

(English version)

**Question for written answer E-003800/25
to the Commission
Erik Kaliňák (NI)
(1 October 2025)**

Subject: Coordination of social security systems in the EU

Under Regulation (EC) No 883/2004 on the coordination of social security systems, EU citizens are entitled to exportable family benefits without discrimination, including family allowances and parental allowances. In practice, however, there are often serious delays, rejections of applications, and buck-passing between national authorities, leading to families losing their entitlements, financial hardship and reduced labour mobility.

One example is the case of a Slovak family, in which the Austrian authorities took more than two years (from 2021 to 2023) to reach a decision on allowances, leaving their application for parental allowance blocked. The Slovak authorities were subsequently unable to act without a formal decision, which made it impossible for an appeal to be lodged and led to missed deadlines. Families have to bear the costs of translations, legal disputes and refunds of advance payments, which is contrary to the objectives of the regulation.

1. Is the Commission aware of these systemic problems in the coordination of family benefits between Member States?
2. What steps does it plan to take to ensure the effective implementation of Regulation 883/2004, including simplifying the exchange of information between states and ensuring that citizens are able to meet deadlines?
3. Is the Commission considering a revision of the rules in order to remove the administrative burden from families?

Submitted: 1.10.2025

**Answer given by Executive Vice-President Mînzatu on behalf of the European Commission
(10 November 2025)**

Cross-border administrative cooperation between national authorities and the mutual exchange of information between persons and institutions are pillars of the EU social security coordination system ⁽¹⁾.

The Commission is aware of delays in the exchange of information affecting various types of cross-border social security entitlements, including family benefits ⁽²⁾.

The system for electronic exchange of social security information (EESSI) between authorities and institutions is almost fully complete and the Commission is working on improving its efficiency. A new process for monitoring, mapping and lowering the response time within EESSI has been introduced.

Representatives of Member States in the Administrative Commission for the Coordination of Social Security Systems regularly discuss difficulties in applying the coordination rules ⁽³⁾.

The European Labour Authority (ELA) also organises capacity-building workshops with national authorities and institutions aimed at, among other things, improving the application of the EU social security coordination rules for citizens ⁽⁴⁾.

When the Commission assesses that the rules are not implemented or applied properly by certain Member States, it launches infringement procedures, including in the area of family benefits.

As regards outreach to mobile citizens, ELA launched in late October 2025 a new information and awareness-raising campaign concerning the social security coordination rules.

The Commission is focused on obtaining final agreement of the co-legislators to its proposal to revise the EU social security coordination rules ⁽⁵⁾. The proposal aims among other things to improve coordination processes between Member States, including in the area of family benefits.

⁽¹⁾ <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32004R0883&qid=1760080119491>, Article 76.

⁽²⁾ Reported for example in: https://single-market-scoreboard.ec.europa.eu/enforcement-tools/solvit_en; <https://ecas.org/wp-content/uploads/2025/03/YEA-annual-trends-2024.pdf>.

⁽³⁾ <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32004R0883&qid=1760080119491>, Articles 71-72.

⁽⁴⁾ <https://www.ela.europa.eu/en/activities/training-and-capacity-building>.

⁽⁵⁾ <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex:52016PC0815>.