

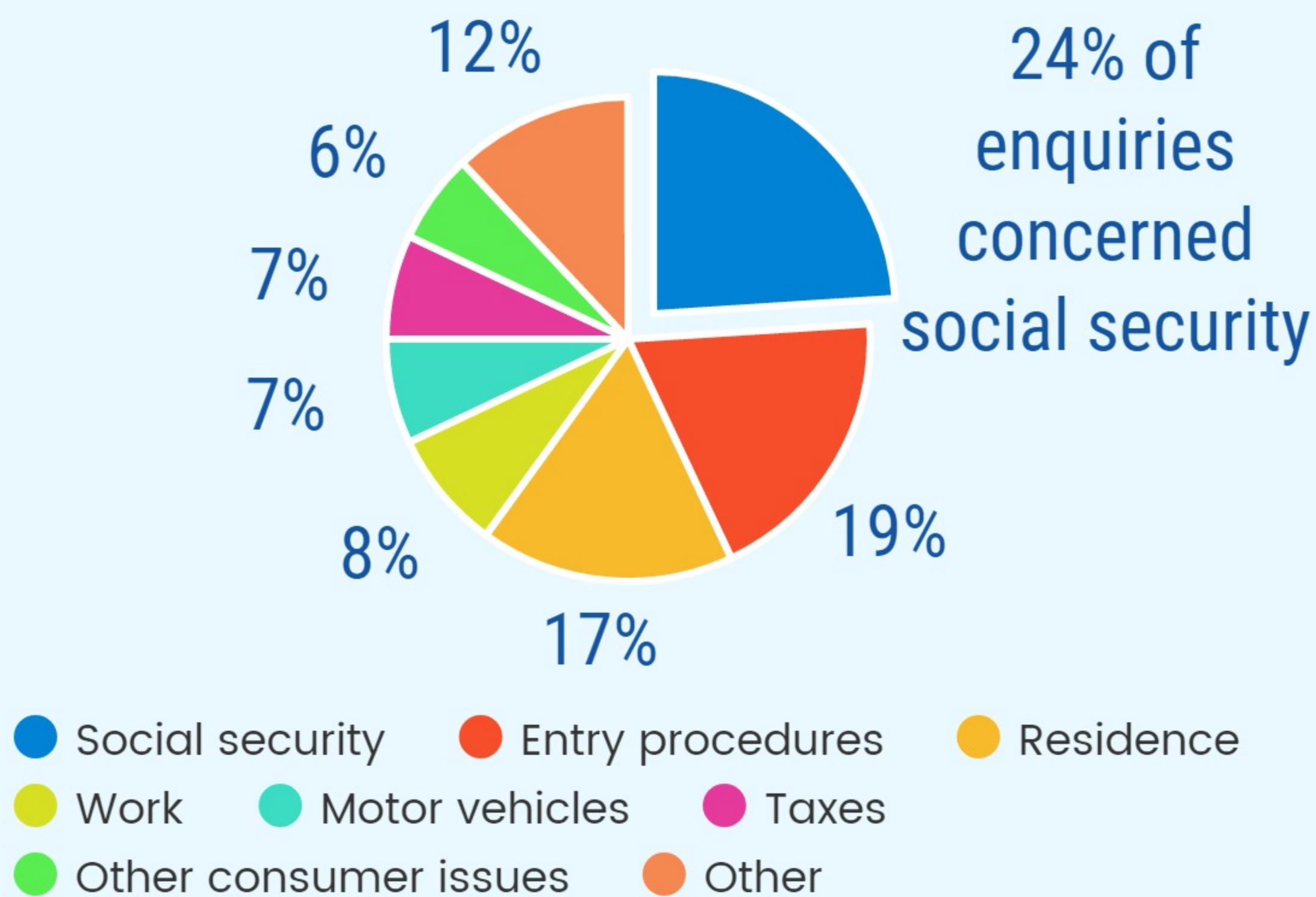
# Your Europe Advice - Annual Trends Report 2016



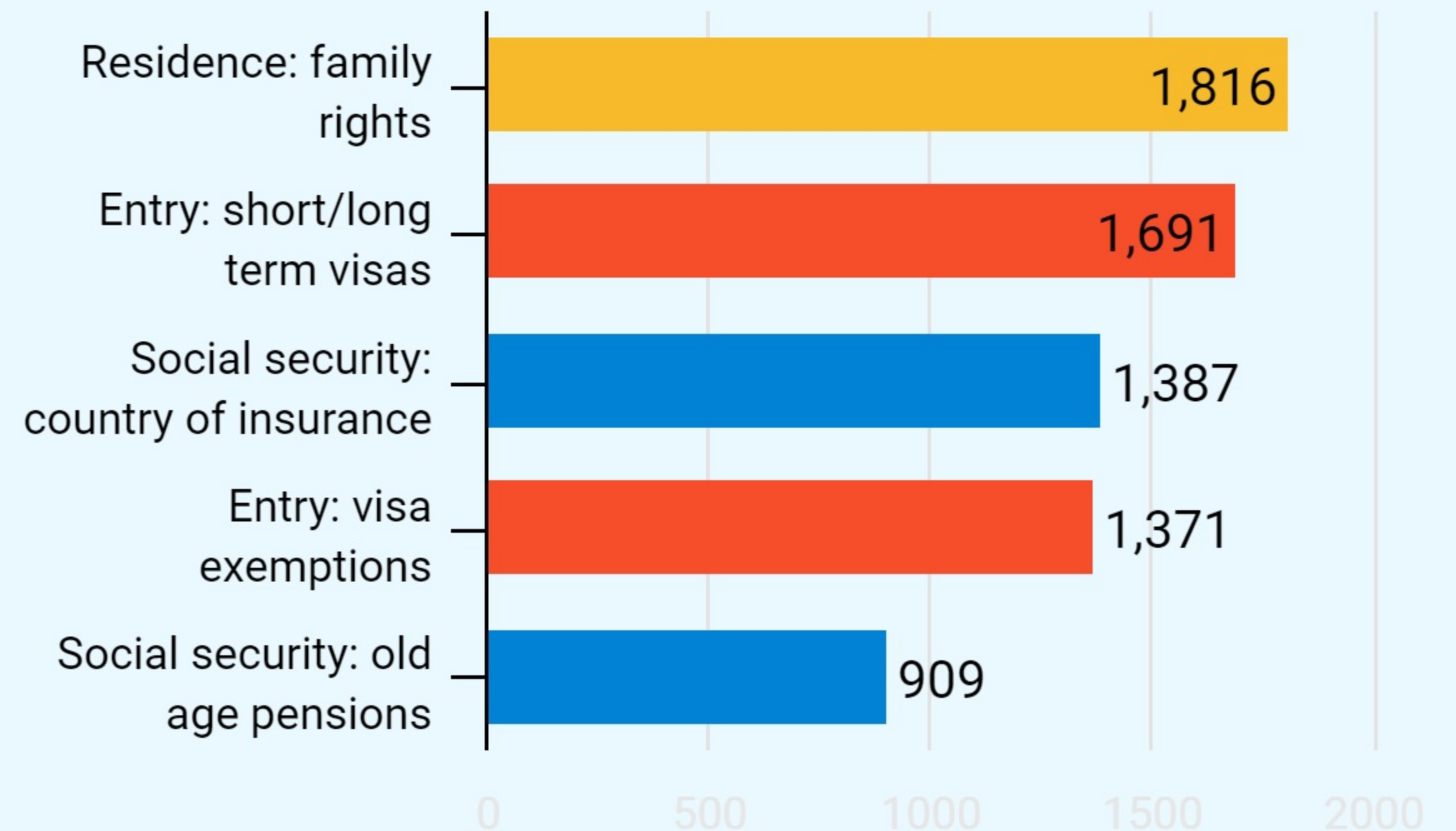
**20,491 questions**

**handled by ECAS' legal experts on EU rights**

## Nature of the enquiries received (in %)

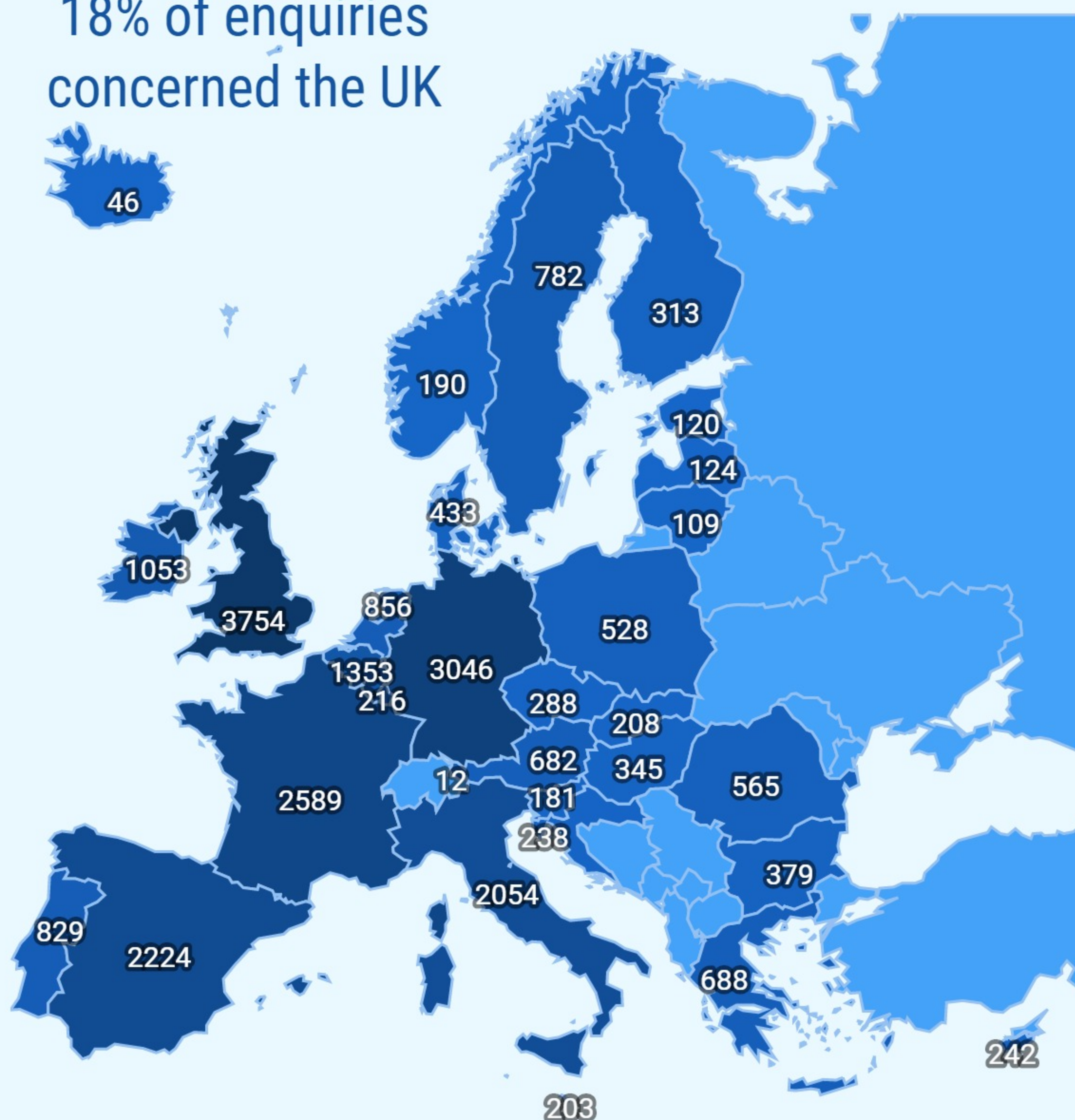


## Top 5 sub-topics of concern (No. of enquiries)

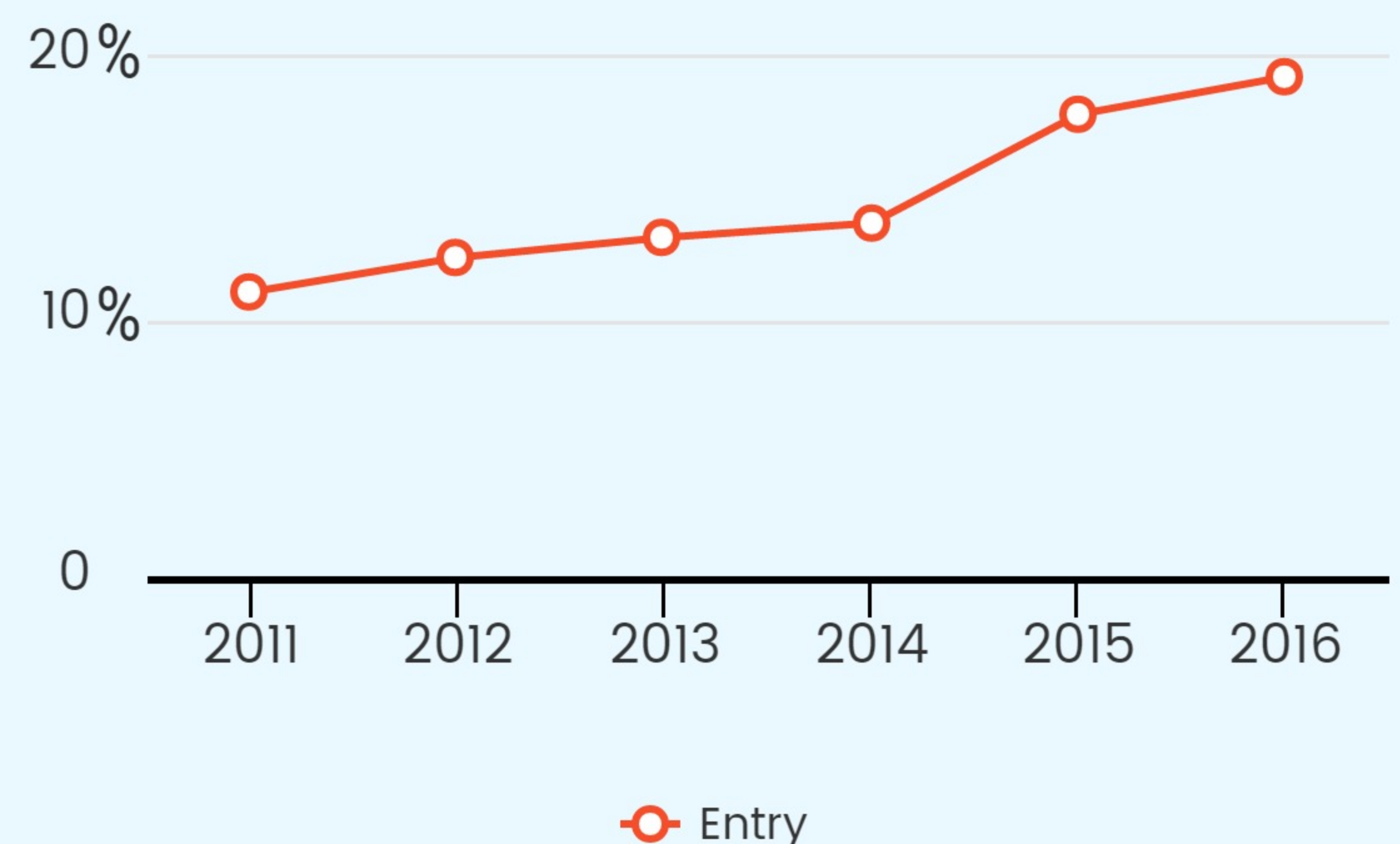


## Number of enquiries by country concerned

18% of enquiries concerned the UK



## Entry formalities: trend (in %)



Enquiries on entry procedures have increased steadily in the last few years including in 2016





# Problems and recommendations by topic

1

## Residence - family rights:

EU citizens face a lack of information about their family members' right of residence in some Member States (MS). Excessive bureaucracy makes it difficult for family members to obtain residence documents



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

2

## Entry - long/short term visas:

Family members of EU citizens experience difficulties in obtaining visas because of lengthy procedures, requests for additional documentation, etc.



- The European Commission must clarify the terms in the text of the Directive that cause legal uncertainty
- National bodies need to provide clear information regarding visa exemptions for non-EU family members

3

## 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

4

## 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 spouse within the EU without a visa



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

5

## Social Security - old age pensions:

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