



Quality Service Charter

Date created:	14 th March 2026
Date amended:	22 nd September 2026
Version Number:	4

Department responsible for updating this document: International Relations Unit,
Coordination and Implementation Directorate

**International Relations Unit,
Coordination and Implementation Directorate**
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Table of Contents

1.	Purpose	3
2.	Who we are & what we do	3
3.	Guiding Principles	3
4.	International Relations Unit Customers	4
5.	Service Commitment	4
6.	How to Reach us	5
7.	We are at your service	6
8.	Feedback & Complaints	6
9.	Commitment to continuous improvement	7
10.	Appendix	9

1. PURPOSE

The services we provide are governed by a Quality Service Charter that serves to inform our customers of the level of service that they should expect to receive. This reflects our commitment, and that of the Malta Public Service, to the delivery of a Service of Excellence by embracing the 4 Pillars of the Quality Model upon which the Public Service is based:

Voice: We listen to the customers' voice and are open to their criticism regarding the service we offer and to their ideas as to how we can improve our service to them. We consider the ideas received from our customers, and strengthen the scheme of ideas forwarded by our employees;

Design: We develop policies and processes which reach the levels expected by our customers;

Delivery: We deliver a service which is timely, of a high standard, easily accessible, and which can reach the customer with ease; and

Accountability: This is intrinsic to a service which guarantees honesty towards the customer. Accountability also means loyalty towards the customer making use of our services, which translates into, and is manifested in these same basic principles we want to uphold.

2. WHO WE ARE & WHAT WE DO

Our Mission

To be of valuable service to our customers by co-ordinating European and international social security regulations and conventions efficiently and effectively.

3. GUIDING PRINCIPLES

All our actions are guided and bound by **5 Criteria** of Service Quality as follows:

Reliability: We are committed to ensure that the services we provide are in line to what is promised. We will provide accurate information which the customer may request to be in writing. Our services are consistent and committed to the customers' needs.

Empathy: We are committed to provide services which are tailored to our customers' needs and offered with care and individualised attention. We will strive to communicate in a language which is free from technical jargon, and will ensure that our services are accessible to everyone.

Assurance: Our staff is knowledgeable and courteous. We are committed to provide a professional service which the customers can trust.

Responsiveness: We provide our services in a timely manner and without any unnecessary delays. We are committed to respond to customers' requests, problems, or complaints.

Tangibles: Our offices offer a clean and safe environment where our services can be sought conveniently and safely.

4. INTERNATIONAL RELATIONS UNIT CUSTOMERS

Maltese citizens aged 14 years and over who would like to apply for an eID Card for the first time, and/or Maltese citizens who already hold an eID Card and would like to renew it, or change it for various reasons.

5. SERVICE COMMITMENT

We will ensure that all timeframes that are in our control will be strictly adhered to. When the service requested is dependent on other departments or entities, we are committed to follow up on it ourselves so that you will receive the final reply in time.

Communication	Specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. Correspondence sent to us in Maltese will be answered in Maltese whilst all other correspondence will be answered in English.
Premises	Complete access for all abilities and regular safety certification of the premises by competent bodies.
Request for information through website, email, telephone, social media, traditional mail	A final reply within 3 working days.
Request for service	Kindly refer to Appendix 1 for list of services.
Phone Calls	Shall be answered within 3 rings on working days.
Acknowledgements	1 working day from receipt of request for information or application for service. This may be omitted if service or follow-up query is provided/made with the same timeframe.
Appointments	Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 3 working days from date of request. When attending your appointment, you should not expect waiting time. We will respect the time allotted to you. If you arrive late, we reserve the right to reschedule your appointment.
Queueing time (if applicable)	We will greet you on arrival and guide you to your requested service. You will be directed to the officer who will serve you. Waiting time will be of approximately 10 to 15 minutes under normal circumstances.

Online Information

The information on our communication channels will be kept up-to-date. If you have access to the internet, you can find relevant information on our:

Website: <https://socialsecurity.gov.mt/en>

Payment Methods

Beneficiaries are paid either by direct credit through SEPA (Single Euro Payments Area) enabled accounts, or through Internet Banking, or through Maltese Embassy, depending on the country of residence.

In addition, the service-specific turnaround time (this is the time taken to process an application), eligibility criteria, and application requirements as described in Section 10 of this document shall apply.

6. HOW TO REACH US

Once an application or enquiry is lodged with us, we will be responsible to assess, follow it up and keep you updated so as to make sure that you receive a definite reply..

Our assistance may be sought through any of the following channels at the specified time:

A. Our Offices

- **Malta**
Customers may access our services through visiting their respective Servizz.gov regional hub across Malta.
- **Gozo**
Customers may also access our services through visiting their respective Area Office in Gozo

Victoria Area Office
St Francis Square
Victoria VCT 1335

Nadur Area Office
Parish Priest Street
Nadur

B. Opening Hours

- **Malta**
Winter: 07:45 – 17:15
Summer: 07:30-13:30
- **Gozo**
Monday to Friday
08:00-14:00

Servizz.gov contact details:

Freephone: 153
Email: servizz@gov.mt

C. By Telephone

+356 153
+356 2590 3420
+356 2125 5153 for clients abroad

D. Email

servizz@gov.mt

E. On our website

<https://socialsecurity.gov.mt/en/international-relations/international-relations-unit/>
www.servizz.gov.mt

F. Mobile Apps:

mysocialsecurity

7. WE ARE AT YOUR SERVICE

Our commitment is to assist you in providing all the necessary information and documents to be given the related service.

We will ensure you:

- Give us information on time, that is both complete and accurate. When an incomplete application is received, we will inform you of what is further required and assist you to obtain all the required documents and complete it correctly;
- Take the time to read applications carefully so that you can help us give you the service on time;
- Provide feedback to us to improve our service. Our service is provided by a dedicated team of professionals. This does not mean that we do not accept your feedback so that we can better our service. You can do this by using the channels indicated in Section 8 below.
- Communicate with us clearly and concisely in either Maltese or English;
- Treat our staff with the courtesy and respect as they are obliged to treat you.

Our website features all required applications and lists the documents needed with each application.

8. FEEDBACK & COMPLAINTS

We are committed to a Service of Excellence and strive to bring about a continuous improvement of our Service to you. We guarantee your anonymity, and your feedback will help us to improve our Services.

If you believe that we have made an error and/ or that our staff have acted improperly, or without the due level of care and attention, please contact us.

Feedback and complaints may be submitted through the following channels:

International Relations Unit, Coordination and Implementation Directorate

Personally: 186/187 Casa Depares, Old Bakery Street, Valletta

By Phone: + 356 2590 3420

By Post: 186/187 Casa Depares, Old Bakery Street, Valletta

By Email: lru.dss@gov.mt

Rate the Public Service, downloadable through maltapps directory or web-based on <https://qualityofservice.gov.mt/en/pages/rtps>

Servizz.gov

- Online: by accessing the Servizz.gov site and clicking on the 'Information Request' here:- <https://www.servizz.gov.mt/en/InformationRequest>
- By Phone: **153**

When making a complaint you should:

- Quote any reference number that you may have been given in relation to the transaction that you are complaining about;
- Specify what the problem/case is; and
- Provide any additional information that may help us resolve your complaint.

When addressing complaints, we will:

- Guarantee your confidentiality;
- Refer your case to the **Customer Care** and send you an acknowledgement within 1 working day;
- Provide you with a unique reference number so that you can check the status of your complaints at any time.

As a normal procedure, all acknowledgements will be given to the beneficiaries on the same day of the request for information or application of Service.

- Carry out an investigation on the problem/case and conclude this as speedily as possible but by not later than:
 - 5 working days (in cases where we can conclude the case ourselves) or
 - 10 working days (in cases where we would need to obtain feedback from other departments or entities) from receipt of the complaints and all requested relevant information.
- Inform you in writing about the outcome of our investigation into our complaints by not later than 2 working days from the conclusion of the investigation.

Following closure of your complaint, we commit ourselves to take any remedial action where applicable and planned corrective action to avoid repetition where necessary so that you will not encounter the same or similar experience.

QUALITY OF SERVICE DIRECTORATE WITHIN P&SD

In the circumstance where the expected level of support was not given through the above channels, you may report to the Quality of Service Directorate within the People & Standards Division by sending an email on qualityofservice-opm@gov.mt.

9. COMMITMENT TO CONTINUOUS IMPROVEMENT

With the aim of a Service of Excellence and continuous improvement in mind, this Quality Service Charter will be reviewed as necessary, but in any case, at least once every 12 months to measure our performance in terms of the standards set out in this Charter as well as how we meet your expectations.

The review process will be based on:

- Government policy
- Operational data (e.g. services offered, service delivery, etc.)
- Benchmarking
- Feedback
- Complaints
- Surveys
- Quality Service Assessments
- Mystery Shopper Exercises

Quality of Service standards relative to the Services provided will be monitored and measured. The results of the internal review and the monitoring process will be used as a basis for improving our Service.



APPENDIX 1

10. APPENDIX 1

We will ensure that all timeframes that are in our control will be strictly adhered to. When the service requested is dependent on other departments or entities, we are committed to follow up on it ourselves so that you will receive the final reply on time.

Service	Eligibility	Compliance Requirements	Application Options	Service Delivery Timeline
Retirement Pension Assessment and Payment of Benefit From persons living in AU/NZ/CA	Maltese and Foreign nationals who worked and contributed to the Maltese Social Security scheme	• Retirement Pension Application. • Liaison Form showing Residence Period from AU & NZ (as applicable). • Liaison Form showing Contributions and/or Residence period from CA (as applicable). • Birth, Marriage and Spouse's Birth Certificate if not registered at the Public Registry of Malta. • Divorce/Separation documents. • Official documentary evidence of past employment held in Malta (letter of appointment/contract, termination, letter of reference, P3/FS3's, Contribution receipts/IT87) Documentation showing the original amount and award date of Service Pension.	Face-to-face Online via the foreign country's institution (owing to bilateral agreements)	Applications are received from foreign institutions and acknowledged by IRU within one (1) working day of the receipt.¹ All applications are then vetted and processed within fifteen (15) working days. Verifications required are sent to claimant/institutions within the same timeframe. This involves internal research from other units of Department of Social Security, employers and other stakeholders. Upon receipt of all verification information from claimant/institutions and third parties, applications are worked out by the assessor, approved by the checker and finalised within ten (10) working days. An award or rejection letter is sent by IRU to the applicant within this time frame.

Retirement Pension from Malta: Assessment and payment of Benefit From persons living in EU /UK	Maltese and Foreign nationals who worked and contributed to the Maltese Social Security scheme	• E202/P2000, E205/P5000 & E207/P4000 • Birth, Marriage and Spouse's Birth Certificate if not registered at the Public Registry of Malta. • Divorce/Separation documents. • Official documentary evidence of past employment held in Malta (letter of appointment/contract, termination, letter of reference, P3/FS3's, Contribution receipts/IT87) • Declaration if not in receipt of any Service Pension from past employment. Documentation showing the original amount and award date of Service Pension.	Face-to-face Online via the foreign country's institution (owing to EU Social Security Coordination Regulations/application of UK Withdrawal Agreement or Trade and Cooperation Agreement).	As above.
Retirement Pension from Malta: Assessment and Payment of Benefit From persons living in any other country	Maltese and Foreign nationals who worked and contributed to the Maltese Social Security scheme	• Retirement Pension Application. • Birth, Marriage and Spouse's Birth Certificate if not registered at the Public Registry of Malta. • Divorce/Separation documents. • Official documentary evidence of past employment held in Malta (letter of appointment/contract, termination, letter of reference, P3/FS3's, Contribution receipts/IT87) Documentation showing the <i>original</i> amount and award date of Service Pension.	Face-to-face Online (via fillable online form and submission, with scanned documents) https://www.servizz.gov.mt/en/Pages/Inclusion-Equality-and-Social-Welfare/Social-Solidarity/Benefits-and-Services/WEB641/default.aspx	Applications are received from foreign residents and acknowledged by IRU within (1) one working day from receipt. Further processing as above

Invalidity Pension from Malta: Assessment and Payment of Benefit From persons living in AU/CA	Maltese and Foreign nationals who worked and contributed to the Maltese Social Security scheme	• Invalidity Pension Application. • Liaison Form showing Residence Period from AU. • Liaison Form showing Contributions and/or Residence period from CA (as applicable). • Treating Doctor's Report (TDR) and Work Capacity form (WCI) from AU (as applicable). • Medical Report from CA (as applicable). • Termination of employment certificate. • Birth, Marriage and Spouse's Birth Certificate if not registered at the Public Registry of Malta. • Divorce/Separation documents. • Official documentary evidence of past employment held in Malta (letter of appointment/contract letter of reference, P3/FS3's, Contribution receipts/IT87) • Documentation showing the original amount and award date of Service Pension.	Face-to-face Online via the foreign country's institution (owing to bilateral agreements)	Applications are received from foreign institutions acknowledged by IRU within one (1) working day from receipt.² All applications are then vetted and processed within fifteen (15) working days. Verifications required are sent to claimant/ institutions within the same timeframe. This involves internal research from other units of Department of Social Security, employers and other stakeholders, as well as liaison with foreign institution/s for medical reports. Medical reports are received in original language and will require to be translated. Upon receipt of all verification information and successfully meeting the required eligibility criteria, within two (2) working days applicant's file is sent to the Medical Board (external to IRU) for the review of the application. Upon receipt of Medical Board Decision: - Applicants declared capable to continue working, will receive a rejection letter from IRU within one (1) working day. - Applicants declared incapable for work are notified with Medical Board's decision within one (1) working day. - IRU requests applicant to submit personal verification
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² Applications for social security benefits covered by bilateral agreements with AU/NZ/CA are exchanged through respective data exchange platforms.

				documentation within one (1) working day. - Upon receipt of all verification information, within ten (10) working days, applications are worked-out by the assessor, approved by the checker and finalised. An award letter is sent to the applicant within 10 working days from submission of required information following necessary assessment.
Invalidity Pension from Malta: Retirement Pension Assessment and payment of Benefit From persons living in EU / UK	Maltese and Foreign nationals who worked and contributed to the Maltese Social Security scheme	• E204/P2200, E205/P5000, E207/P4000 • E213/Detailed Medical Report. • Termination of employment certificate. • Birth, Marriage and Spouse's Birth Certificate if not registered at the Public Registry of Malta. • Divorce/Separation documents. • Official documentary evidence of past employment held in Malta (letter of appointment/contract letter of reference, P3/FS3's, Contribution receipts/IT87) • Declaration if not in receipt of any Service Pension from past employment. • Documentation showing the original amount and award date of Service Pension.	Face-to-face Online via the foreign country's institution (owing to EU Social Security Coordination Regulations/application of UK Withdrawal Agreement or Trade and Cooperation Agreement)²	Applications are received from foreign institutions and acknowledged by IRU within one (1) working day from receipt.³ All applications are then vetted and processed within fifteen (15) working days. Verifications required are sent to respective institution/s within the same timeframe. This involves internal research from other units of Department of Social Security, employers and other stakeholders. This also involves liaison with foreign institution/s for medical reports. Medical reports are received in original language and will require to be translated. Upon receipt of all verification information and successfully meeting the required eligibility criteria, within two (2) working days applicant's file is sent to the Medical Board (external to IRU) for the review of the application.

³ According to EU Regulation 883/2004 all applications for social security benefits from other EU Member States/ UK are to be sent electronically through the European Exchange of Social Security Information (EESSI) by the institution of residence.

				Upon receipt of Medical Board Decision: - Applicants who are declared as capable to continue working by the Medical Board, will receive a rejection letter from IRU within one (1) working day. - Applicants declared incapable for work are notified with Medical Board's decision within one (1) working day - IRU requests applicant to submit personal verification documentation within one (1) working day. - Upon receipt of all verification information, within ten (10) working days, applications are worked out by the assessor, approved by the checker and finalised. An award letter is sent to applicant.
Invalidity Pension from Malta: Assessment and Payment of Benefit From persons living in any other country	Maltese and Foreign nationals who worked and contributed to the Maltese Social Security scheme	• Invalidity Pension Application. • Detailed Medical Report. • Termination of employment certificate. • Birth, Marriage and Spouse's Birth Certificate if not registered at the Public Registry of Malta. • Divorce/Separation documents. • Official documentary evidence of past employment held in Malta (letter of appointment/contract letter of reference, P3/FS3's, Contribution receipts/IT87) • Documentation showing the original amount and award date of Service Pension.	Face-to-face Online: https://www.servizz.gov.mt/en/Pages/Inclusion_Equality-and-Social-Welfare/Social-Solidarity/Benefits-and-Services/WEB638/default.aspx	Applications are received from foreign residents and acknowledged by IRU within one (1) working day from receipt.⁴ All applications are then vetted and processed within fifteen (15) working days. Internal verifications are carried out and these include internal research from other units of Department of Social Security, employers and other stakeholders. Upon receipt of all verification information and successfully meeting

⁴ According to EU Regulation 883/2004 all applications for social security benefits from other EU Member States/ UK are to be sent electronically through the European Exchange of Social Security Information (EESSI) by the institution of residence.

				the required eligibility criteria, within two (2) working days applicant's file is sent to the Medical Board (external to IRU) for the review of the application. Upon receipt of Medical Board Decision: - Applicants who are declared as capable to continue working by the Medical Board, will receive a rejection letter from IRU within one (1) working day. - Applicants declared incapable for work by the Medical Board, are within three (3) working days, notified by IRU, to submit personal details and personal verification documentation. - Upon receipt of all verification information, within ten (10) working days, applications are worked-out by the assessor, approved by the checker and finalised. An award letter is sent to applicant.
Widow/er's Pension from Malta: Assessment and Payment of Benefit From persons living in AU/NZ/CA	Maltese and Foreign nationals whose legal partner worked and contributed to the Maltese Social Security scheme	• Widow's Pension Application. • Liaison Form showing Residence Period from AU & NZ of deceased person (as applicable). • Liaison Form showing Contributions and/or Residence period from CA of deceased person (as applicable). • Death Certificate. • Birth, Marriage and Spouse's Birth Certificate if not registered at the Public Registry of Malta. • Divorce/Separation documents.	Face-to-face Online via the foreign country's institution (owing to bilateral agreements)	Applications are received from foreign institutions and acknowledged by IRU within one (1) working day of receipt.⁵ All applications are then vetted and processed within fifteen (15) working days. Verifications required are sent to claimant/institutions within the same timeframe. This involves internal research from other units of

⁵ Applications for social security benefits covered by bilateral agreements with AU/NZ/CA are exchanged through respective data exchange platforms.

		• Official documentary evidence of past employment held in Malta (letter of appointment/contract, termination, letter of reference, P3/FS3s, Contribution receipts/IT87) of deceased person. Documentation showing the original amount and award date of Service Pension from spouse's past employment.		Department of Social Security, employers and other stakeholders. Upon receipt of all verification information from claimant/institutions, within ten (10) working days, applications are worked-out by the assessor, approved by the checker and finalised. An award or rejection letter is sent to applicant.
Widow/er's Pension from Malta: Retirement Pension Assessment and payment of Benefit From persons living in EU / UK	Maltese and Foreign nationals whose legal partner worked and contributed in the Maltese Social Security scheme	• E203/P2100, E205/P5000 (dec.pers) & E207/P4000 (dec.pers) • Death Certificate. • Birth, Marriage and Spouse's Birth Certificate if not registered at the Public Registry of Malta. • Divorce/Separation documents. • Official documentary evidence of past employment held in Malta (letter of appointment/contract, termination, letter of reference, P3/FS3's, Contribution receipts/IT87) of deceased person. • Declaration if not in receipt of any Service Pension from spouse's past employment. Documentation showing the original amount and award date of Service Pension.	Face-to-face Online via the foreign country's institution (owing to EU Social Security Coordination Regulations/application of UK Withdrawal Agreement or Trade and Cooperation Agreement)	Applications are received from foreign institutions and acknowledged by IRU within one (1) working day of receipt.⁶ Further processing as per above

⁶ According to EU Regulation 883/2004 all applications for social security benefits from other EU Member States/ UK are to be sent electronically through the European Exchange of Social Security Information (EESSI) by the institution of residence.

Widow/er's Pension from Malta: Assessment and Payment of Benefit From persons living in any other country	Maltese and Foreign nationals whose legal partner worked and contributed to the Maltese Social Security scheme	• Widow's Pension Application. • Death Certificate. • Birth, Marriage and Spouse's Birth Certificate if not registered at the Public Registry of Malta. • Divorce/Separation documents. • Official documentary evidence of past employment held in Malta (letter of appointment/contract letter of reference, P3/FS3s, Contribution receipts/IT87) of deceased person. Documentation showing the original amount and award date of Service Pension from spouse's past employment.	Face-to-face Online: https://www.servizz.gov.mt/en/Pages/Inclusion-Equality-and-Social-Welfare/Social-Solidarity/Benefits-and-Services/WEB645/default.aspx	Applications are received from foreign residents and acknowledged by IRU within (1) one working day from receipt. Further processing as per above
Application for a Retirement Pension from the EU/UK	Persons residing in Malta who have paid contributions/resided in other EU countries/ UK	• E202 • E207 (filled in by servizz.gov agents on e-Forms platform) • E205 if any, if not insured in Malta an E001 will be issued	Face-to-face Online via the foreign country's institution (owing to EU Social Security Coordination Regulations/application of UK Withdrawal Agreement or Trade and Cooperation Agreement)	Applications are acknowledged within one (1) working day of receipt by servizz.gov. Following internal research by Department of Social Security, employers and other stakeholders, within ten (10) working days, IRU processes application. The application is sent to Foreign Institution and an acknowledgement is sent to the Claimant.
Application for a Retirement Pension from AU/NZ/CA	Persons residing in Malta who have paid contributions/resided in countries with which Malta has a bilateral agreement	• AU - Application Form - Income and Assets - Respective attachments as requested by application form (submitted through Servizz.Gov) • NZ/CA - Application Form	Face to Face Online via the foreign country's institution (owing to bilateral agreements)	Applications are acknowledged within one (1) working day of receipt (by servizz.gov). Application is sent to IRU. Upon receipt of application, within twenty (20) working days, the application is further processed, and checked. This involves internal research from other units of

		- Respective attachments as requested by application form (submitted through Servizz.Gov) • AU/NZ/CA – Liaison Form and E205 (if any)		Department of Social Security, employers and other stakeholders. Within ten (10) working days, application is then sent to the Foreign Institution and an acknowledgement sent to the applicant. This process includes the compilation of respective liaison forms as requested by the Foreign Institutions.
Application for an Invalidity Pension from the EU/UK	Persons residing in Malta who have paid contributions/resided in other EU countries / UK.	• E204 • E207 (filled in by servizz.gov agents on e-Forms platform) • E205 if any, if not insured in Malta E001 will be issued	Face to Face Online via the foreign country's institution (owing to EU Social Security Coordination Regulations/application of UK Withdrawal Agreement or Trade and Cooperation Agreement)	Applications are acknowledged within one (1) working day of receipt (by servizz.gov). Application is sent to IRU. Within ten (10) working days application will be processed and sent to Foreign Institution and an acknowledgement is sent to the Claimant. This involves internal research from other units of Department of Social Security, employers and other stakeholders.
Application for an Invalidity Pension from AU/CA	Persons residing in Malta who have paid contributions/resided in countries with which Malta has a bilateral agreement	• AU - Application Form - Income and Assets - Respective attachments as requested by application form (submitted through Servizz.Gov) - Medical Report (From Medical Board) • CA - Application Form - Respective attachments as requested by application form (submitted through Servizz.Gov) • AU/CA – Liaison Form and E205 (if any)	Face-to-face Online via the foreign country's institution (owing to Bilateral Agreements)	Applications are acknowledged within one (1) working day of receipt (by servizz.gov). Application is sent to IRU. Within two (2) working days, applications are forwarded to the Medical Panel. Upon receipt of Medical Board decision, within twenty (20) working days, the application is further processed, and checked. This involves internal research from other units of Department of Social

				Security, employers and other stakeholders. An acknowledgement is sent to applicant after liaison with Foreign Institutions, which takes up to 10 working days.
Application for a Widow/er's Pension from the EU/UK	Persons residing in Malta who have paid contributions/resided in other EU countries / UK.	• E202 • E207 (filled in by servizz.gov agents on e-Forms platform) • E205 if any, if not insured in Malta an E001 will be issued (deceased person).	Face-to-face Online via the foreign country's institution owing to EU Social Security Coordination Regulations/application of UK Withdrawal Agreement or Trade and Cooperation Agreement	Applications are acknowledged within one (1) working day of receipt (by servizz.gov). Application is sent to IRU. Within ten (10) working days application will be processed and sent to Foreign Institution, and an acknowledgement is sent to the Claimant.
Application for Widow/er's Pension from AU/NZ/CA	Persons residing in Malta who have paid contributions/resided in countries with which Malta has a bilateral agreement	• AU - Application Form - Income and Assets - Respective attachments as requested by application form (submitted through Servizz.Gov) • NZ/CA - Application Form - Respective attachments as requested by application form (submitted through Servizz.Gov) • AU/NZ/CA – Liaison Form and E205 of Deceased Person (if any)	Face-to-face Online via the foreign country's institution (owing to bilateral agreements)	Applications are acknowledged within one (1) working day of receipt (by servizz.gov). Application is sent to IRU. Upon receipt of application, within twenty (20) working days, the application is further processed, and checked. This involves internal research from other units of Department of Social Security, employers and other stakeholders. Within ten (10) working days, application is then sent to the Foreign Institution and an acknowledgement sent to the applicant. This process includes the compilation of respective liaison forms as requested by the foreign institutions.

Request for Entitlement to remain insured in Malta (Form A1)	Workers (locals and foreigners alike) who through their work activity will have a connection with Malta and one or more other countries.	• Identification Document (ID card/Passport) • Employment Details (both locally and abroad) • Employer's/Self-Employed Questionnaire (where necessary)	Online: https://www.servizz.gov.mt/en/Pages/Inclusion-Equality-and-Social-Welfare/Social-Solidarity/Benefits-and-Services/WEB635/default.aspx#:~:text=The%20A1%20document%20certifies%20which,more%20than%20one%20EU%20country.	Upon receipt of application, an automatic acknowledgement is sent by IRU through the e-form system within one (1) working day. Application is vetted by IRU and A1 Certificate is issued or rejected within two (2) working days.
Application for Social Security Number (for Foreign Nationals)	Foreign nationals holding either a job offer from a locally based employer or in the process of initiating a self-employed activity in Malta.	Depending on the nationality and status of the applicant.	Via email	The employer contacts IRU requesting the issuance of social security numbers for employed foreign nationals. IRU acknowledges receipt of request within one (1) working day. Request details are vetted, social security numbers are issued, and employer is notified within two (2) working days.
Request for Certification of Insurance Periods in Malta for Sickness Benefit Purposes (Form UE104/S041)	Foreign nationals who worked and contributed to the Maltese Social Security scheme Maltese nationals who worked and contributed to the Maltese Social Security scheme who are moving to another EU country.	• Identification Document (ID card/Passport) • FS3 documents covering all the period of employment in Malta or copies of the receipts of the contribution payments, in the case of self-employment	Face-to-Face Online via the foreign country's institution (owing to Social Security Coordination Regulations/application of UK Withdrawal Agreement or Trade and Cooperation Agreement)	Application is acknowledged by IRU within one (1) working day. Request is vetted and certificate is issued or rejected within two (2) working days.

Export of Unemployment Benefits from one EU Member State to another	Unemployed persons in receipt of Maltese benefits who opt to move to another Member State Foreign unemployed who opt to move to Malta.	• Identification Document (ID card/Passport) • U2 document (in case of transfer in) • Evidence of registration with JobsPlus • Date of departure (in case of transfer out)	Face-to-Face Contact via Servizz.Gov/Department of Social Security Email and forwarded to IRU	Upon receipt of U2 request (including all required documents) through email from client or through servizz.gov, IRU notifies Foreign Institution, and informs client of such notification within two (2) working days.
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