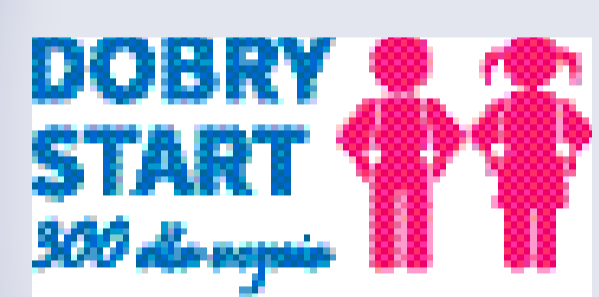




During the pandemic, ZUS served customers in the service halls. A new service was also introduced - televisit. Everyone with a computer with a built-in camera and microphone can get his or her affairs handled at ZUS without leaving home.
ZUS collections, Lublin Branch



In 2022, ZUS began processing applications for the following programmes: "Family 500+", the family care capital (RKO), and co-financing for lowering the cost of a child's stay in a nursery, children's club, or with a day carer (so-called nursery benefit).



Since 1 July 2021, ZUS has been handling the "Good Start" programme (so-called "300+").



500+ dla niepełnosprawnych

During the pandemic, ZUS took on benefits addressed to various social groups, including in particular families. This is a new area of activity for ZUS, whereby ZUS starts to function as a social service facility. It implements various projects quickly and cost-effectively and is available 24 hours a day 7 days a week.



Throughout the entire pandemic, ZUS remained operational and served clients.
ZUS Collection, Branch Office in Lublin



INTERNATIONAL SOCIAL SECURITY ASSOCIATION
ASOCIACIÓN INTERNACIONAL DE LA SEGURIDAD SOCIAL
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INTERNATIONALE VEREINIGUNG FÜR SOZIALE SICHERHEIT

LIAISON OFFICE FOR EURASIA

Since its establishment, ZUS has been very active on the international stage as a member of many prestigious global organisations. One of them is the International Social Security Association, ISSA, which has repeatedly awarded ZUS for its good practices.

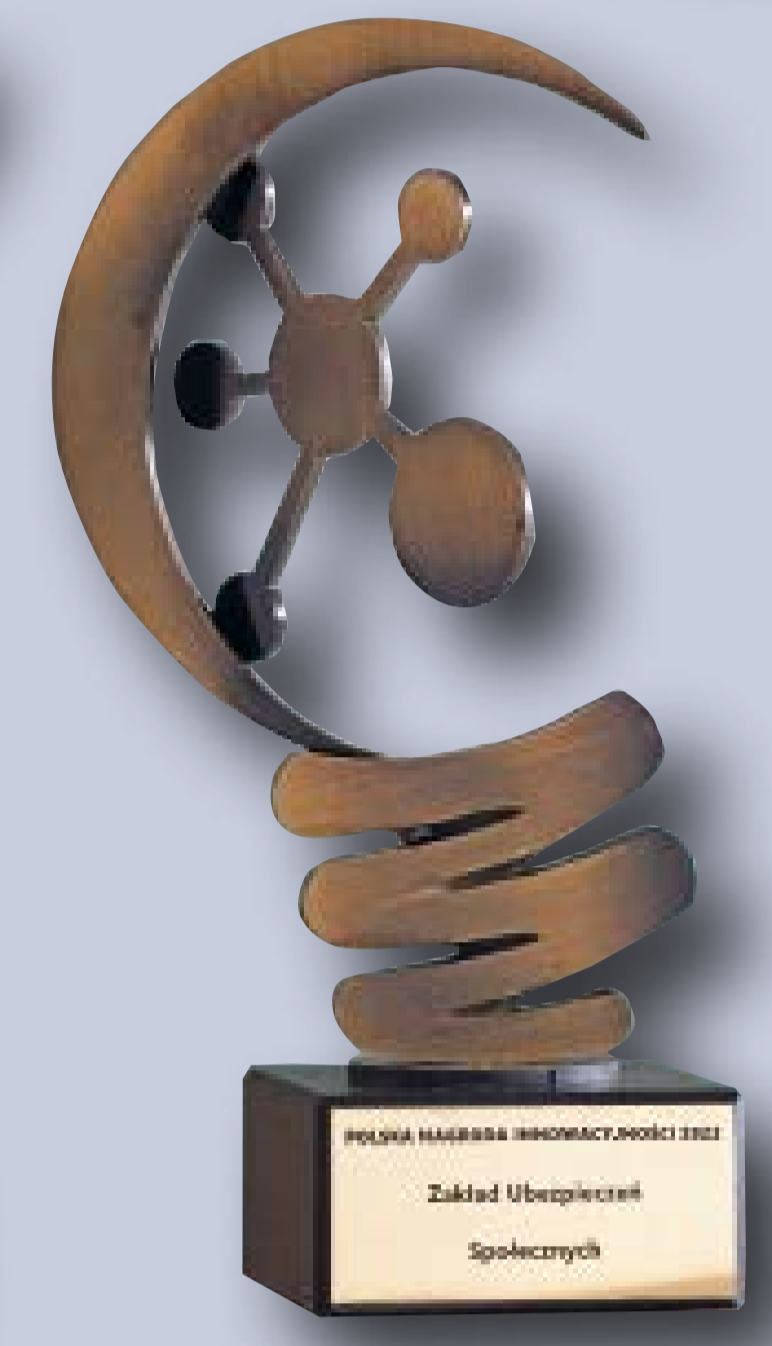


ZUS
bez barier

ZUS is a leader among public administration institutions in terms of accessibility for people with special needs.

The Social Insurance Institution has been continuously paying benefits from the social insurance system for more than nine decades. It also performs many new tasks in the field of social security - it takes over the handling of benefits for families (Good Start, family care capital, Family 500+ (800+), 'nursery subsidy', Active Parent, etc.). During the COVID-19 pandemic, ZUS functioned without interruption - it introduced new forms of customer service (e-visits) and also handled government aid programmes: Anti-Crisis Shield and Polish Tourist Voucher. This was possible because ZUS uses modern technologies that guarantee a high level of process automation and reduce operating costs. Since 24 February 2022, when Russia started its invasion of Ukraine, ZUS has been assisting refugees from that country by providing shelter and paying benefits. Today, ZUS is an electronic office accessible 24 hours a day 7 days a week.

New challenges for ZUS



In recent years, ZUS has received many national and international awards recognising its innovation, modernity, and achievements during the pandemic.
ZUS Collection



ZUS is developing digital services, becoming one of the key elements of the e-state.



In 2022, about 12.5 million refugees crossed the Polish border because of the war in Ukraine, of which about 1.2 million were on our territory in 2023. From the first days of the armed conflict, ZUS provided assistance to Ukrainian citizens: it paid family benefits, helped them set up profiles on Electronic Services Platform, and provided shelter in its accommodation facilities. ZUS employees organised collections of necessities on their own initiative. The photo shows the ZUS stand at the National Stadium in Warsaw, where an aid campaign for refugees was organised.
ZUS collections, First Branch in Warsaw