

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 Insurances recommends the Anderzorg insurance from Menzis. The au pair can apply for the Dutch Basic Health insurance at this site:

<http://www.johoinsurances.nl/verzekering-nederland/ziektekosten/basisverzekering-voor-au-pairs>

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

Instructions when applying for the Anderzorg insurance:

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

For an example of the application form, please take a look at:

<http://cdn.johoinsurances.org/content/voorbeeld-aanvragen-anderzorg-voor-au-pair/attachment>

In the form:

2. Choose the preferred coverage and press the button "nu afsluiten"
3. Complete the personal data of the au pair
4. It is important that you answer the question "waar ben je loonbelastingplichtig?" with the option "Nederland".
5. The IBAN (bank account number) that you give can be the account of the host family if the au pair does not have a bank account yet. Of course you can adjust this later on, when the au pair has her own account.
6. The start date 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. To finish the application choose at "Reden inschrijving" for Uit buitenland voor werk in Nederland. As a start date you can choose the date of today. Anderzorg will lookup the exact date that the au pair enrolled at the municipality and will use that date as the start date for the insurance.

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

What happens next?

After you have completed the application, you receive an email which I would like to call confirmation email. In this email, Anderzorg confirms that they have received your application.

Email to Anderzorg

We have experienced that sometimes the insurance company asks additional questions. To prevent this or to guide you with this, we advise you to send an email to Anderzorg. We ask you to send an email with the **Confirmation email, copy passport, copy Residence permit or Verblijfsdocument** (only relevant for non-European citizens) and the **BSN** (Burgerservicenummer) to Anderzorg. Preferably directly after you have received the conformation email.

We would like to be CC in that email.

Hereby the text you can use in the email to Anderzorg:

Beste medewerker van Anderzorg,

Deze email betreft de verzekeringsaanvraag voor persoon met BSN:_____. De basisverzekering is aangevraagd voor een au pair.

Helaas is er in het online aanvraagformulier van Anderzorg geen mogelijkheid om aan te geven dat het een au pair betreft, vandaar dat wij u dit graag op deze manier laten weten. De au pair in Nederland wordt door

de SVB als werknemer beschouwd (ondanks het feit dat er geen arbeidscontract is en er geen loonbelasting wordt betaald door de au pair) waardoor zij wel basisverzekeringsplichtige is.

Wij hopen dat deze email een soepele en spoedige afhandeling van de aanvraag zal bevorderen. Mocht u toch aanvullende vragen hebben dan mag u ook met JoHo Insurances contact opnemen. Hun telefoonnummer is 088-3214563 en hun emailadres is info@johoinsurances.org.

How to cancel the Dutch Basic Health Insurance

The Dutch Basic Health Insurance must end on the day the au pair terminates her duties and is unregistered at the city council. To cancel the Basic Health Insurance you can fill in the online form on

<https://www.anderzorg.nl/web/Klantenservice.htm>. Or you can send a cancellation request to:

Anderzorg

Postbus 1177

7500 BD Enschede

Fax: 050 526 5273

You need to provide the following details:

- Policy number
- Name of the insured
- Date the au pair is unregistered at the BRP
- Reason for departure
- Length of departure ("indefinitely")
- Country of destination
- The country from which the au pair will receive income after leaving

How to apply for Care Allowance

You can find all the information about Care Allowance at www.toeslagen.nl. 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's 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 contact the Belastingdienst to see if they can make an exception.

You can also apply for Care Allowance online if the au pair has DigiD. You can apply for a DigiD online at www.digid.nl

- If you have an au pair and you are the only adult in the household the au pair may not receive care allowance. Please contact us if this is applicable to you in order to advise you what to do.

How to cancel Care Allowance

You can cancel this allowance by calling: 0800 - 0543 (free). Available from Monday till Thursday from 8.00 to 20.00 and 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: www.digid.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.*