

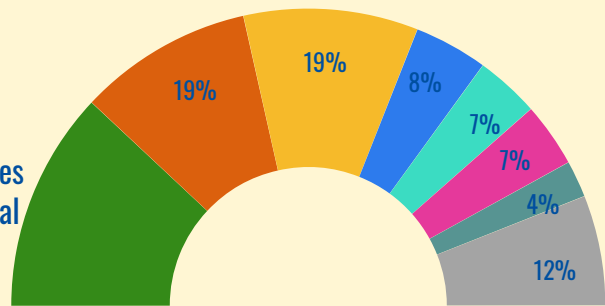
# Your Europe Advice - Annual Trends 2017



**19,042 enquiries**  
 handled by ECAS' legal experts on EU rights

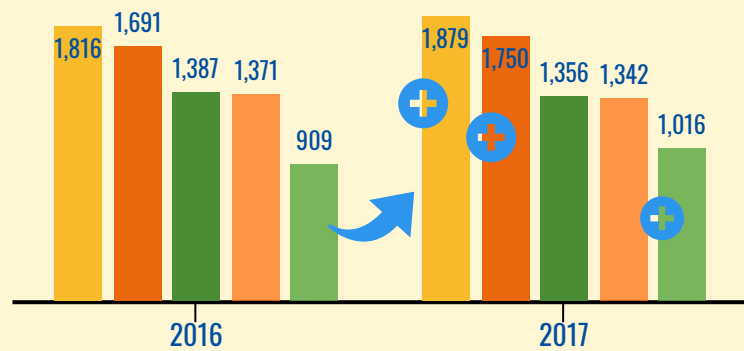
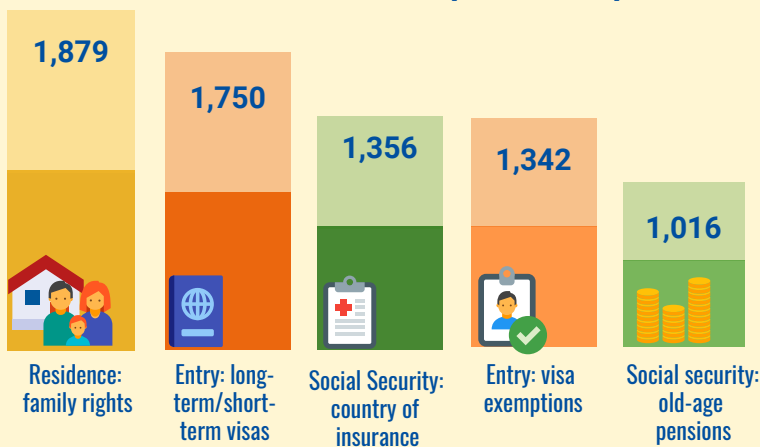
## Nature of the enquiries received (%)

24% of enquiries concerned social security

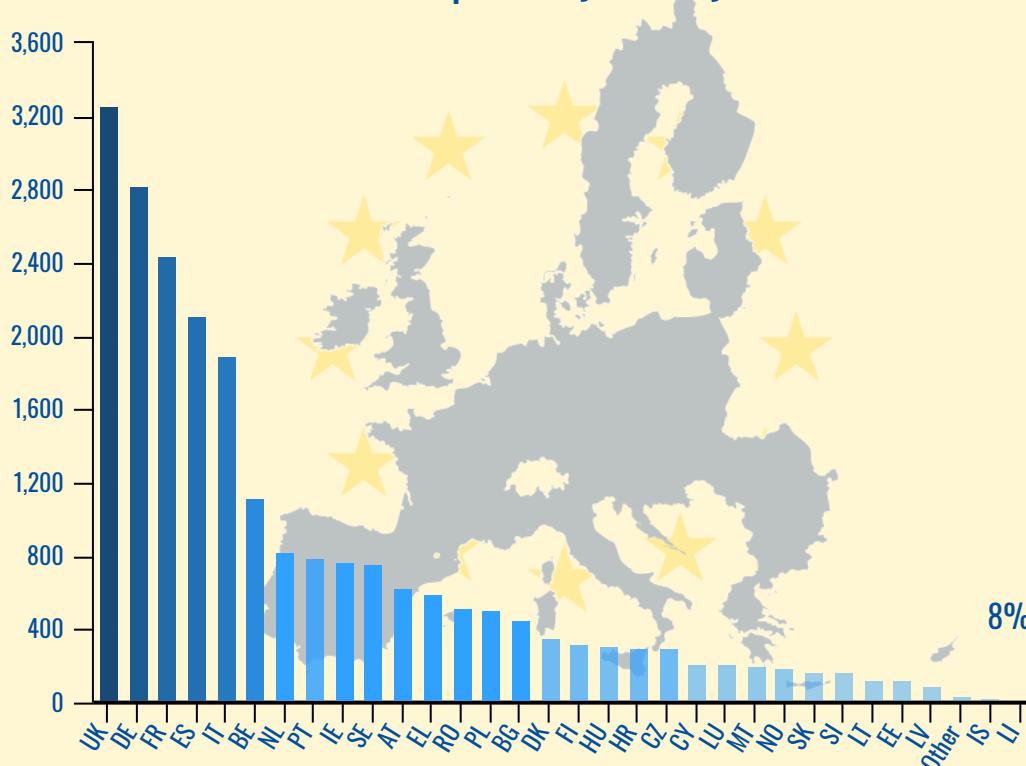


- Social security
- Entry procedures
- Residence
- Work
- Motor vehicles
- Taxes
- Other consumer issues
- Other

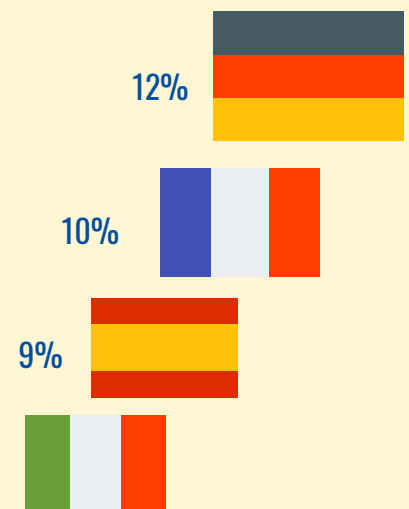
## Top 5 sub-topics of concern (No. of enquiries)



## Number of enquiries by country concerned



14% of all enquiries concerned the UK



Your Europe Advice (YEA) is an EU advice service on personal EU rights of citizens and businesses which ECAS manages under contract with and on behalf of the European Commission. It consists of a team of 60 independent lawyers who cover all EU official languages and are familiar both with EU law and national law in all EU countries. They provide free and personalised advice, within a week and in the language of your choice, clarify the European law that applies in your case, and explain how you can exercise your EU rights. More information at: <http://ecas.org/services/your-europe-advice-yea/>

# Problems and recommendations by topic

## Residence - family rights



There is a general lack of information on the right of residence for non-EU family members of EU citizens. Citizens experience a number of bureaucratic impediments to getting their rights recognised.

- MS should ensure proper training of their national administration.
- National legislation should be clear and detailed enough to ensure the free movement rights of family members are respected

## Entry - long/short term visas

Family members of EU citizens experience difficulties in obtaining visas for several reasons: very long procedures, request of extra documentation, ignorance of the EU rules by the private service providers.

- MS should put in place effective, harmonised and efficient systems of complaints against refusals to issue visas and establish supervisor bodies to oversee the work of visa service providers to ensure the correct application of EU rules.



## Social Security - country of insurance



Mobile EU citizens encounter difficulties in determining which country is responsible for their social security because of the complexity of the rules, lack of information and training, and insufficient coordination between MS

- MS should foster cooperation between national administrations as set out in Regulation 883/2004
- Requests for information should be responded to without delay. In exceptional situations, new deadlines should be communicated and regular updates provided

## Entry - visa exemptions

Public authorities are not sufficiently aware of visa exemptions envisaged in the Citizenship Directive, which allow EU citizens to travel with their non-EU family member within the EU without a visa.

- The terms in the text of the Directive that cause legal uncertainty should be clarified.
- National authorities should provide clear and sufficient information regarding requirements visa exemptions for third country national family members.



## Social Security - old age pension



Mobile EU citizens experience difficulties in receiving clear and accurate information regarding the aggregation of periods of insurance in different MS. A persistent lack of cooperation between national authorities results in problems with claiming all the pension rights citizens have acquired in different countries

- Pensioners need good quality information from the sending and receiving countries, both prior to departure and upon arrival
- Cooperation among MS must be reinforced