

## HOW TO USE PUE SAFELY

You must first register on **pue.zus.pl** portal. During registration you will receive a **login** and will have to choose a **password** to your personal **PUE profile**. For security of data accessible via that profile, you still need to confirm your identity and only then your PUE profile will be activated.

Those of you who have a trusted ePUAP profile or a qualified certificate, may confirm their identity (authentication) already when registering on the pue.zus.pl portal. Other people will have to do this personally in a ZUS unit.

To be able to send to and receive from ZUS various application forms, letters and other documents, you must be able to make a digital signature. To do this, you may use a free **trusted ePUAP profile**. It is enough to apply for such a profile on **epuap.gov.pl** and confirm your identity in a ZUS unit on the occasion of the PUE profile authentication.

Similarly, contribution payers who want to take advantage of **ePłatnik** application to send registration and settlement documents, may use both the signature confirmed by the trusted ePUAP profile, and the digital signature verified by means of a qualified certificate, which can be also used to sign other documents sent to ZUS.

Detailed information on the use of **pue.zus.pl** portal may be found in a PUE user manual included on the portal under the help symbol: 

## ZUS ELECTRONIC SERVICES PLATFORM

COMFORTABLY  
EFFICIENTLY  
SAFELY

**for each customer**

**pue.zus.pl**



ZAKŁAD UBEZPIECZEŃ SPOŁECZNYCH

**pue.zus.pl**

## COMFORTABLY VIA THE INTERNET

Electronic Services Platform (Platforma Usług Elektronicznych, PUE) is a set of advanced services **for all ZUS customers**. Web portal – **pue.zus.pl** – is its heart. Thanks to this convenient form of contact with ZUS you can settle most of the matters related to social insurance without leaving home – via the Internet. In this way you will not only receive information about social insurance, benefits and payments, or check all your data entered into your account in ZUS, but you will be also able to submit and receive necessary documents and to account for the contributions (**ePłatnik**).

## FOR ALL CUSTOMERS

At the **pue.zus.pl** portal you will meet a **Virtual Advisor** who will answer all your questions concerning the social insurance system, ZUS and PUE. After registration at **pue.zus.pl** and authentication for **PUE profile** (see "How to use PUE"), each user may inter alia:

- 1 check his or her data on the individual account at ZUS,
- 2 track the status of his or her case and receive an e-mail or SMS notification.

You can customize PUE profile according to your needs. For easy handling of specific matters, a special panel has been prepared for each customer group. What will you find in individual **panels**?

Among others:

## FOR THE INSURED

- 1 individual account balance,
- 2 information about insurance, for which he or she was registered and the basis for assessment of contributions, shown in the settlement documents filed by the employer,
- 3 retirement calculator that will calculate the projected old-age pension.

## FOR BENEFICIARIES

- 1 information on granted and paid benefits (pensions, benefits and allowances),
- 2 access to PIT forms.

Please note: Information about granted and paid pensions is available only for those whose benefits have been supported by ZUS Comprehensive Information System from 1 January 2009. Database of pension benefits will be extended on an on-going basis and ultimately it will be made available to all ZUS customers.

## FOR CONTRIBUTION PAYERS

- 1 due contributions and payments,
- 2 information about persons registered for insurance.

## ePŁATNIK

ePłatnik (ePayer) application – an Internet equivalent of the Płatnik (Payer) software – is intended for entrepreneurs to enable them – via **pue.zus.pl** portal – inter alia to register persons for insurance purposes and to settle insurance contributions (see also "How to use PUE"). More details about ePłatnik services may be found in a separate leaflet.

## NOT ONLY VIA THE INTERNET

You do not have Internet access? This is not a problem. The Electronic Services Platform makes life easier even for those who do not have Internet access or are away from home, or just prefer direct contact – thanks to **phone services and the traffic management system** in ZUS units.

## A LOT OVER THE PHONE

**801-400-987 for landline phones**  
**22 560-16-00 also for mobile phones**

You can reach the Electronic Services Platform by phone in the call centre – the **Telephone Service Centre (Centrum Obsługi Telefonicznej, COT)**. You can get there information (e.g. about data collected on your individual account), appoint a visit to ZUS unit or file some applications that do not require a digital signature. Before submitting any personalized data the caller will be authenticated (he or she will have to give a user ID and PIN, received upon registration at **pue.zus.pl**). Some services will be available 24 hours a day via an automatic telephone information system.

## EFFICIENTLY AT THE CUSTOMER SERVICE HALL

Sometimes you will have to settle or explain some matters personally in ZUS unit. Therefore, the Electronic Services Platform is also a **traffic management system** for customer service halls. Dispensers installed there allow you to select a type of case and will issue a ticket to the correct customer counter. Big multimedia screens show the counter where you can settle your case and display the most important information and news about social insurance. The system also allows to take advantage of appointment made through the **pue.zus.pl** portal.