

What documents/information does SOLVIT require?

In order to be able to support you, SOLVIT Austria asks you to enter your case on the SOLVIT homepage of the European Commission.

Please enter Austria as your home country so that the case can be opened against the country where the difficulties exist:

https://ec.europa.eu/solvit/index_en.htm

When you enter your case into the system, it is registered and receives a processing number.

This also guarantees data protection.

In addition, SOLVIT Austria basically requires the following documents and information in all cases:

- Statement of the facts - a brief but accurate description of the problem
- Indication of the authority with which difficulties have arisen
- The application (copy) as well as the correspondence with the respective authority and any appeals/objections etc.
- Please complete and sign the enclosed power of attorney (name, address, date).

In addition to the general information, SOLVIT AT requires the following when it comes to:

- Complaints regarding social security problems including childcare allowance and family allowance:
- National insurance number from Austria and the country in which the problems occurred
- Complaints regarding unemployment benefit:
The AMS office where you submitted the application for PDU1/unemployment benefit
- Contact details of your AMS counsellor;
- Your last employment in the other member state;
- Complaints regarding pension payments:
- Any pension notification and proof of pension periods;
- Complaints in residence and VISA cases:
The processing number of your case at the respective authority
Visa application

- **Complaints regarding administrative penalties:**
The penalty notice you received from the administrative penal authority;
Any appeals
- **Complaints regarding professional recognition:**
Application; correspondence with authorities; certificate of completion of training; timetable
(what was taught and for how many hours)
Proof of professional experience (if available)

Please note that the involvement of SOLVIT does not interrupt the time limits for legal remedies.
Furthermore, SOLVIT cannot provide support if your case is already pending in court.