

Manual: how and when to use EB-Connect

Use EB-Connect to inform Vivium of any changes that are relevant for the group insurance policy. You can also use it to view and download useful information yourself.

We have listed the most important monthly, quarterly and annual actions for you.


1.1. Monthly actions

New hires

Via Affiliation – 'New affiliation' (right column in EB-Connect)

 *More information on how to submit a new affiliation can be found on our website in [French](#) or in [Dutch](#)*

Affiliate changes

 *More information on changes to (personal or professional) employee data is available on our website in [French](#) or in [Dutch](#).*

After selecting the employee you want to make a change to (top of right column in EB-Connect), choose the 'modification' (right column) you need.

Employee's personal details

Here you can change the key **personal details**: name, address, language, gender, date of birth, national registration number, professional e-mail address (important for digital benefit statements).

Employee's professional details

Here you can change all the employee's **professional details**.
If the change affects the premium, the adjustment will be shown on the next premium settlement.


Which professional data can you modify?

- Employment percentage
- Time credit
- Parental leave
- Medical assistance
- Leave for palliative care

You report salary increases once a year **by downloading and uploading a salary list** on the contract's annual adjustment date.

Family situation Here you can change the civil status and number of dependent children if your cover is affected by these.

Category To be completed when an employee needs to be transferred to another insured category.


 *Our website has more information about the consequences of a category change for your group insurance: in [French](#) or in [Dutch](#).*

Choice of cover A **cafeteria plan gives employees** the option to change the risk guarantees (death benefit or guaranteed income in the event of **incapacity for work**):

- At the start of the contract
- When the family situation changes
- When the group insurance is pledged
- On the annual adjustment date

Make sure you archive your employee's written request. This will help you to avoid any discussions afterwards.

An increase in the cover in the event of death or incapacity for work may mean additional medical formalities on the part of Vivium.

 *On our website you can find more information about a change to the risk guarantees in [French](#) or in [Dutch](#).*

New cases of incapacity for work must be declared within 45 days. Changes to existing incapacity for work cases must be declared as soon as possible.

This relates to incapacity for work caused by:

- Illness
- A personal (non-work related) accident
- An occupational accident
- Pregnancy/birth

Always include the date and percentage level of the incapacity for work in your request.

Resumption of work

If your employee returns to work (part-time or full-time), the premium payments must be reactivated.

In that case you must provide us the new percentage level of the actual employment.

Here are a few examples:

- An employee working **full-time** prior to being unable to work, resumes work after a while, but for 50%: you enter a **50%** level of employment when the employee has resumed the work.
- An employee having an **80% employment** is unable to work for a while and returns, working the same hours as before: you enter a level of employment of **80%**.
- An employee working **80% prior to becoming unable to work** returns at **half** his/her normal employment schedule: you enter a level of employment of **40%**.



If the employee's insurance cover includes a waiver of payment of premiums and/or incapacity for work, you also have to download the [declaration form](#) and provide it to the employee. It is the employee's responsibility to send us the completed [declaration form](#) within 45 days after the beginning of the incapacity for work.



Our website describes how an illness or an accident needs to be declared: in [French](#) or in [Dutch](#).

Resignation / transfer A resignation or transfer to another firm within the group must be reported within **30 days**.


What types of end of service does need to be reported here?

- Termination of service
- Full early retirement by means of unemployment benefit and a monthly allowance from the former employer (SWT)
- (Early) statutory retirement

 *More information about reporting end of service is available in [French](#) or in [Dutch](#).*

Employee's death You must report the death of an insured employee to us within **8 days**.

Inform us of the date of death in EB-Connect.

 *Our website has an overview of what you need to do in the event one of your employees has died: [French](#) or [Dutch](#).*

Check premium statements

Premium statements give an overview of the premiums for each insured person. They also show the personal employee contributions that can be passed on to the payroll service provider.

You can request premium statements in two formats:

- **In PDF:**
 - o Left column under the organizer – ‘Documents premium payments’
- **In Excel:**
 - o Request the Excel file: right column under downloads – ‘Premium specification’
 - o Retrieve the Excel file: left column under ‘Overview of actions’

1.2. Quarterly actions

NSSO overviews

Left column under Organizer – ‘NSSO overviews’

You can use the quarterly NSSO overviews as the basis for your reporting of the **8.86% NSSO contribution**. You download the NSSO form and you email it to your payroll service provider, who will take the necessary steps. The overviews become available on the 5th working day after each quarter.

If you do not find an NSSO overview, this means that you did not pay a life/death premium in the last quarter.



[Our website has more information about the NSSO: in French or in Dutch.](#)

Regular checks of the funding ratio

Left column under Organizer – ‘Regular checks of the funding level’

Here you can proactively check whether the **funding level** of your group insurance meets the statutory obligations (Article 24 of the Supplementary Pensions Act).

Vivium recalculates the minimum funding ratio on a regular basis. If there is a shortfall that requires extra payment into the financing fund, you will receive a separate settlement. This can happen either in January or in July.

1.3. Annual actions

Submit salaries and single premiums

Downloads and uploads – ‘Salary list to be completed’ or ‘Single premium list to be completed’.

Your personal administrator will ask you to provide the new **salaries** before the contract's main renewal date each year. You must submit these by uploading the updated salaries list.

The annual communication about the **single premiums** to be allocated to each insured person works in the same way.

To make sure your list can be processed quickly, you must respect the following rules:

- First, process all **outstanding changes in personnel** up to the date of the annual adjustment.
- Complete the **green** cells in the Excel file only.
- Use **number format** xxxx,xx. This means no decimal points, spaces or formulas.
- Do not change the **layout** of the file.
- Do not add any **free text**.

If you do not follow these instructions, the upload and its automated processing may fail.



The manual for downloading and uploading salaries and/or single premiums lists can be found [here](#).

Check users and master users

In the section ‘User management’ (left column after selecting the organizer on the homepage), choose ‘List of contract users (csv)’

We recommend that you check which Users have access to EB-Connect each year.

This will prevent any unwanted access and/or ensure a confidential back-up in the event of absence.

If you have any questions, visit the [FAQ section](#) of our website.