

eID in the life of an EU Citizen[†]

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Preface

This discussion paper has been created to illustrate some key eID concepts and demonstrate the added value their introduction provides in a series of specific, commonplace situations. These example situations, while realistic, do not represent actual legal or procedural conditions in any specific country, but rather represent a composite view of the interactions depicted, as they could exist in some or several EU countries, in a non-specific manner.

1. Introduction

In the context of their normal, every-day life, citizens in the EU need to interact with the Government in a variety of ways. Typically, they either need to make use of the services provided by the various administrative offices and agencies to achieve some specific goal, or they have some specific obligations to fulfill. Under the conditions that currently prevail, while there are significant variations, and while there are enormous efforts at change underway, most of these interactions between citizens and their governments continue to be paper-based, inconvenient, and require significant investments of time and effort, for both the citizens and administrations that serve them.

As part of the eGovernment initiative, which seeks to improve the services provided to citizens through the use of modern technology, the introduction of Electronic Identities (eID) and Electronic Identity Management (eIDM) can provide substantial benefits to citizens and businesses, as well as to the administrations that serve them. The benefits are broad-based, and range from savings in cost and time, to simplification and rationalization of the procedures that are followed.

In the following sections are described a number of interactions that take place, in sequence, between a typical citizen in a common situation, and the various actions or his associates (such as his employer, landlord, etc.) must take for him to achieve his ultimate goal. The interactions typically involve a transaction between two parties (a citizen and an administrative agency or officer), and involve the submission of a request and/or a set of some data/information/credentials, in exchange for some specifically sought result (an authorization, a contract, a document, etc.).

In each case is described how the activities would play out under currently prevailing conditions, contrasted with how the process would be different and improved with the introduction of eID (and the possibilities that it affords), such as speeding up, streamlining, increased trust, efficiency, cost savings, etc.

The case described below concerns an EU citizen named Bob, who is moving to a new country to start work at a new job.

2. Case Background

Bob is a citizen and resident of an EU country (country A). Bob is married with several children of various ages, has a car, some savings from his previous 10 years of work in his chosen profession, and owns the furnishings in the apartment where he currently resides.

Bob has decided to avail himself of the possibilities afforded by the EU's core policy of providing for the free movement of goods, services and people, and has therefore recently accepted a job offer to work in another EU country (country B). He now has to move himself, his family, and his possessions from country A to country B to take up his new job.

In order for Bob to establish himself in country B, he has to fulfill a number of obligations to the state, the first of which is to declare his presence in country B, i.e., to register himself, and his family. As he is the head of household and he is the person taking up a new job, the establishment of his wife and family in country B are linked with his own establishment.

Bob has a number of practical steps to take, including traveling to country B, finding a place to live, taking care of the formalities with the local administration, and physically moving his family and possessions into their new home.

3. Establishment

3.1. Work Contract

The final step in Bob securing his new job is obtaining a signed work contract. Bob meets with his new employer and after an agreement on conditions is reached, a legal contract is prepared.

Currently		With eID
Bob and his new employer meet and sign his work contract.		Mr. and his new employer, using their respective eID's, both digitally sign the electronic version of the mutually agreed work contract. He can either receive a copy of the electronic document (offering most protection to the employee), or it can be made available for online/remote access at a later time.

3.2. Register in country B

Bob arrives in country B (possibly alone, or accompanied by some or all of his family); they find a place to temporarily stay while a search for permanent residence is sought. Within a short period of time (national mandate of country B), Bob must register himself at the local town hall

Currently		With eID
Bob must present himself at the local town hall to register.		Bob could present his electronic credentials either remotely or via internet (part of the procedure could be automated using the EID, thus speeding up considerably the end-to-end process); most likely he will still need to be present at the town hall physically at some point in the process, in order

		that the Electronic Identity be verified at some point in the new country, as being associated with an actual living person.
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3.3. Educational and professional documents

In order for Bob to begin exercising his professional activities he needs to have his educational achievements and professional licenses and qualifications recognized and accepted in country B. Bob’s mother tongue in country A (in which all his documents are written) is different from the mother tongue of country B, so the documents have to be first translated into the official language of country B.

As completion of these actions can take some time, Bob should have these translations and administrative acts completed before actually moving to country B.

Currently		With eID
Bob first has to have all these documents translated into the official language of country B, in an officially recognized way, then he has to present them to the appropriate authorities along with a formal request for recognition of equivalence to country B’s requirements.		As part of receiving an officially-recognized translation of his educational credentials and professional licenses, Bob uses his eID when the items are submitted to the translation bureau, which in return provide him with the translated documents electronically signed with the eID of the translation bureau. This action could be done remotely/online. Once the electronically signed translations have been obtained, Bob submits his request for recognition of equivalence using his eID and the signed documents. Upon completion of the process he receives another electronically signed document signed by the relevant administration. This action could be done remotely/online.

3.4. Lease Agreement for Apartment

Once his family and some of his possessions have moved into a temporary residence, Bob and his wife visit a number of apartments and finally find one to their liking.

Currently		With eID
An agreement is reached with the proprietor and they meet to sign a leasing agreement.		Bob meets with the proprietor of the apartment, and both digitally sign an electronic lease agreement with their respective eID’s. A copy of the signed agreement could be made available to

		both parties online and downloaded later as needed.
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3.5. Temporary Residence Permit

Now that Bob has a fixed address and a regular income he can start the process of establishing his residence.

Currently		With eID
<p>With a lease agreement in hand, Bob goes to the town hall and requests a residency permit. The local authorities ask to see Bob's identity documents (passport or national identity card from country A), as well as the originals of both his leasing agreement and his work contract. Bob is immediately issued a temporary permit, valid for a short period of time, while the local and possibly national authorities process the file.</p> <p>There are additional steps he has to follow to complete the establishment of his wife and children, according to the rules in place for country B.</p>		<p>Using his eID and digitally signed electronic copies of his lease agreement and work contract (which could be downloaded from some online storage depot), Bob requests the residency permit. He may be required to visit the local town hall, in order to verify that a living person is requesting the permit, which he ultimately receives in electronic form, signed by the local authorities.</p> <p>The eID for the wife and children are used in conjunction with the outputs of the registration of Bob to complete the steps for their registration.</p>

3.6. Bank account and Transfer of Funds

With the temporary residence permit in hand, Bob proceeds to the remaining steps in establishing himself in country B; While still able to access his savings and other funds still in country A using his bank card, he needs to open a local banking account, which will be much more convenient for and conformant with his and his family's needs.

Currently		With eID
<p>Bob selects a bank and pays a visit to open some accounts for himself and his family. The bank asks for his identification, including from country A and his temporary residence permit for country B, his work contract and his lease agreement.</p> <p>Additional documents for the family are required for their accounts.</p>		<p>Bob visits the bank, and using his eID and digitally signed electronic copies of his temporary residence permit, his lease agreement and work contract, opens an account and the bank, for which he receives a bank card/token.</p> <p>The eID for the wife and children are used to complete the steps for the opening of their respective bank accounts.</p>

3.7. Opening of Utilities Accounts

To complete the establishment of his living quarters, Bob must also contact the local utility companies to open accounts for gas, electricity, and telephone and internet service to his new home.

Currently		With eID
In each case, he will have to identify himself and provide his address. In some cases, some or all of the procedure for the gas & electric utilities may be handled for him by the proprietor of the apartment or in cooperation with the previous tenant (these are often done by surface mail and can take a few days or even weeks to complete). With the telephone and internet service, Bob will in general have to make all the arrangements himself.		Bob uses his eID and in particular his electronically signed residence permit indicating his permanent address in country B, to identify himself and his address securely to the utility company, and enter into a utilities contract with each of the utilities companies. In some cases he may be able to enter into the agreement remotely/online.

3.8. Moving Office Equipment, Excise goods and other Possessions

Bob can finally move the rest of his possessions into his new apartment. With some specific exceptions, no duty is payable on goods purchased (tax-paid) in another EU country provided they are for his personal use; however, this exemption does not apply to vehicles or to goods subject to excise duties. 'Personal use' excludes in particular any business element.

Bob often worked from home, and the for-business office equipment that Bob will bring into country B (fax machine, printer, office supplies, etc.) will have to be declared to the appropriate authorities.

Currently		With eID
Bob will have to make a customs declaration for the inventory of the office furnishings, as well as (possibly) supplying some supporting documents he may have on hand such as the invoices for the different business use goods.		Using his eID, Bob can make the pre-declaration remotely/online. This may speed up the process of clearance/release for his goods.

Bob also wants to move his large wine cellar to country B, the stock of which is subject to Excise duties. Bob will have to make a customs declaration for goods being imported.

Currently		With eID
Bob will have to file a declaration concerning the goods subject to Excise duties, as well as (possibly) supplying		Using his eID, Bob can make the declaration remotely/online. This may speed up the process of

some supporting documents he may have on hand, such as the invoices for the goods.		clearance/release for his goods, but he may have to physically present the goods at a customs office or to a customs officer.
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If Bob’s previous residence in country A was an area which belongs to the EU but has a particular status for the purposes of VAT or excise duty (e.g. the Canary Islands, the Channel Islands, Martinique, or Guadeloupe), He will be subject to the conditions applicable to persons arriving from countries other than Member States of the EU. In this case he will have to make a declaration to the customs and pay import duties and VAT on the total value of the goods being imported.

Currently		With eID
Bob will have to file a declaration concerning the goods subject to import duties and VAT, as well as (possibly) supplying some supporting documents he may have on hand, such as the invoices for the goods. He will have to pay the assessed amounts before his goods are released		Using his eID, Bob may be able to make an electronic pre-declaration remotely/online. This may speed up the process of clearance/release for his goods; the chance of the clearance being slowed down due to inspection of the goods in question is reduced. It may also be easier or more efficient to arrange the payment with eID and the electronic version of the invoice for the amount due to the customs administration.

3.9. Moving the Car and Insurance

Bob entered the country by car with his family, but the car remains for the moment registered in country A (carrying country A license plates) at his address in country A, covered by insurance purchased in country A, and not applicable in country B. Now that Bob is relocating to country B with a car purchased in country A, he has to comply with some specific tax regulations and customs formalities (for vehicles purchased in country A and brought to country B) which are now applicable.

Currently		With eID
Bob must declare the car at a customs office in country B. Bob must present a number of original documents to the local customs authorities, including the <i>foreign registration certificate</i> and an <i>application for vehicle registration</i> in country B. He may have to pay a registration fee at that time. Depending on when and where the car was purchased, he may have to pay VAT and import duties. He must also present his <i>driving license</i> , registration certificate and <i>insurance certificate</i> (green form) with on any car journey. If the age of the car is above a certain level, Bob. may		Using his eID, Bob can make a pre-declaration remotely/on-line, and present electronic copies of some or all of the required supporting documents (drivers license, insurance certificate, technical inspection certificate, etc.), digitally signed, which he may have stored on his home computer, or downloaded from some central or regional official e-Documents repository. This saves him the trouble of having to assemble the documents and traveling down to the customs office of entry of the car.

also be required to present the <i>technical inspection certificate</i> .		Bob can arrange for the payment of the import duties and the VAT remotely/online
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His car insurance purchased in country A is no longer valid in country B, so he must purchase a new policy from a company based in or willing to cover country B.

Currently		With eID
At a minimum, Bob will have to present his personal identification, including drivers' license, and the vehicle registration, as well an initial payment to the new insurance company to obtain his policy.		Using his eID, Bob may be able to sign up at least initially to a new insurance policy with a new company in country B, depending on the policies of the new insurance company.

3.10. Inward transfer of funds from abroad

Once he has opened a local bank account, Bob may wish to transfer some or all of his savings and other assets secured in country A to his new bank account in country B. In most cases this is an operation that involves only Bob and the two banks involved in the transfer, the sending bank and the receiving bank, who both know the owner of the funds, Bob.

Currently		With eID
Typically, Bob will contact both of the banks with regard to the transfer, and depending on the sum of money involved, he may visit the sending bank, send them a fax, or telephone to his account representative.		Depending of course on his relationships with the old and new bank (which might be related or not), Bob may be able to use his eID to order the transfer operation remotely/online, saving himself a number of steps (in person visit, sending a fax, trying to reach someone he knows at the sending bank by phone, etc.)

3.11. Enrolling children in school

Bob. also needs to enroll his children in local schools.

Currently		With eID
For each child he has to identify himself and his child to the particular relevant school authorities, and he must provide his contact information, including address and telephone number. In addition, for some or all of the children, depending on their age and grade in school, Bob may have to present transcripts or other proof of		Using his own eID and those of his children, Bob may be able to access the required transcripts and other required documents remotely/online, or at least to initiate a request to the previous school(s) to forward the necessary information to the new school(s).

achievement/grade level, for the proper placement into the local school system, depending on the requirements of the local school authorities which manage their own community schools with some degree of autonomy.		
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3.12. Moving Pets

Bob’s children have a pet dog, which they brought with them to country B. identification and entry in the national register may be required for some types of pets, such as this dog.

Currently		With eID
Bob contacts a certified veterinary surgeon of his/her choice to assist with these formalities on arrival. In the case where an examination and an attestation of the health of the animal is necessary, an attestation of some kind may be produced by the veterinarian, who may also file the appropriate registration papers with the proper administration.		Using their respective eID’s, the pet owner and the examining veterinarian can digitally sign the attestation and registration application, remotely/online

3.13. Permanent Residence permit

At some point, Bob is notified by the administration of country B that he can retrieve his permanent residency permit.

Currently		With eID
Bob goes down to the town hall, surrenders his temporary permit in exchange for the permanent one		With his eID, and the digitally signed copy of his temporary electronic residence permit, Bob goes down to the town hall, and exchanges it for the digitally signed copy of his permanent electronic residence permit. Part of the action could be done remotely/online, but it is probable that the officials at the town hall will still want to physically see Bob in person for this operation, once again to verify that there is a living person associated with the eID being used.

3.14. Health Care transfer

Bob enjoyed complete Heath care coverage in country A, for both himself and his family; now he must register and arrange to pay for the equivalent Health care coverage in his new home country B. Regarding this social security coverage, the

administration of country B has to know from which country Bob is coming, whether or not he satisfies the conditions for entitlement to benefits under the legislation of country A, and which institution will reimburse it when it provides benefits to him or to the members of his family.

There exist forms destined to ensure rapid and efficient cross-border communication between the social security institutions to which the Community provisions apply. These forms contain all the information which is necessary to determine the social security benefits to which Bob is entitled, and to attest to his entitlement.

Currently	With eID
<p>Before moving, Mr. X asks the competent institutions of country A to provide him with the appropriate (EU-standard) forms before moving. The most important forms are:</p> <ul style="list-style-type: none"> • series E100 for posted workers and entitlement to sickness and maternity benefits; • series E200 for the calculation and payment of pensions; • series E300 for entitlement to unemployment benefits; • series E400 for entitlement to family benefits. <p>He fills them out and files them with the social security administration of country B. Once the administration has processed the file, Bob will receive a copy, generally by mail, of his new social security card for country B.</p>	<p>Using his eID, Bob (and his company using its/their eID) is able to fill out all of these forms remotely/online, saving a great deal of time and trouble.</p> <p>Depending on how the social security administration of country B issues tokens, once his file has been processed, Bob may receive his eID (smart card, etc.) for Health benefits by mail, or a digital version may be generated for him by the social security administration of country B, and made available for download or access at a later time, or immediately (again depending on the procedures in force in country B).</p>

Once Bob and his family has been completely registered and integrated into country B, they can proceed with their normal daily life as any other resident/citizen of country B.

4. Regular Life Cycle

At some point after having moved to country B, Bob will have to start fulfilling his basic obligations to the administration of country B. All will be facilitated/sped-up/simplified if Bob has eID and/or electronic residence permit on hand.

4.1. Filing Tax Return² and Paying Taxes

At the appropriate time in country B, Bob. will file his yearly income tax return, and may possibly have to pay some income tax at that time.

Currently		With eID
As part of his declaration, Bob will have to provide information about his remunerative activities and assets, and to identify himself to the national tax authorities of country B. He fills out his (paper) tax return by the date mandated under the national legislation in country B (and possibly also in country A, depending on the conditions of his work contract, etc.), sending it in by standard (surface) mail		If Bob's company and bank are able to provide him with digitally signed electronic copies of the official documentation for Bob's remunerative activities, he can use them, in conjunction with his eID, to file his tax return in country B (and possibly in country A, depending on the conditions of his work contract, etc.) remotely/online.

4.2. Voting

As he is now a member of the community in which he lives in country B, and takes an interest in the public affairs of the community and country B, Bob wants to participate in the upcoming local and/or national elections there, in particular, he wants to vote.

Currently		With eID
In order to vote, Bob must first register himself to vote, accompanied by his credentials (either the temporary or permanent one may be sufficient). When the time comes for Bob to actually cast his vote, he will also have to physically go down to the polling center and identify himself (once again carrying the appropriate credentials) to the officials running the polling facilities.		Using his eID, Bob could register to vote remotely/online. The administration of country B might provide Bob with a digitally signed confirmation of his registration to be used when he needs to cast his vote. He also uses his eID when the time comes to cast his vote, possibly in conjunction with the received digitally signed confirmation of voter registration.

4.3. Reporting a Crime

At some point in the future, Bob has his wallet stolen, which contained his credentials issued to him by the administration of country B.

² Bob may have the choice between making a paper or electronic declaration in country B. In the case he chooses to make an electronic declaration, the tax administration of country B may provide him with appropriate credentials to make the declaration online (e.g., username/password or some other token). Some EU countries already allow this such as Belgium

Currently		With eID
<p>Bob goes down to a police station and makes a declaration of the loss to the Police.</p> <p>With a copy of the declaration, Bob then goes to the town hall to request issuance of a new set of credentials.</p>		<p>Using his eID, Bob could accomplish both of these steps (at least in part) remotely/online.</p> <p>In such a case, because of the potential for identity theft, and in order to exercise human judgment about the behavior of Bob, both the Police and the Town Hall administration may still require him to come in person to complete the last steps of the two respective processes.</p>