

ZUS WELCOMES YOU

online or at a branch
at any time that is convenient for you



ZAKŁAD
UBEZPIECZEŃ
SPOŁECZNYCH

BOOK AN E-APPOINTMENT ONLINE

You can deal with ZUS matters from the comfort of your home. You can book an e-appointment to meet our advisers online. To do this, you will need:

- access to the internet,
- a computer, tablet or phone with a working camera, speaker and microphone.

The link to book an e-appointment and detailed information are available at www.zus.pl/e-wizyta.

E-APPOINTMENTS CAN BE USED TO DEAL WITH:

- domestic and international pensions,
- benefits,
- insurance and contributions,
- relief and remissions.

DURING YOUR E-APPOINTMENT, YOU CAN:

- submit an application for a certificate; we will send the certificate to the address recorded in your customer account with ZUS,
- learn how to fill in, complete and submit an application or document,
- consult a pensions adviser on how to choose the most favourable moment to retire,
- review your situation with a contributions adviser,
- review your situation with a relief and remissions adviser,
- confirm your profile on PUE ZUS,
- learn about the applicable social security legislation.

Important!

You can request an e-appointment in Polish Sign Language (PJM) for pensions, disability benefits and other benefits.

BOOK AN APPOINTMENT AT A BRANCH

You can book an appointment at a branch in two ways:

- via the PUE ZUS portal,
- over the phone.

BOOK AN APPOINTMENT VIA THE PUE ZUS PORTAL

Log in to the PUE ZUS portal at www.zus.pl. Then select [Wizyty] ([Appointments]) → [Rezerwacja wizyty] ([Book an appointment]) in the side menu. Choose the appointment location. Also specify the matter you wish to discuss. Then choose an appointment date.

Important!

When you go to your appointment, take your PUE login and identity document with you.

BOOK AN APPOINTMENT OVER THE PHONE

To book an appointment over the phone, call your nearest ZUS branch. You can find the phone number at www.zus.pl: [Kontakt] ([Contact]) → [Zarezerwuj wizytę] ([Book an appointment]). During the call, provide your details (first name, surname, PESEL or identity document series and number, and mobile phone number) and the matter you wish to discuss with the ZUS expert. Also specify the branch where the appointment is to take place and the appointment date.

A text message with the appointment date and booking number will be sent to the phone number provided during the booking. When you arrive at our branch, enter this number on the screen of the queue ticket dispenser.

Important!

When you go to your appointment, take your identity document with you.

ZUS ELECTRONIC SERVICES PLATFORM (PUE)

Through the portal available at www.zus.pl you can handle most social security matters without leaving home. You can use the portal to access information about your insurance, benefits, sick leaves and payments. You can also send applications and insurance documents and settle contributions.

HAVE A QUESTION?

Assistance is available at our **Call Centre** (our advisers are available during working days, Monday–Friday, from 7:00 to 18:00):

- at **22 560 16 00**,
(the cost of the call according to your contract with the telecommunications operator),
- by e-mail at cot@zus.pl.

HANDLE ZUS MATTERS ONLINE



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