



# D

**Title**

ELECTRONIC DIRECTORY (Directory Services)

**Created** 28/10/2009

**Modified** 25/11/2009

## References:

- **Recitals** : I.R. 4
- **BR** : art 1
- **IR**: art 88 + annexe 4
- **AC Decision** :
- **ECJ CASE Law**:

## Comments:

- Definition: The electronic directory is the term that is used in annex 4 of the IR. In IT-terms, it is referred to as the "Directory Services" in the EESSI Project. The EESSI Directory is the list of Member States institutions that are involved in the coordination of social security. This list is tens of thousands of entries long and is thus supplemented by search facilities. This directory is much like an advanced and rich phone directory.
- The precursor to the EESSI directory was the so-called Code List Database which was created to support the European Health Insurance Card. It contained already the list of sickness benefits institutions.

### What information is provided for each institution/body?

- The Directory includes the institution's name (this is provided at least in the national languages and in English), address, telephone and fax number, electronic addresses, its functions, and the types of benefit, geographical area and the articles of the Regulations that it is competent for.

### What is the purpose of the EESSI Directory?

- Implementing the coordination rules requires an exchange of social security information between clerks in national institutions. By consulting the directory, clerks and sometimes citizens can find out to whom their queries and request should be sent. When the EESSI system is up and running, the Directory will become an essential tool for clerks to be able to route their electronic messages to the right institutions.

**Who can access the directory?**

- Everyone. A public version of the directory is accessible by anyone through the World Wide Web (i.e., on a web browser). National clerks may have a more detailed view of the information through local copies of the directory

**Who keeps the directory up-to-date?**

- Designated National experts carry out this task daily, each on their own country's listings, to ensure that changes are mirrored and possible errors corrected. This ensures that the Master copy of the directory is up-to-date. The national experts are appointed by the official national delegates at the Administrative Commission. As regards its local and public copies, these are automatically refreshed once a day. Enclosed you will find a picture that illustrates this role.

**What about legacy institutions?**

- Institutions that are no longer active are kept in the directory for historical and reference purposes.

**Do I find contact information?**

- Yes. Each institution is listed along with (e-)addresses and phone/fax numbers.

**What are the main search parameters?**

- The directory is organised with a view to making it easy to find the institution/office that is competent for a particular case (in most cases, this is a claim for a benefit). Thus, a search that specifies the social security branch, and possibly a relevant article of the coordination Regulation, a country and, if possible, a more precise geographical location, is likely to yield one or a few results. In some cases the occupation of the claimant, their age and their status can be important search parameters.

**Is the search guided?**

- Searches can be either guided, on the basis of pre-determined parameters, or free, "google-style". It is also possible to scan the directory through a hierarchical view, much like on a web page with links.

**To go further:**

-

# EESSI Directory Services

