

PROOF OF LIFE CHECK FOR PENSIONERS RESIDING ABROAD

Pensioners receiving a pension from the Caixa Andorrana de Seguretat Social (CASS) who reside abroad must undergo a living check during the months of May and November in order to receive their pension.

If this proof of life is not provided, or if it is incorrect, pension payments will be suspended until the beneficiary's proof of life is verified, for a maximum period of three years from the date of the last payment.

Methods for providing proof of life

To facilitate this process, three methods are available for providing proof of life:

By videoconference.

By submitting a life certificate.

In person at the CASS offices.

BY VIDEO CONFERENCE:

Using the OVAC (Oficina Virtual d'Atenció al Ciutadà) system, you can hold a video conference with the assistance of a professional to provide proof of life online.

It is very important to have an electronic device (mobile phone, tablet, or computer) equipped with: A video camera, a microphone, and an internet connection.

To use this online method, please follow these steps:

1 Book an appointment



- The request for the date and time must be made directly via the OVAC platform.

2 Access the video conference



- Once the appointment has been booked, you will receive a confirmation email containing a link. On the day and at the time of the appointment, the pensioner receiving a pension must log in directly to the system via this link and complete the procedure.

When booking the appointment, the number of the identity document that will be held physically on the day of the appointment with which the proof of life will be carried out in front of the camera must be indicated.

How to book an appointment for the video conference?

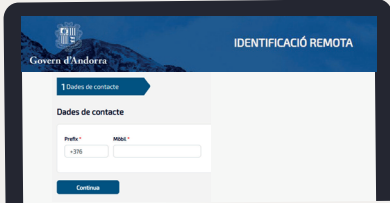
1 www.e-tramits.ad/tramits/



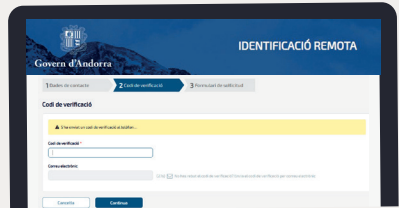
2 Select the option:



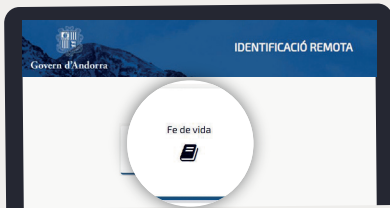
3 Fill in the contact details (telephone number):



4 Enter the verification code sent to the mobile phone.



5 Select the procedure: "Fe de vida".



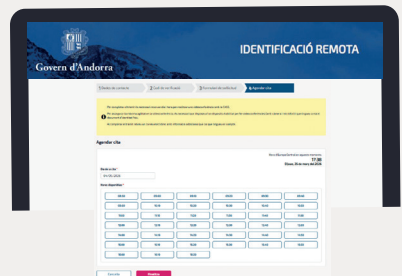
6 Select the "Atesa" appointment management service..



7 Fill in all fields with your personal data.



8 Choose the date and time of the appointment and "Finalitzar".



9 Once the appointment has been booked, **an email will be received with the information required to access the videoconference.**



To watch the video tutorial, access it via the QR code or via the link www.cass.ad/com-sollicitar-cita-fer-la-videoconferencia.

How do I join the video conference on the agreed date and time?

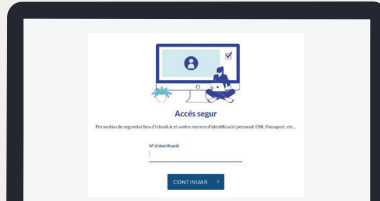
- 1 The email received when booking the appointment contains the link to access to join the video conference:



You will need:

- a device capable of video conferencing (with a camera and microphone); and
- your physical identity document to hand.

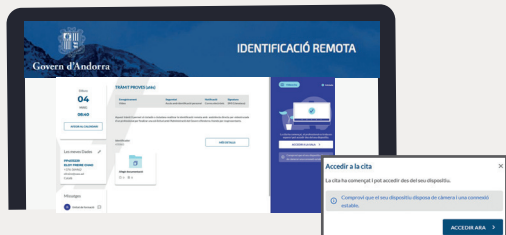
- 2 Enter your document number (passport, ID card, etc.) and select "CONTINUAR".



- 3 Accept the legal notice and terms and conditions of use.



- 4 Enter the video conference room.



- 5 Accept the consent form.
- 6 Follow the professional's instructions to proceed with the video conference.
- 7 Once the process is complete, a confirmation email will be received containing the registration number.



To watch the video tutorial, access it via the QR code or via the link

www.cass.ad/com-realitzar-la-videoconferencia-el-dia-i-hora-de-la-cita-acordada.

BY POST:

This method involves sending by post an original life certificate issued by an official body in the country of residence.

The certificate is only accepted if it has been issued by an official public body (Town Hall, Civil Registry Office, Police, etc.) and if it was issued on or after the 1st of May or 1st of November, depending on the relevant control period.

If the certificate is in a language other than Catalan, Spanish, French, English or Portuguese, a sworn translation must be provided.

It must be sent to the following postal address:

CAIXA ANDORRANA DE SEGURETAT SOCIAL (CASS)

C/ Joan Maragall 3, AD500 Andorra la Vella
PRINCIPALITY OF ANDORRA



The Certificate of Life must state the CASS number assigned to the insured person and include a copy of the identity document.

If the certificate has a Secure Verification Code (CSV), it may be sent to the email address: pensions@cass.ad.

IN PERSON AT THE CASS OFFICES:



This method allows you to provide proof of life in person at the CASS offices from the 1st of May or 1st of November, depending on the relevant control period.

An appointment must be booked by calling (+376) 870 870 or via the link: www.cass.ad/no-faci-cuess

If using the link, select the procedure "1.3 - Atenció al públic - Fe de vida presencial", choose the preferred date and time, and provide the contact details.

For more information, you may call the telephone number (+376) 870 870 or send an email to cau@cass.ad.

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