

Rome, 21st November 2023

INPS: proof-of-life checks for beneficiaries who collect their pension abroad for the years 2024 and 2025

The INPS has planned the process of the proof-of-life checks for beneficiaries who collect their pensions abroad for the years 2024 and 2025. The relevant procedure will be carried out in two steps.

The first step, from March to July 2024, will involve pensioners residing in **America, Asia, the Far East, as well as in the Scandinavian, Eastern European and neighboring Countries**. As from **20th March 2024**, Citibank will see to sending the requests for the proof of life checks and pensioners will have to return the relevant certificates by **18th July 2024**. Failing to return them, the **August 2024** pension installments will be paid cash, where possible, at the Western Union counters in the pensioner's Country of residence. Should he/she not be able to collect his/her pension in person nor produce the proof of life certificate by **19th August 2024**, pension payments will be suspended starting from the **September 2024** instalment.

The second step of the procedure will take place from September 2024 to January 2025 and will involve pensioners residing in **Europe, Africa, and Oceania**. The proof-of-life forms will be sent starting from **20th September 2024** and shall be returned by **18th January 2025**. Failing to return the proof-of-life certificates, **February 2025** pension installment will be paid cash, where possible, at the Western Union counters of the pensioner's Country of residence. Should he/she not be able to collect his/her pension in person nor produce the proof of life certificate by **19th February 2025**, his/her pension payment will be suspended starting from the **March 2025** installment.

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 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;
- by sending an e-mail to 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.

Information about the start of the generalised verification as well as the procedures to be followed for the finalization of the whole process, also concerning the payment location at Western Union counters, can be found on the Bank's website (www.inps.citi.com).

More information can be found in the [Inps message No. 4071 of 16th November 2023](#).