Freedom of Movement
(EU Citizens’ Main Concerns)

Claire Damilano
What is Your Europe Advice

What do we learn from YEA
What is the Your Europe Advice Service?
What is Your Europe Advice

ECAS provides the “Your Europe Advice” service as an external contractor for the European Commission:

• Since 1996, formerly Citizens’ Signpost Service (CSS)
• Network of experienced multilingual lawyers from all EU Member States
• Any individual can ask questions in any official EU language about his/her EU rights, most often concerning cross-border situations.
• Replies provided within less than one week and in any official EU language.
• Enquiries can be submitted either online or by telephone, and replies are provided either by e-mail or by phone.
• More than 20 000 replies provided in 2014 – all-time high
Access via the Your Europe website http://europa.eu/youreurope/
What do we learn from YEA?
1. Profile of enquirers

**Socio Economic Categories**

- Employed: 36%
- Unemployed, Jobseeker: 13%
- Self employed: 11%
- Retired: 10%
- Student, trainee etc: 8%
- Homemaker, not seeking employment: 2% (2% each)
- Researcher: 2%
- Not available: 1%

**Age scale**

- 25-44: 47%
- 45-64: 22%
- <18: 18%
- 18-24: 7%
- >65: 5%
- Not available: 6%
Your Europe Advice Annual Seminar - 10&11 November 2015
Country of residence

Jan to Oct-15

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2. Type of Enquiries

• YEA provides advice on EU rights and on the implementation of EU law in all Member States;

• Enquiries can vary from simple requests to real analyses of EU law;

• It covers a wide range of topics.
3. EU Citizens’ Main Concerns

Topics

- Social security
- Entry procedures
- Residence
- Motor vehicles
- Work
- Taxes
- Other consumer issues
- Studies and training
- Goods (other than motor vehicles)
- Financial services
- Judicial rights in the EU
- Welfare benefits (non contributory)
- Other fundamental rights in the EU (incl.)
- Access to documents
- Political rights of EU citizens

Total number of enquiries

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Social security

- Health care, sickness or maternity (here comprised medical treatment)
- Country of insurance and general management
- Country of insurance
- Necessary healthcare abroad and the European Health Insurance Card (EHIC)
- General management
- Old Age benefits
- Forms
- Family benefits
- Unemployment
- Forms
- Sickness benefits
Entry procedure

- Long term/short term visas: 32%
- Visa exemption: 25%
- Other: 2%
- Travel documents for EU Nationals: 10%
- Excessive documentation and refusal: 5%
- Charges for visas: 2%
- Wrong entry rules applied: 2%
- Non-recognition of civil status documents: 1%
Three-quarters of the problems mentioned by EU citizens are covered by only 3 EU regulations:

- **Social security**: Regulation 883/2004/EC on the coordination of social security schemes for people on the move, and the implementing rules;

- **Entry procedure and Right of residence**: Directive 2004/38/EC on the right of EU citizens and members of their families to move and reside freely within the territory of the Member States;

- **Qualifications**: Directive 2005/36/EC on the recognition of professional qualifications;
Thank you for your attention!

Contact information:
ECAS : Claire Damilano, claire.damilano@ecas.org

• ECAS – European Citizen Action Service –AISBL, 77 Avenue de la Toison d’or – B-1060 Brussels - Belgium
• Tel: +32-2 548 04 90 – Fax: +32-2 548 04 99 – E-mail: info@ecas.org – Website: http://www.ecas.org/