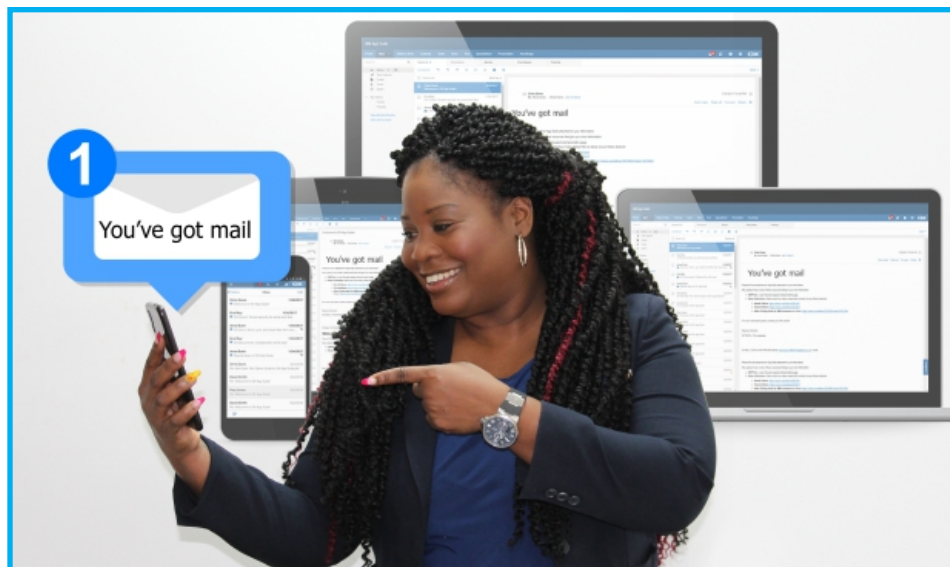


~ EDITORIAL ~ SZV IS NOT SPAM



E-mail is now one of the fastest ways to contact SZV. Do you have an e-mail address?

The new buzz phrase at SZV is "SZV is going digital". Part of this digital transition is that we are communicating more with our customers via e-mail. While we are getting positive feedback for the use of e-mail, our e-mails sometimes end up in the not so fun "Junk Folder", recognized by the Internet filters as "Spam". SZV is not spam and we are sharing tips with our customers on how to prevent this from happening. Every contact with SZV is important, and so is our e-mail contact with our customers. If you ever gave SZV your e-mail address, you can be sure that

we will make use of this to easily contact or exchange information with you. We use e-mail to confirm appointments, confirm agreements made, give elaborations on your questions or an update on an inquiry or case. We will gladly use your e-mail address in a responsible manner to better serve you. If you are expecting an e-mail from us but have not received it yet, before contacting us, check your junk or spam folder. Chances are high that our e-mail was recognized as spam. Go to the options in your junk folder and update – SZV is not spam.

IS "GOING DIGITAL" AN OBSTACLE OR OPPORTUNITY?



Care Procurement officer Nichelle van der Mark is ready to guide health care providers through the digital processes of SZV.

More and more businesses and government services are expanding their options for online self-service. SZV is surely on board as many services for both insured, employers and health care providers are 'only' available online. The digital revolution is real and our customers will not miss this boat. No 'man' will be left behind, as SZV embarks on new partnerships within the community to further educate and guide those who are unable to be better equipped for the changes. The decision to make services and procedures fully automated is one that benefits operational efficiency but also service delivery. However, we are very aware that the true benefit is when our customers can make proper use

of the 'new' avenues for them to access SZV. Our most important message so far is; we will help. Our next message is; if you do not have an e-mail address, please create one, you will need this to make the best use of our service. Not having an e-mail address is one of the common arguments for not being excited about going digital. When viewed from the perspective of an opportunity, creating an e-mail address and learning how to use this, is an easy way to learn the basics of almost any online self-service platform. Going digital is an absolute opportunity. Digital services support accuracy and efficiency in delivering the benefits our customers are entitled to.

WHAT'S INSIDE

Page 2:

- Tips to avoid SZV e-mail in junk folder
- Seniors & Benefits checklist
- Protest & Appeal procedure
- Medical Authorizations

Page 3:

- Drop-off box for employee mutation forms
- Employer Portal registration checklist
- Steps after an accident on the job
- Audit Team Sint Maarten your compliance partner

WWW.SZV.SX
HAS THE ANSWERS!



WHAT'S ON OUR FACEBOOK PAGE?

- ◆ New services
- ◆ Event updates
- ◆ Pictures
- ◆ Procedures
- ◆ Tips and reminders and much more

 **SZV Social & Health Insurances**
Like us – Follow us – Message us



REMINDER

SUBMIT YOUR LIFE CERTIFICATE ON TIME

Pensioners living abroad must send original life certificates ("Attestatie De Vita") on a regular basis. Failing to send your Life Certificate on time will result in blocking of pension payment until proof of life has been received by SZV. For more info and procedures go to www.szv.sx > **Seniors & Benefits**



NEVER MISS AN SZV E-MAIL

Follow these steps to make sure you are receiving our e-mails.

- 1 Check your Junk folder
- 2 Check your Blocked sender list
- 3 Add info@szv.sx to your Safe senders list
- 4 Add info@szv.sx to your Safe mailing list



PROTEST & APPEAL PROCEDURE

If you do not agree with an official decision received from the SZV, you have the right to submit:

- A protest letter to the director of SZV against this.
- File a court appeal at the Court of First Instance in Sint Maarten.

Please note:

The complete procedure for protest and appeal is also detailed at the back of the assessment or decision. There are no costs involved with the protest procedure. Court fees will be levied by the Court of First Instance in Sint Maarten, when submitting the appeal letter.



MEDICAL AUTHORIZATIONS

A "machtiging" is an authorization letter issued by the SZV confirming that we will cover certain costs made by a ZV or OZR insured, person receiving AVBZ-care at a specialist. You can obtain a medical authorization for:

- Paramedical care (speech therapist, dietician, psychologist, physical and occupational therapist)
- Prescriptions
- Regular use of medical aids ("hulpmiddelen")
- Regular use of prosthetics ("kunstmiddelen")
- Regular use of district nursing ("wijkverpleging") AVBZ
- Regular use of hearing aids AVBZ

For more info and procedures go to www.szv.sx > **Medical**



WEBSITE TIPS

What are you looking for?

Custom Search



Use our search bar to find what you are looking for on our website.



CHECK LIST

SENIORS & BENEFITS



Apply for Old-age pension benefits 6 months before you reach your pension age



Always inform SZV of;

- ✓ Change of name(s)
- ✓ Change of marital status
- ✓ Change of address
- ✓ Change of bank account number
- ✓ Change of telephone number
- ✓ Change of authorized representative
- ✓ Moving to another island or country
- ✓ Vacation: longer than 3 months



Submit your documents on time;

- ✓ Life certificate
- ✓ School declarations
- ✓ Application forms
- ✓ Always make your own copies of documents for your administration



SELF SERVICE TIPS

1

Always keep a record of important dates.

2

Always make note of contact persons.

3

Try to make a copy of submitted documents/requests for your own records.

4

If you receive documentation and do not understand the content, feel free to ask for clarity and assistance.

GO ONLINE WITH SZV!

- ✓ VISIT
- ✓ LIKE
- ✓ FOLLOW
- ✓ MESSAGE



SZV SOCIAL & HEALTH INSURANCES
WWW.SZV.SX ✉ INFO@SZV.SX



ATS IS YOUR PARTNER IN COMPLIANCE



The staff of Audit Team St. Maarten (ATS) celebrated November 11th in full team spirit.

The Audit Team Sint Maarten (ATS) supports SZV by increasing compliance amongst employers. The team helps to promote the regular payment of the legally indebted social security premiums, ensuring in this way that all companies pay their fair share in accordance to the Social Security Ordinances. For more information about Employer compliance visit www.szv.sx.



REMINDER

EMPLOYEE MUTATIONS VIA DROP-OFF BOX ONLY!

Dear Employers please note:

You can **ONLY** submit your Employee Mutations via the drop-off box at the SZV office.

THE DROP-OFF BOX IS FAST AND EASY:

- Always include an e-mail address on the form
- No waiting time, place the form in the drop-off box and walk away
- SZV sends you an e-mail confirmation
- SZV will notify you via e-mail of any mistakes on the form

For more info on Employer obligations at SZV go to www.szv.sx.



Leaving the island temporarily?

Your SZV insurance card is only valid on (Dutch) Sint Maarten.



CHECK LIST

EMPLOYER PORTAL

Employers: Register for our Employer Portal

- ✓ No more standing in line!
- ✓ 24/7 availability to submit and meet deadlines
- ✓ Submit anywhere, no need to visit SZV offices
- ✓ Online overview and archive of monthly declarations
- ✓ Online verification and adjustment before submission
- ✓ Automatic calculations
- ✓ E-mail confirmations
- ✓ 3rd party authorization (for accountants)
- ✓ COMING SOON: Online employee mutations

Go to www.szv.sx and register for an account today!
For more info or demo, contact info@szv.sx.

STEPS AFTER ACCIDENT ON THE JOB

STEP 1

Visit a doctor after the injury

STEP 2

Collect accident form from your employer

STEP 3

Have the doctor add his/her information of the injury on the form

STEP 4

Visit SZV during doctor control hours for review

STEP 5

Communicate sick leave with employer



Employed and not yet insured?

You may qualify for Sickness & Accident insurance. Your employer must register you at SZV.



READY FOR A NEW RADIO EXPERIENCE? WITH SZV!

Tune in to your favorite radio station or log on to www.szv.sx

- ✓ Interviews
- ✓ Hot topics
- ✓ Customer is always right
- ✓ SZV behind the scenes
- ✓ Our community partners
- ✓ SZV experts on air



Me & SZV Radio Show airs every 1st and last Tuesday from 6:00pm - 7:00pm on 98.1 Pearl FM or listen online via www.szv.sx.

 [WWW.SZV.SX](http://www.szv.sx)

 SZV Social & Health Insurances

 SZV Social & Health Insurances

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