMIT
ONLINE!**

Submit your ZV and OV declaration online via www.szv.sx

Just 2 easy steps!

1. Set up your account
2. Submit your ZV/OV declarations

Account set up is easy! All you need is:

- SZV number
- CRIB number
- COCI number
- (Passport or ID of authorized representative)
- Digital copy:
 - o COCI excerpt
 - o Passport or ID of Director
 - o (Authorization letter of representative)

Submitting online declaration is even easier!

- Click 'Submit a declaration'
- Select period
- Confirm number of employees
- Fill in total wages ZV and OV
- Premiums are calculated automatically for you!
- Confirm and submit. Done!

Questions or more information?

Visit www.szv.sx for instructional videos, user manuals and more or contact our customer service via info@szv.sx.





*Management and Staff of SZV
would like to wish*

THE COMMUNITY OF ST. MAARTEN A

*United, Peaceful &
Joyous Holiday Season.*

Opening Hours: Monday – Thursday 7:30 am – 3:30 pm | Friday 7:30 am – 3:00 pm

**Closed on Monday December 25th, Tuesday December 26th and
Monday January 1st, 2018**

 Harbour View Building, Sparrow Road 4, Philipsburg, St. Maarten

 Call us: +1(721)546-6782

 E-mail us: info@szv.sx

 www.szv.sx

 SZV Social & Health Insurances