

Rome, September 18, 2025

**INPS: launch of the second step of the proof of life procedure referring to the years 2025-2026,  
concerning beneficiaries who collect their pensions in Europe, Africa, and Oceania.**

As of **17 September 2025**, Citibank N.A. has started sending the proof of life forms to pension beneficiaries residing in **Europe** - except for those residing in the Scandinavian and the Eastern European Countries, already involved in the first step of the proof of life campaign - **Africa**, and **Oceania** – to be returned to the bank within **January 15<sup>th</sup>, 2026**.

Failing to return the relevant certificate, **February 2026** pension rate will be paid cash at the Western Union counters in the pensioner's Country of residence and, should the beneficiary fail to either withdraw his/her pension in person or return the relevant proof of life certificate by **February 19<sup>th</sup>, 2026**, his/her pension payment will be suspended starting from **March 2026**.

In view of reducing the risk of paying benefits to deceased pensioners, some beneficiaries might be involved in the proof of life procedure, at large, regardless of their geographical area of residence or domicile.

Moreover, with a view to achieving administrative simplification, certain groups of pensioners, such as those residing in Countries whose institutions have concluded a technical cooperation agreement for the IT exchange of mutual customers' death data with the INPS, will not be involved in the proof of life procedure.

Pensioners can prove their being alive as follows:

- a) By sending their proof of life forms to **PO Box 4873, Worthing BN99 3BG, United Kingdom**. The said form must be returned to Citibank N.A after being countersigned by an "acceptable witness", meaning: by a representative of an Italian Embassy or Consulate, or by a local Authority qualified to endorse the signature of the proof of life certificate.
- b) Through the intermediary of Patronati officers who qualify as "acceptable witnesses" and may be authorized to access Citibank N.A. web portal, specifically set up to validate pensioners' proof of life

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forms electronically. This very function of validating the said forms electronically may also be performed by officials of the diplomatic Representations as designated by the Ministry of Foreign Affairs and International Cooperation. To this regard, be reminded that, in order to facilitate the pensioners' accessibility to the service, the INPS and the Ministry of Foreign Affairs and International Cooperation have also agreed on a shared project allowing them to interact with diplomatic Representations' officials via a video call service.

- c) By collecting their pension in person at Western Union counters.

It has to be reminded that the Bank's support service is active and available for pensioners, diplomatic Representations' officials, Patronati, delegates and prosecutors who may need assistance to carry out the proof of life procedure.

Citi's Support Service can be reached by pensioners as follows:

- by visiting the web page [www.inps.citi.com](http://www.inps.citi.com);
- by sending an e-mail to [inps.pensionati@citi.com](mailto:inps.pensionati@citi.com);
- by calling one of the telephone numbers indicated in the explanatory letter.

The service is available from Monday to Friday, from 8:00 to 20:00 (Italian time), in Italian, English, Spanish, French, German and Portuguese.

More information can be found in the INPS message No. 2624 of 9<sup>th</sup> September 2025.