

# PRACTICAL GUIDE

## My Mobility Mentor



ФОНДАЦИЯ ЗА ДОСТЪП ДО ПРАВА  
FOUNDATION FOR ACCESS TO  
**RIGHTS**



Law  
Centres  
Network



International University College of Turin



National Association of  
Citizens Advice Bureaux  
NACAB



European Citizen Action Service

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## INTRODUCTION

This Guide is developed within the framework of the “**My Mobility Mentor - an experiment for workers from Bulgaria and Romania going to other EU Member States**” project. The project is implemented by the European Citizen Action Service (ECAS, Belgium), web site: <http://ecas-citizens.eu/> in cooperation with four other civil society organisations in Europe:

- Law Centres Network (UK), web site: <http://www.lawcentres.org.uk/>
- NACAB (Romania), web site: <http://www.robcc.ro/en/>
- International University College of Turin (Italy), web site: <http://www.iuctorino.it/> and
- FAR (Bulgaria), web site: <http://farbg.eu/>

Our aim is to create a network of rights advisors who can mentor Bulgarian and Romanian workers moving to Belgium, Italy and the UK by providing them with information on moving to those countries to work, by mentoring them during their stay, and by providing them with legal support should they need it. In addition to the five actively participating countries, existing sources of legal information regarding the migration process are being monitored and assessed in Denmark and Ireland as well.

In this Practical Guide you will find:

- Practical tips on living and working in Belgium, Italy and the UK;
- An overview of free movement rights and related matters; and
- Advice on what to do if things go wrong while working in Belgium, Italy and the UK.

We hope this Guide will help you to have a better understanding of your rights when working within the European Union and provide you with detailed practical guidance. The Guide takes into account EU laws as of July 2014.

For more information about this project and your rights you are kindly welcome to visit [www.mymobilitymentor.ning.com](http://www.mymobilitymentor.ning.com).

## Practical Guide: By Subject



### 1. Before Travel

#### Entry

- As an EU citizen, you have the right to enter another EU country upon presentation of either a national ID card or passport. Before you leave, **make sure that you have either a valid identity card or passport** so that you can enter the country.

#### Vehicles

- If you are taking a **vehicle** with you, it would be a good idea to take **proof of insurance, invoices for proof of purchase,** and the latest **roadworthiness certificate**; as well as the vehicle's **certificate of conformity** in order to simplify the process of registering your vehicle in your destination country.

#### Passenger Rights

- If you want to take **cigarettes or alcohol** with you, the amount you take has to fall under a certain threshold in order to count as for 'personal use'. You can take up to **800 cigarettes, 400 cigarillos, 200 cigars, 1kg tobacco, 10 litres of spirits, 20 litres of fortified wine, 90 litres of wine, and 110 litres of beer** without question.
- For **cash**, you can take up to **an equivalent of € 9,999.00 with you**, but if you take € 10,000 or more you have to declare it with the custom authorities upon your arrival.

#### Social Security

- If you receive **unemployment benefits**, you may be able to **keep receiving them in your country of destination for three months**. If you have been in receipt of unemployment benefits for **over four weeks and intend to continue to claim benefits**

**abroad**, you can apply for a **U2 form** from the national employment services in your home country.

- You should apply for a **European Health Insurance Card (EHIC)** from **the national healthcare authority of your home country** before you leave. The EHIC will allow you access emergency healthcare in your destination country under the same conditions as those insured there until you become registered with the social security system of that country.

### Qualifications

- It may also be important to get **your qualifications legalised** before you leave, as this may help you find employment in your country of destination or to continue your education.



## 2. After Arrival

### Residence

- Housing can be found online, in newspapers, or on adverts found on buildings for rent or for sale.

### Working

- As an EU citizen, **you do not require a work permit** in order to get a job. Any non-EU family members **also do not require a work permit**. **Croatian** citizens need a work permit to work as an employee in certain EU countries. These are listed here: [http://europa.eu/youreurope/citizens/work/work-abroad/work-permits/index\\_en.htm](http://europa.eu/youreurope/citizens/work/work-abroad/work-permits/index_en.htm).

### Vehicles

- It is **obligatory** to register your vehicle if you wish to live in your destination country **for more than six months**.
- Your driving licence from your home country **is valid for driving elsewhere in the EU**. If it expires during your time in your new country, you will need to renew it with the local authorities where you reside. You will also need to renew it after a certain amount of time in some countries, regardless of whether your licence has actually expired or not.

### Social Security

- If you wish to receive **unemployment benefits from your home country** upon arriving in your destination country, you should **register with the national employment services** within **seven days**. When registering, submit the **U2** form you received from your home country.
- If you wish to **keep receiving unemployment benefits** for longer than 3 months, you should **contact the employment**

**services in your home country** and ask for an extension. This is at the discretion of your home authorities.

- Even with a **European Health Insurance Card (EHIC)**, you **will not have access to non-essential treatment and may be still charged for necessary treatment.**



### *3. When Things go Wrong*

- There are a number of organisations you can turn to if you experience problems in exercising your rights as an EU citizen:
  - **Your Europe Advice:** A **free advice service** consisting of a team of legal experts who can provide advice in all official EU languages. You can ask them **questions about your EU rights** via the internet at [ec.europa.eu/citizensrights](https://ec.europa.eu/citizensrights) or by calling 00800 6 7 8 9 10 11. You should receive a reply within a week.
  - **SOLVIT:** If the **authorities are failing to comply with their obligations under EU law**, SOLVIT might be able to assist. SOLVIT can help if you are facing difficulties with residence rights, getting professional qualifications recognised, obtaining health insurance and so on. You can use SOLVIT for **free**, and their website can be found at [ec.europa.eu/SOLVIT](https://ec.europa.eu/SOLVIT).
  - **The EU Rights Clinic:** A service to help EU citizens and their family members to **resolve problems regarding free movement in the EU and assist them in enforcing their European rights** when the problem remains unresolved following recourse to YEA and SOLVIT. **The service is free**, with assistance provided by postgraduate students based at the University of Kent in Brussels in conjunction

with qualified lawyers and citizens' rights advisers. The EURC can be contacted at [rights.clinic@ecas.org](mailto:rights.clinic@ecas.org).

- You can also turn to the **European Commission** if you wish. Anyone **can lodge a complaint to the Commission** against a Member State if they think the Member State is breaching EU law. For more information please go to: [ec.europa.eu/eu-law/your-rights/your-rights-forms-en.htm](https://ec.europa.eu/eu-law/your-rights/your-rights-forms-en.htm).
- It may also be worth **writing to MEPs**, who can be very effective in pushing for action, or **petitioning the European Parliament**, which may present an individual request, a complaint or observation concerning the application of EU law.



## Practical Guide: By Country



### 1. Belgium

#### Before Travel

In addition to the general practical tips, here you can find information specific to Belgium.

#### Entry

- If you are travelling with a **family member who is not an EU citizen**, they will need a **valid passport**, and, in some cases, a **short stay visa (also called a Schengen C visa)** which they can get from the Belgian Embassy in either Sofia or Bucharest. The visa should be issued within 15 days and without cost. The application should be made at least one month before you travel but it can also be made up to three months before. You can find out more on the websites of the respective embassies:

[diplomatie.belgium.be/bulgaria/](http://diplomatie.belgium.be/bulgaria/)

[diplomatie.belgium.be/romania/](http://diplomatie.belgium.be/romania/)

#### Qualifications

- It may also be important to get **your qualifications legalised** before you leave, as this may help you find employment in Belgium or to continue your education. For doing so, you will need to submit an application to the Belgian embassy in Bucharest or Sofia. For more details on the procedure, see: [http://countries.diplomatie.belgium.be/en/bulgaria/legalisation\\_documents/](http://countries.diplomatie.belgium.be/en/bulgaria/legalisation_documents/)



## After Arrival

### Residence

- Once you arrive in Belgium, **you should report your presence** to the local authorities within 10 days of arriving. For this you will need **your passport or national ID card**. The local authorities are referred to as “*l’administration communale*” in French, “*het gemeentehuis*” in Dutch and “*das rathaus*” in German. You also need to do this if you change your address while living in Belgium.
- If you intend to stay in Belgium for **over three months**, you have to **apply for registration** with the local authorities. Documents you may need to submit for this include passport photos, proof of means of support, and proof of address.
- Housing can be found online, in newspapers, or on adverts found on buildings for rent or for sale.

### Working

- There are three regional public employment services in Belgium which can help you find a job: VDAB ([vdab.be](http://vdab.be)) in Flanders, Le Forem ([leforem.be](http://leforem.be)) in Wallonia, and Actiris ([Actiris.be](http://Actiris.be)) for Brussels. You can also look for work in newspapers or on other websites such as EURES ([ec.europa.eu/eures](http://ec.europa.eu/eures)).

### Vehicles

- It is **obligatory** to register your vehicle in Belgium if you are staying in Belgium **for more than six months**. To do this, you have to request a **vehicle registration form** from the local authorities and you will need to present a **certificate of conformity**, proof of **insurance** that is valid in Belgium, and proof of **ownership** (such as an invoice).

- If your driving licence expires during your time in Belgium, you will need to renew it with the local authorities where you reside.

### Social Security

- Even with a **European Health Insurance Card (EHIC)**, you **will not have access to non-essential treatment and may still be charged for essential treatment**. You should take out **sickness insurance** with a Belgian provider when you have arrived to avoid being charged for medical treatment (these are listed at [www.inami.fgov.be/citizen/fr/insurers/](http://www.inami.fgov.be/citizen/fr/insurers/)).

### Voting

- Non-Belgian citizens who are resident in Belgium can vote in **municipal** and **European elections**. To vote, you have to be registered with a local authority and listed in the **electoral roll**.

### Bank account

If you wish to **open a bank account in Belgium**, you will need a **passport/national ID card** and **proof of residence** (such as a rental contract).



*When Things Go Wrong*

### What might go wrong

Things sometimes go wrong when migrating – here are a few problems that you may encounter when trying to migrate to Belgium:

- Even though any **non-EU citizen family members** you may have should be **issued with a visa quickly and without cost**, this can go wrong.
- When **reporting your presence or registering in Belgium**, you will need to have certain documents. However, **you may be**

**faced with demands for extra documents or other excessive formalities.**

- There may be issues with **transferring your social security benefits** to Belgium, or with **getting your professional qualifications recognised as equivalent.**

### **What to do when things go wrong**

In addition to the more general help services, if you live in Belgium you may want to contact some of the following organisations if things do go wrong:

- Complain to the Belgian Ombudsmen. You can complain to an Ombudsman **to address maladministration by a public authority, including in the application of EU law.** The Federal Ombudsman of Belgium can be reached at [www.federalombudsman.be](http://www.federalombudsman.be), although there are a number of regional ombudsmen in Belgium (see [ombudsman.be](http://ombudsman.be) for more information).
- **Complain directly to the institutions concerned.** A list of the complaint departments of Belgian institutions and regions can be found via the website of the European Ombudsman at [www.ombudsman.europa.eu/](http://www.ombudsman.europa.eu/).
- The **Interfederal Centre for Equal Opportunities and the Federal Centre of Migration (Centre interfédéral pour l'égalité des chances)** may be able to assist **if you feel you have been the victim of discrimination.** It can be found at [diversitybelgium.be](http://diversitybelgium.be), where you can find an overview of Belgian anti-discrimination legislation and file a complaint if you have been discriminated against.
- Complaint to the **Institute for the Equality of Women and Men if you feel you have been the victim of gender discrimination.** For more information please visit: [igvm-iefh.belgium.be](http://igvm-iefh.belgium.be), where you can find the documents needed to file a complaint.



- Contact **the Belgian Federal Public Service Employment, Labour and Social Dialogue** if you think you are **being subjected to abusive labour practices**, you can find links to all relevant labour legislation on the website: [www.employment.belgium.be/home.aspx](http://www.employment.belgium.be/home.aspx). This includes **information relevant to posted workers**. Further information can be found on [www.socialsecurity.be](http://www.socialsecurity.be).
- **Emergency services** in Belgium, call **112**. You can also call **101 for the police** and **100 for medical emergencies and the fire brigade**. If you are the victim of a crime, you should first file a complaint at a police station.
- Should you need the assistance of a lawyer, you might be eligible for **free legal aid** while in Belgium. You need to contact your local bar's legal aid office in Brussels and Wallonia ([www.avocats.be/contact.php?page=bureaux-aide-juridique](http://www.avocats.be/contact.php?page=bureaux-aide-juridique)) or the corresponding office in Flanders ([advocaat.be/page.aspx?genericid=74](http://advocaat.be/page.aspx?genericid=74)).



## 2. Italy

### Before Travel

In addition to the general practical tips, here you can find information specific to Italy.

### Entry

- If you are travelling with a **family member who is not an EU citizen**, they will need a **valid passport**, and, in some cases, a **short stay visa (also called a Schengen C visa)** which they can get from the Italian Embassy in either Sofia or Bucharest. The visa should be issued within 15 days and without cost. The application should be made at least one month before you travel but it can also be made up to three months before. You can find out more on the websites of the respective embassies ([http://www.ambsofia.esteri.it/ambasciata\\_sofia](http://www.ambsofia.esteri.it/ambasciata_sofia) and [http://www.ambbucarest.esteri.it/Ambasciata\\_Bucarest](http://www.ambbucarest.esteri.it/Ambasciata_Bucarest)).

### Qualifications

- It may also be important to get **your qualifications legalised** before you leave, as this may help you find employment in Italy or to continue your education. For doing so, you will need to submit an application to the Italian embassy in Bucharest or Sofia in order to obtain a certification called “*Dichiarazione di Valore*” (for more details on the procedure and documents needed, see: [http://www.ambbucarest.esteri.it/Ambasciata\\_Bucarest/Menu/In\\_linea\\_con\\_utente/Dichiarazione\\_valore/](http://www.ambbucarest.esteri.it/Ambasciata_Bucarest/Menu/In_linea_con_utente/Dichiarazione_valore/) and [http://www.ambsofia.esteri.it/Ambasciata\\_Sofia/Menu/Informazioni\\_e\\_servizi/Servizi\\_consolari/Studi/Equipollenza\\_titoli/](http://www.ambsofia.esteri.it/Ambasciata_Sofia/Menu/Informazioni_e_servizi/Servizi_consolari/Studi/Equipollenza_titoli/)).



## After Arrival

### Residence

- Once you arrive in Italy, **you should report your presence** to the local authorities within 10 days of arriving. For this you will need **your passport or national ID card**. To report your presence, you should go to a police station, which is referred to as “*Questura*” in Italian. You also need to do this if you change your address.
- If you intend to stay in Italy for **over three months**, you have to **apply for registration** with the local authorities. You will have to go to an office called “*Anagrafe*” at the “*Comune*” where you will be living. Documents you may need to submit for this include: your passport or ID card, proof of means of support, proof of health insurance, proof of address and proof of kinship for your family members. You don't need to carry your registration certificate with you at all times. If you don't have your registration certificate with you when asked for it, you may be required to go to a police station to show the necessary documents.
- A further document you will need to apply for is a card called “*Codice Fiscale*”. This card is used to identify a person in their relations with all Italian authorities and public administration. This card will be quite essential in your daily life, so the sooner you get it the better. You can submit an application to obtain your *Codice Fiscale* at the local *Questura* or *Agenzia delle Entrate*. You only need your passport or national ID card.
- Housing can be located online, in newspapers, through estate agents or on adverts found on buildings for rent or for sale.

## Working

- As a job seeker in Italy you should register at the employment office (*Ufficio di collocamento*) of the Government Employment Service (*Sezione Circostrizionale per l'impiego*). There are regional employment agencies operated by the Ministry of Labour and Social Welfare (*Ministero del Lavoro e della Previdenza Sociale*) and there are also local employment centres (*Centri di iniziativa locale per l'occupazione*). You can also look for work online, in newspapers, through private recruitment agencies or on other websites such as EURES ([ec.europa.eu/eures](http://ec.europa.eu/eures)).

## Vehicles

- It is **obligatory** to register your vehicle in Italy if you are staying in Italy **for more than six months**. To do this, you have to request a **vehicle registration form** from the local authorities and you will need to present a **certificate of conformity**, proof of **insurance** that is valid in Italy, and proof of **ownership** (such as an invoice).
- Your driving licence from your home country **is valid for driving in Italy**. Depending on the type of your driving licence or if your driving licence expires during your time in Italy, you might need to renew it with the local authorities where you reside.

## Social Security

- As an EU citizen, with a **European Health Insurance Card (EHIC)** you will have access to emergency, essential and non-essential treatment in all public hospitals **at the same conditions as an Italian citizen**. Emergency healthcare is for free, while other treatments are generally subjected to a fee (*“il ticket”* in Italian).
- If you stay in Italy for more than 3 months, you must either have your private health insurance or **register in the National Health**



**System** (*Sistema Sanitario Nazionale* – SSN). If you have a job, you and your family members have a right to register in the SSN and access public healthcare at the same conditions as Italian citizens. In order to register in the SSN you have to go to the closest public hospital (*Azienda Sanitaria Locale* - ASL) with your passport or national ID card, a proof of residence and your employment contract. Upon registration in the SSN you will receive the Health Insurance card (*Tessera Sanitaria*) and you will be assigned a **family doctor** of your choice. This doctor is responsible for general medical assistance, for prescribing medicine and specific medical exams, and for issuing sickness certificates. The family doctor's services are provided free of charge.

### Voting

- Non-Italian citizens who are resident in Italy can vote in **municipal** and **European elections**. To vote, you have to be registered at the *Anagrafe* of the *Comune* where you live and listed in the **electoral roll**.

### Bank account

- If you wish to **open a bank account in Italy**, you will need your **passport/national ID card** and your *Codice Fiscale*. The bank may also ask you a **proof of residence** but this is not mandatory.



*When Things Go Wrong*

### What to do when things go wrong

- You may wish to contact one of the Italian Ombudsmen (in Italian “*Difensori Civici*”). You can complain to a *Difensore Civico* to **address maladministration by an Italian public authority, including in the application of EU law**. In Italy there is no national Ombudsman, but there are a number of regional *difensori civici*. You should address the *difensore civico*

of the Region you live in (here is the list of Italian *Difensori civici regionali*:

<http://www.cr.piemonte.it/cms/organismi/difensore-civico/i-difensori-civici-in-italia.html>). If you live in Turin, here is the multilingual website of the *Difensore Civico Regione Piemonte*: <http://www.cr.piemonte.it/cms/organismi/difensore-civico/il-difensore-civico.html>).

- The **National Office Against Racial Discriminations** (*Ufficio Nazionale Antidiscriminazioni Razziali - UNAR*) may be able to assist **if you feel you have been the victim of any kind of discrimination**. At the website <http://www.unar.it/unar/portal/?lang=it> you can find information on Italian anti-discrimination legislation and campaigns and you can file a complaint if you have been victim of (or you have witnessed) a discrimination. You can also contact UNAR by calling 800 901010. The UNAR has a national contact centre and many local offices/antennas which are active at regional and province level. In the Piedmont Region there is an antenna/help desk in each province, including one in Turin (for more information visit the website of the Network Piedmont Against Discrimination: <http://www.piemontecontrolediscriminazioni.it/rete-regionale/>).
- If you think you are **being subjected to abusive labour practices**, you can find links to all relevant labour legislation on the website of the **Italian Ministry of Labour and Social Policy** at <http://www.lavoro.gov.it/Pages/default.aspx>. If your need support and advice you may contact **trade unions**, which have local offices and representatives in all Italian cities. The three main trade union confederations in Italy are Italian General Confederation of Labour (CGIL), Italian Confederation of Workers' Trade Unions (CISL) and Italian Labour Union (UIL).
- To call the **emergency services** in Italy, call **112**. You can also call **113 for the police, 118 for medical emergencies and 115**

**for the fire brigade.** If you are the victim of a crime, you should enter a complaint at a police station or *Carabinieri* station.

- Should you need the assistance of a lawyer, you might be eligible for **free legal aid** while in Italy (called “*gratuito patrocinio*”). You need to contact your local bar’s legal aid office in Turin (<http://www.ordineavvocatitorino.it/>) or the corresponding office in the other cities (<http://www.consiglionazionaleforense.it/site/home/area-ordini/cerca-ordini.html>).

### 3. United Kingdom

#### Before Travel

#### Entry

- If you are travelling with a **family member who is not an EU citizen** they will have to apply for a visa called an EEA family permit. The EEA family permit is free and it lasts for 6 months. You must apply online: <https://www.gov.uk/family-permit> . After the family permit ends, a UK residence card must be obtained.

#### Social Security

- You should apply for a **European Health Insurance Card (EHIC)** from **the national healthcare authority of your home country** before you leave. The EHIC will allow you access emergency healthcare in the UK under the same conditions as those insured there until you become registered with the UK social security system.

(Applying for an EHIC in Romania:

<http://www.cnas.ro/page/modalitatile-de-eliberare-i-utilizare-a-cardului-european.html>

... and in Bulgaria:

<http://ec.europa.eu/social/ajax/countries.jsp?langId=en&intPageId=1270>

#### Qualifications

- It is usually not necessary to get **your qualifications legalised** before you leave. However, if you hold professional qualifications such as a doctor or architect it is advisable to get an official translation of your qualification in English. You can find translators in Bulgaria on the list maintained by the British



embassy in Sofia  
(<https://www.gov.uk/government/publications/bulgaria-list-of-translators>) and translators in Romania on the website of the Romanian Association of Translators (<http://www.atr.org.ro/en>).



*After Arrival*

## Residence

You don't have to register to live in the UK, but you will find that it is advantageous for you to do so when you arrive so that you may be issued with a registration certificate. A registration certificate is useful because it can:

- help you re-enter the country more quickly and easily if you travel abroad
- show employers you are allowed to work in the UK
- help prove you qualify for certain benefits and services

A registration certificate can last up to 5 years. After 5 years, you can apply for a document attesting to permanent residence.

The application form can be found here:

<https://www.gov.uk/eea-registration-certificate>

Non-EU family members will need to apply for a residence card:

<https://www.gov.uk/apply-for-a-uk-residence-card>

- **Housing** can be located online, in newspapers, or on adverts found on buildings for rent or for sale. Landlords in the UK may want references from your previous landlords. They will also want to see your passport or national identity card.

## Working

- **Job Centres** (<https://www.gov.uk/contact-jobcentre-plus>) are part of the service provided by the government's Department for Work and Pensions. Companies can list vacancies for free and jobs are listed on their website and at Job Centre offices across the country. In the offices you can search their database for jobs and print the details for free. Advisors are there to help you complete application forms too. Jobcentres can be busy and it's where every unemployed person receiving government unemployment benefit must register every two weeks.
- You will need to **apply for a National Insurance Number at a Job Centre** as this will be requested by your employer for tax and social security purposes (<https://www.gov.uk/apply-national-insurance-number>).
- You can search for a job online using **Universal Jobmatch** which is a service offered by the Government.  
<https://www.gov.uk/jobsearch>
- **Employment Agencies.** There are lots to choose from but best to register with an agency that deals with your kind of work. Look at ads in specialist magazines and on industry websites and see which agencies are advertising there. Then, contact them and get an appointment to register. Treat it as a job interview because if they like you they'll work harder for you. **It is against the law to be charged a registration fee or a job finder fee as employers pay the agency for finding the right person.**
- **National newspapers, local newspapers and specialized websites** all have job adverts.

## Vehicles

- You must **tax and register** your vehicle in the UK straight away if you become **resident** in the UK or if your stay is longer than 6 months. <https://www.gov.uk/importing-vehicles-into-the-uk/vat-and-tax-vehicles-from-within-the-eu>.

- If you are just **visiting** Great Britain and normally live abroad, you can use your full car/motorcycle **driving licence** from your home country **for up to 12 months** from the date you last came into Great Britain, whether or not you brought the vehicle into Great Britain.
- If you are coming to live in Great Britain and have a valid EU/EEA licence, you can drive vehicles covered by the categories shown on your licence. This licence should allow you to drive as long as it remains valid. Note however that if you stay in the UK **for more than three years, the UK authorities will require you to exchange your driving licence for a British one.** This policy may change as it does not comply with EU rules: <https://www.gov.uk/exchange-foreign-driving-licence/y/yes/car-or-motorcycle/european-union>.

More information can be found here:

[http://www.direct.gov.uk/prod\\_consum\\_dg/groups/dg\\_digitalassets/@dg/@en/@motor/documents/digitalasset/dg\\_068659.pdf](http://www.direct.gov.uk/prod_consum_dg/groups/dg_digitalassets/@dg/@en/@motor/documents/digitalasset/dg_068659.pdf)

## Social Security

- From 1 January 2014 EEA nationals must wait for **3 months** and pass a **Habitual Residence Test** before they can claim income-based **Job Seeker's Allowance**.
- However, you can also **export unemployment benefits from your home country** if you **register with the UK's national employment services within 7 days of arriving** (<https://www.gov.uk/browse/working/finding-job>). You should register at your nearest **JobCentre Plus** office and submit the **U2 form** you received from your home country.
- Bear in mind that the UK's healthcare system may be different from your home country's system and your EHIC will only cover you if you need necessary treatment until you are registered with the National Health Service. If you do not intend

on working in the UK, you should consider taking out sickness insurance.

- You can get free National Health Service (NHS) hospital treatment if you are a resident of the UK and usually live there. You need to register with a General Practitioner (**GP**) to be able to access the NHS. People who work in the UK are entitled to NHS treatment.

### Voting

- As an EU national you can register to vote in the local government and European Parliamentary elections only. To do so, you have to be added to the Electoral Register. You can also contact your local Electoral Registration Office through <https://www.gov.uk/get-on-electoral-register>.  
[http://www.aboutmyvote.co.uk/register\\_to\\_vote/register\\_in\\_england\\_and\\_wales.aspx](http://www.aboutmyvote.co.uk/register_to_vote/register_in_england_and_wales.aspx)

### Bank account

- If you wish to **open a bank account in the UK**, you will need a **passport/national ID card** and also **proof of address (such as Council Tax Bills, utility bills issued in your name)**. Proof of address may be difficult to obtain when you first arrive as you may not yet have bills issued in your name. Banks such as HSBC provide International Banking and it may be easier to open an account in your home country before you arrive which can then be transferred to the UK.



### *When Things Go Wrong*

Things sometimes go wrong when migrating – here are a few problems that you may encounter when trying to migrate to the UK:

## What Might Go Wrong

- Some of the processes of settling into UK may be lengthy and with many formalities.
- You may experience problems with housing, such as the non-return of a deposit.
- You may at some point have work-related issues such as withholding of wages, or being unfairly dismissed.

## What to do when things go wrong

Contacts for UK:

- **East European Advice Centre** : <http://www.eeac.org.uk/> Tel: 020 8741 1288
- **Migrants Resource Centre**:  
<http://www.migrantsresourcecentre.org.uk/>  
E-mail: [info@migrants.org.uk](mailto:info@migrants.org.uk) Tel: 0207 834 2505
- **Hackney Migrant Centre**:  
<http://www.hackneymigrantcentre.org.uk/>  
E-mail: [info@hackneymigrantcentre.org.uk](mailto:info@hackneymigrantcentre.org.uk) Tel: 07504332706
- **Shelter** <http://england.shelter.org.uk/> Tel: 0808 800 4444
- **Migrant Help**: <http://www.migranthelp.org/eu-advice>  
Tel: 01304 203977
- **Integration Support Services**: <http://www.iss.org.uk/>  
Tel: 01279 639 442
- **Praxis Community Projects**: <http://www.praxis.org.uk/>  
Tel: 020 7729 7985
- **Law Centres Network**: [www.lawcentres.org.uk](http://www.lawcentres.org.uk)  
Tel: 02036371330
- **Law Works law clinics**: <http://lawworks.org.uk/clinics>

- **Citizens Advice Bureaux:**

<http://www.citizensadvice.org.uk/index/getadvice.htm>

Tel: 08444 111 444

(Please note that some UK agencies are funded to provide services within specific geographical areas and you must be a resident or work within the geographic area in order to qualify for access to their services.)

In an emergency that requires ambulance, police or fire services dial **999** from any telephone. In the case of a non-emergency crime you should contact your local police station.

ECAS  
European Citizen Action Service  
Avenue de la Toison d'Or 77  
B - 1060 Brussels  
Belgium

