

Roma, 01 March 2023

Inps: proof of life procedure concerning beneficiaries who collect their pensions abroad

As of **20 March 2023**, pension beneficiaries residing in **America, Asia, the Far East, Scandinavian Countries, Eastern European Countries and neighbouring Countries** will be receiving a proof of life form from Citibank NA.

The proof of life procedure concerning beneficiaries who collect their pensions abroad is important since the difficulty in getting through, updated and timely information regarding beneficiaries' death occurrences may, indeed, place the Inps at risk of paying undue sums. The said proof of life procedure is carried out by Citibank NA, the credit Institution which sees to pension payments abroad on behalf of the Inps.

Therefore, as of **20 March 2023**, Citibank will send the proof of life forms to pension beneficiaries residing in the above-mentioned geographic Areas, to be returned to the bank by **July 18th, 2023**. Failing to return the relevant certificate, **August 2023** pension rate will be paid in cash at the Western Union counters and, should the beneficiary fail to either withdraw his/her pension in person or return his/her proof of life certificate by **August 19th 2023**, the next month pension payment will be suspended starting from **September 2023**.

Inps has provided for pensioners to submit their proof of life certificates over a period of four months so that they do not need to haste calling the consular offices, Patronati or local authorities as soon as they receive their letters, also considering the need to avoid unnecessary waiting.

Notably, Inps and the Ministry of Foreign Affairs and International Cooperation have also agreed on a shared project allowing pensioners to interact with consular offices via a **video call service**. The agreement also provides for the following steps to submit the proof of life certificates:

- the pension beneficiary who has received the official proof of life form by ordinary mail from Citibank NA, reporting, among others, his/her personal details, Inps reference number and Citibank NA identification code, proceeds to fill it out by also indicating his/her telephone number
-

and e-mail address, signing it and specifying the date of submission;

- the pension beneficiary sends a digital copy of the said form as well as of his/her identity document to the institutional e-mail address of his/her Country of residence local consular office, which sees to get in touch with the pensioner via e-mail, if the relevant address is indicated on the form, or via the video call services available through the most popular web applications, such as Skype, Zoom, Microsoft Teams, Webex or Whatsapp, if his/her telephone number is indicated on the form;
- in this way, the consular office may certify the pensioner's proof of life by actually seeing him/her, also checking the accuracy of the data reported in the form previously received by the consular office via e-mail together with the digital copy of the identity document, against those reported in the original identity document the pensioner will be invited to show during the video call;
- the consular officer may certify the pensioner's proof of life by accessing the Citibank NA web portal available to duly authorised officials. In this case, the authorised consular officer shall still request the pensioner to send the consular office the original form, duly dated and signed, by ordinary mail, in order for it to be kept in the relevant documentary file;
- should the consular officer not be authorized to access the Citibank NA web portal, during the video call, the pensioner will be requested to send the original proof of life form, duly dated and signed, by ordinary mail, to the address of the consular office, in order for the form to be validated according to the usual procedure; after that, the consular office will send the original form to Citibank NA, at "PO Box 4873, Worthing BN99 3BG, United Kingdom", by ordinary mail.

Therefore, pension beneficiaries are kindly requested to make sure that their e-mail address and telephone number are always reported in the proof of life form to be returned to Citibank NA in order to have the possibility to activate the said video call service.

Patronati officers duly authorised to access the Citibank NA web portal and considered acceptable witnesses will also be allowed to avail themselves of the video call services to validate the proof of life forms. Notably, however, this is in addition to but does not replace the standard procedure providing for the physical presence of the pensioner to be assessed by a qualified person, acting as an acceptable witness, authorised to endorse the signing of the pensioner's proof of life form.

Besides this, please note that not only will beneficiaries have four months at their disposal to fulfil their obligations, but also that, based on each foreign Country's legislation, a significant number of **qualified officials**, are authorised to certify the beneficiaries' proof of life forms. Should the beneficiary not be able to fill in the standard form, Citibank NA will also accept life certificates issued by local authorities as acceptable witnesses, the lists of which, broken down by Geographical Areas, can be found on the Citibank N.A. website on the dedicated page.

Finally, the scheduling of the second step of the proof of life campaign referring to the years 2023 and 2024 has also been agreed upon with the bank. It will involve pensioners residing in **Europe, Africa and Oceania**. Therefore, as of **20 September 2023**, Citibank will send the proof of life forms to pension beneficiaries residing in the above-mentioned geographic Areas, to be returned to the bank within **18 January 2024**. Failing to complete the relevant proof of life procedure within the said deadline, **February 2024** pension rate will be paid in cash at the Western Union counters and, should the beneficiary fail to either withdraw his/her pension in person or return his/her proof of life certificate by **February 19th 2024**, the next month pension payment will be suspended starting from **March 2024**.

Updated information on the proof of life procedure concerning beneficiaries who collect their pension abroad can be found on the Inps web site devoted page, titled: [Accertamento esistenza in vita dei pensionati che riscuotono all'estero](#)