

Instructions on how to apply and cancel the Dutch Basic Health Insurance and Care Allowance.

How to apply for the Dutch Basic Health Insurance

JoHo recommends the Zorg en Zekerheid insurance. The au pair can apply for the Dutch Basic Health insurance at this site: <https://www.aupairverzekeringen.nl>. By using the flags at the top of the page you can alter the language of the webpages.

Here you will find all the information about this health insurance and why we recommend this particular insurance.

Tips to properly apply for the insurance

1. When you apply for the insurance through our website, JoHo can be of help if you have problems or questions.

In the form

Step 1 Uw situatie (your situation)

1. Bent u al klant van ons?: choose NEE
2. Fill in the date of birth of your au pair
3. The start date (called Ingangsdatum in Dutch) of the Basic Health Insurance should be either the date of registration at the city council or the day the au pair starts working for you. Please mention the date of registration at the municipality. Should that date be more than 4 months ago, the insurance should start from the day of application and not retroactively.
4. Apply discount by filling out "JA, ik wil gebruiken van een collectiviteitskorting" and use the code **30852**. You should see "**JoHo Insurances**".

Step 2 Premie berekenen (get a quote)

Choose "**Zorg Zeker polis**", that is the plan with the lowest premium when you've applied the collectiviteitskorting.

Set the "vrijwillig eigen risico" (deductible) on **€500,-** if you have an ISIS Au pair insurance. That Au pair insurance will reimburse the deductible should this be relevant.

Aanvullende verzekering: we recommend no Supplementary plan (aanvullende verzekering means Supplementary Plan).

On the right side of the screen you should see a monthly premium of **€89,22**.

Go to "Verzekering afsluiten"

Step 3 "Uw gegevens" (your personal details)

Now fill in all personal details of the au pair.

- Do not forget to alter the Nationality from Dutch (Nederlandse) to the correct Nationality.
- The BSN is given to the au pair after the registration at the Basisregistratie Personen (BRP), which is done at the municipality.
- At "Documenten" you can choose if you want to receive all documents digitally or by regular mail.
- To arrange payment at "Betalingsgegevens" you can mention to bank account of the au pair if this has already been arranged. As far as we know, there are no rules defining whom should pay this premium.

It is important that you choose "IK VERHUIS VANUIT HET BUITENLAND NAAR NEDERLAND " as answer to the question: "Reden van uw aanvraag". After this you leave the date of the au pair's arrival or the date of registration at the municipality.

Step 4 Controleren en bevestigen (check and confirm)

You will now get an overview of the data you have filled out. Please check the information that you left in the form and, when you are sure this is all correct, agree. You tick the box "Akkoord"

and go to “Verzekering afsluiten” to complete the application.

You need to provide the following details and documents:

- Registration at the city council (BRP)
- Copy of the passport (they need at least a copy of the page with the photo and the backside of that page)
- Social Security Number (BSN)
- Residence permit for au pairs from outside the EU
- “Verblijfsdocument” for au pairs from Croatia

How to terminate the Dutch Basic Health Insurance

It is very important to make sure the au pair deregisters at the municipality to avoid problems with several organisations.

The Dutch Basic Health Insurance must end on the day the au pair terminates her duties and is unregistered at the city council. Usually the insurance gets terminated from the day of deregistration.

To be sure, ask for a written proof of deregistration when you are at the city hall so you can send this to whom it may concern.

You or the au pair can arrange the termination of the contract via the form on <https://www.zorgenzekerheid.nl/service-en-contact/vraag-stellen.htm> or via *Mijn ZZ* by logging in with Digi-D and SMS.

How to apply for Care Allowance

You can find all the information about Care Allowance at www.toeslagen.nl.

Phone

The easiest way to apply for this allowance is by telephone: 0800-0543. Available from Monday to Thursday from 8.00 to 20.00 and on Fridays from 8.00 to 17.00.

What do you need?

- 1) Income per year (monthly payment times the number of months in that calendar year)*.
- 2) BSN
- 3) Start date of the au pair duties.
- 4) Bank account number; from 1-12-2013 the Belastingdienst has decided that this needs to be the bank account number of the person receiving the allowance. This means that the au pair needs to have her own bank account number. She can open a bank account with the ING bank or one of the other larger banks in The Netherlands.

Via the online application

This can only be used by people who don't have a “toeslagpartner”. The au pair shouldn't have a toeslagpartner. *

The app is available for iPhone, Android en Windows. More information about the [app voor zorgtoeslag](#).

Online via website of Belastingdienst

You can also apply for Care Allowance online. The online application takes you through several steps. Every step contains several different questions.

*If you have an au pair and you are the only adult in the household the au pair may not receive care allowance. This has to do with the fact that your au pair is considered your fiscal partner. That is obviously not correct and you should ask the Belastingdienst to change that assessment. Please contact the Belastingdienst by calling them (Belastingtelefoon) and inform them that your fiscal partner is actually your au pair.

How to cancel Care Allowance

Tip: please terminate the allowance at least two months before the au pair will leave The Netherlands. This will prevent that the au pair keeps receiving allowance, even after departure, which she will have to pay back to the Belastingdienst. The request to cancel the allowance is just not processed within a few working days, this takes more time.

You can cancel this allowance by calling: 0800 - 0543 (free). Available from Monday till Thursday from 8.00 to 20.00 en on Friday from 8.00 to 17.00. Make sure you have the BSN of the au pair when you call!

If the au pair has DigiD you can also cancel the allowance online at: [mijn toeslagen.nl](http://mijn.toeslagen.nl)

If you have any further queries please don't hesitate to contact us.

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Disclaimer: We did our utmost to provide you with all the necessary information. We have gathered the information from different entities responsible for the legislation. Legislation is due to change; we try to update our information as often as possible. Despite this we are not responsible for any incorrect information in this document. If desired you can contact the responsible entity directly yourself.