

## Support and Services to Members

The members of the Association's Committee and its Secretariat are all volunteers for the services they render to members. They provide access to a number of important services for International Civil Service retirees, such as

**rapid and correct information** on changes in pension and health insurance rules and regulations, and on other matters of concern to pensioners, through the **AAFI-AFICS Bulletin**, with five issues a year;

**advisory services** on pensions and the adjustment system, taxation, choice of country of residence and problems that pensioners may encounter;

**representation** by experienced colleagues who will defend and promote pension and health insurance rights, as well as other interests vis-à-vis international and national bodies;

**solidarity fund** for providing aid to retirees requiring temporary urgent assistance;

**social activities** organized by the Association in Geneva for its members: three lunch meetings during the year and group travel of cultural interest.

### The Permanence / Hotline

Every Wednesday morning between 10:00 and 12:00 the AAFI-AFICS office in Room E-2078 at the Palais des Nations, Geneva, is staffed by a volunteer, who receives visitors and answers telephone calls on Geneva telephone +41 (22) 917-3330. In addition to that usual permanence, you may find a Committee member every day from 10 AM to 12 AM who is charged to answer to current demands.

The Permanence/Hotline volunteer provides replies to questions regarding the Association and its activities, UN Pensions, Health Insurance, Income Tax, Swiss AVS, Lump Sum options, and other questions on which a member of AAFI-AFICS may be seeking information and help. In some cases the permanence volunteer may not be in a position to give an immediate reply to a question, but he or she will then either direct the caller to another Committee member or arrange to return the call after researching the question