

## **Decision in case 1304/2018/JN on the accessibility of the European Commission's PMO for persons with disabilities or serious illnesses concerning the Joint Sickness Insurance Scheme**

Decision

**Case 1304/2018/JN - Opened on 27/08/2018 - Decision on 11/04/2019 - Institution concerned** European Commission ( Settled by the institution ) |

1. The complainant works for the European Union. She complained to the European Commission that its Paymaster Office (PMO) does not ensure adequate access for persons with disabilities and serious illnesses regarding health insurance issues. Since she was not satisfied with the Commission's reply, she turned to the Ombudsman.
2. The Ombudsman's inquiry team contacted the Commission and asked it to send to the complainant a further reply addressing better her concerns. The Commission replied to the complainant on 24 September 2018 and described the measures it had put in place for persons with disabilities and serious illnesses. The Commission also provided the complainant with a direct contact and transferred her file to a dedicated team.
3. Since the Commission has replied and adequately addressed the complainant's concerns, this complaint is resolved and I have decided to close the case [1] .

Marta Hirsch-Ziembińska

Head of Inquiries and ICT - Unit 1

Strasbourg, 11/04/2019

[1] This inquiry has been dealt with under delegated case handling, in accordance with Article 11 of the [Decision of the European Ombudsman adopting Implementing Provisions \[Link\]](#)

