



2020 Life Certificate Process

Frequently Asked Questions

Updated as of August 31, 2020

- Do I need to submit a 2020 Life Certificate to continue receiving my Article 2 pension?
 - If you receive the 2020 Life Certificate form in the mail, you need to return it before the October 30, 2020 deadline.
- By what date do I have to return my 2020 Life Certificate?
 - 2020 Life Certificates must be returned to the Claims Conference no later than October 30, 2020 or your Article 2 pension payments may be stopped. Due to the Coronavirus Pandemic and because your health and safety are our top priority, please do not take any health risk to return your life certificate. If you are not able to return the life certificate to us in time, please contact us.
 - From Western Europe and North Africa:
 - Telephone: +49-69-970-7010
 - Email: A2-HF-CEEF2@claimscon.org
 - From the United States and All Other Countries
 - Telephone: +1 (646) 536-9100
 - Email: info@claimscon.org
- What if I have not received my 2020 Life Certificate and my neighbor has?
 - Please contact us as soon as possible and we will help you.
 - From Western Europe and North Africa:
 - Telephone: +49-69-970-7010
 - Email: A2-HF-CEEF2@claimscon.org
 - From the United States and All Other Countries
 - Telephone: +1 (646) 536-9100
 - Email: info@claimscon.org
- Do I need to have my 2020 Life Certificate notarized or certified?
 - No, 2020 Life Certificates only needs the signature of the Article 2 recipient, unless the Article 2 recipient is unable to sign, then please see below for instructions about how Authorized Representatives can sign for recipients.
- Where do I return my 2020 Life Certificate to?
 - All 2020 Life Certificates are being mailed with a self-addressed envelope back to our processing offices. Whenever possible, we are also including pre-paid postage on the return envelope to make mailing the envelope back to us even easier. 2020 Life Certificates sent through the mail must be the originals, not copies.



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- What if I can't mail my 2020 Life Certificate back to you?
 - For 2020 only, because of the Coronavirus Pandemic, we are accepting 2020 Life Certificate via FAX or email attachment.
 - **FAX numbers for 2020 Life Certificates:**
 - From Western Europe and North Africa: +49-69-72 11 04
 - From the United States and All Other Countries: +1 (646) 536-9133
 - **Email addresses for 2020 Life Certificates:**
 - From Western Europe and North Africa: lc2020ffm@claimscon.org
 - From the United States, Canada, and Australia: A2LC@claimscon.org
- Can an Authorized Representative sign my 2020 Life Certificate for me?
 - Yes, an authorized representative may sign on your behalf. In addition to signing the 2020 Life Certificate, a completed **Doctor's Form** certifying that the doctor has seen you within the past two months must be submitted each year. This form can be downloaded from the Claims Conference website at, www.claimscon.org/doctor. Your authorized representatives must also submit a photocopy of a Power of Attorney or a document granting legal Guardianship, and a photocopy of his/her government issued ID. If the Power of Attorney/legal Guardianship documents and a photocopy of a government ID have previously been sent to the Claims Conference, they do not need to be resubmitted. **Important:** If the authorized representative is an organization, such as a nursing home or Jewish social agency possessing a seal, a photocopy of a government issued ID does not need to be submitted.
- What is the Contact Information Update Form, why are you asking me to fill it out, and do I need to complete it?
 - In order to keep our records up to date, we are asking for specific pieces of information that might help us get in touch with you or your family members about new funds, changes in criteria, or other issues related to our programs or services. While completing the Contact Information Update Form is not mandatory, doing so will help us help you.