

Service for employers: social insurance contributions in international situations

Finland

GENERAL INFORMATION	
Name of the organisation	The Finnish Centre for Pensions (Eläketurvakeskus)
Type of organisation	Social Security Organisation
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Member State	Finland
GOOD PRACTICE - GENERAL INFORMATION	
Title of the good practice	Service for employers: social insurance contributions in international situations
Topic of the good practice	Digitalisation in Social Security Coordination
Geographical focus	Cross-country (please specify) Available globally. All EU/EEA-countries, countries with which Finland has bilateral social security agreement (Australia, Canada, Chile, China, India, Israel, Japan, Quebec, South Korea and the United States) and other countries.
Duration	Since 2019, ongoing.
Summary of the good practice	The Finnish Centre for Pensions has developed an online service to help employers determine the social insurance contributions they must pay for employees working in international situations. The service simplifies the process by providing guidelines based on the answers to specific questions. It is available in Finnish, Swedish, and English, making it accessible to foreign employers as well, reducing administrative work and costs.

	<p>The service is available here: https://asiointi.etk.fi/ui/kysely/maksutkvtilanteissa?lang=en</p>
<p>OBJECTIVES AND ACTIVITIES</p>	
<p>Background/context</p>	<p>The Finnish social security system is complex, with various statutory contributions paid to different institutions. Employers, especially those unfamiliar with the system, face challenges in determining their obligations, leading to potential errors and increased costs. The Finnish Centre for Pensions (Eläketurvakeskus = ETK) is a statutory cooperation body of the Finnish earnings-related pension system. ETK represents the earnings-related pension scheme as a cooperation body and is also responsible for issuing A1 certificates in Finland. ETK determines whether a person is covered by the Finnish social security legislation while person working in an EU country or a country with a social security agreement with Finland (Finland has bilateral social security agreements with Australia, Canada, Chile, China, India, Israel, Japan, Quebec, South Korea and the United States). ETK does not collect social security contributions or issue benefits but makes decisions on coverage under Finnish social security in case of person working in EU-country or another country with social security agreement.</p> <p>The online service for employers to determine social insurance contributions in international situations is a result of an internal training program and a final project under the training. The service was developed to address the difficulties employers face in understanding the complex Finnish social security system, which involves multiple authorities and contributions. The service provides guidelines based on specific questions and directs users to the relevant authorities for more detailed information.</p> <p>The service was launched in 2019 and has been regularly updated to reflect legislative changes. The service also facilitates the work of the Finnish Centre for Pensions and other authorities in Finland.</p>
<p>Objectives</p>	<ul style="list-style-type: none"> ▶ The overall objective is to contribute the effectiveness of EU labour mobility by simplifying the process for employers to determine their social insurance

	<p>contributions in international situations. This ensures compliance with Finnish legislation and reduces administrative burdens.</p> <ul style="list-style-type: none"> ▶ The specific objective is to support employers in understanding and fulfilling their social security obligations, thereby reducing potential errors and costs.
<p>Main activities</p>	<ul style="list-style-type: none"> ▶ Preparatory activity was the development of the online service which involved collaboration between the Finnish Centre for Pensions and IT specialists in-house and external (sub-contracted). ▶ Ongoing activity is providing the service via the Finnish Centre for Pensions webpage, where employers can check which social security contributions they have to pay in Finland and also find instructions and links to other relevant authorities, if applicable to the labour mobility scenario. This service is incredibly useful for employers who are sending their employees to Finland as well as those sending their workforce abroad from Finland. It ensures that all parties remain compliant with the necessary social security regulations, simplifying the process and avoiding errors. ▶ Another ongoing activity are regular updates. The service is regularly updated to reflect legislative changes, ensuring that employers always have access to the most current information. This adaptability makes the service a reliable resource for employers in international labour mobility situations.
<p>Did you previously provide information about this particular good practice under the European Platform tackling undeclared work?</p> <p>(if yes, is it possible to provide the year and the title of good practice or a link of the good practice in ELA Virtual library)</p>	<p>No.</p>

Funding/organisational resources	<p>The development and maintenance of the service are funded by the Finnish Centre for Pensions.</p> <p>Tiina Ahonen, the Development Manager is managing the service and is the main contact point, supported by IT colleagues for any possible technical issues or regular updates.</p>
PARTICIPATION	
Stakeholders involved	<p>Employers, employees, and administrations from Finland and other EU Member States, non-EU countries which have social security agreements with the Finnish Centre for Pensions as well as third countries.</p>
Target groups	<p>Employers who need to determine social security contributions for employees working in Finland or abroad.</p>
Final beneficiaries	<p>Employers and employees across the EU and globally.</p>
GOOD PRACTICE CRITERIA	
Achievements/ Results and outcomes (Alignment of good practice with the priorities of the Call (if not applicable, alignment with the field of EU labour mobility)	<p>The service has received positive feedback from employers for user-friendliness and effectiveness in providing necessary information about social security contributions.</p> <p>Approximately 3.000 website/service visits per year.</p>
Recognition (has this good practice been recognised on regional, national or EU level)	<p>The service was presented as a good practice at the International Social Security Association (ISSA) and received a certificate in 2022.</p>
Cost effectiveness (the degree to which the practice was successful in reaching objectives and producing clear and measurable outcomes at the lowest possible cost)	<p>The service is cost-effective both for the users (employers) and the owners of the service as it reduces the need for external consultancy as it can be developed and maintained in-house and simplifies the process for employers, leading to cost savings.</p>
Transferability (how the experience from this practice could be transferred to other contexts i.e. what would another Member State/group/sector need to have or put in place for this measure to be successful in their country/group/sector)	<p>The approach can be adopted by other countries to develop similar services tailored to their social security systems.</p>

<p>Sustainability (how the practice is sustainable from a social, financial or environmental perspective)</p>	<p>The service is sustainable as it is regularly updated to reflect legislative changes and continues to meet the needs of employers and employees. It's financially sustainable as it ensures cost savings for the users, as mentioned before.</p>
<p>Innovativeness (innovative features of the good practice)</p>	<p>This service for employers developed by the Finnish Centre for Pensions can be observed as a pioneering tool that significantly contributes to EU labour mobility and social security coordination. It stands out for several reasons:</p> <ul style="list-style-type: none"> ▶ The service is fully digital, free, user-friendly and easily accessible using the link: https://asiointi.etk.fi/ui/kysely/maksutkvtilanteissa?lang=en ▶ User-Friendly Interface: The service is designed with a user-friendly interface that guides employers through a series of questions to determine their social insurance contributions. This intuitive design ensures that even those unfamiliar with the Finnish social security system can easily navigate and find the information they need. ▶ Multilingual Support: Recognising the diverse linguistic needs of employers across the EU, the service is available in Finnish, Swedish, and English. This multilingual support enhances accessibility and usability for foreign employers and employees. ▶ Promoting Labour Mobility: By simplifying the process of determining social insurance contributions, the service facilitates smoother and more efficient labour mobility within the EU. Employers are better equipped to manage cross-border employment situations, contributing to a more integrated and mobile European labour market.
<p>Digitalisation (Design, development and/or utilisation of digital tools, policies or plans for digitalisation, business processes and data digitalisation, data sharing digital initiatives, the use of digitalisation to facilitate the access to data in real time and detection of fraud and error, etc.)</p>	<p>The service is fully digital, providing real-time information and guidelines through an online platform. This eliminates the need for physical consultations or paperwork, making the process more efficient and accessible.</p>