

# Instructions for online procedure

The EU regulation establishing the Single Digital Gateway (SDG) states that cross-border users from other EU countries must have access to information and self-service solutions on, among other things, unemployment.

This guide contains information on how to fill out the unemployment insurance funds' (*a-kassens*) online procedure regarding your monthly benefit card.

It is important that you answer the questions correctly. It may have consequences for your entitlement to unemployment benefits if you provide incorrect information or fail to disclose circumstances of importance to your entitlement to unemployment benefits. Information that turns out to be incorrect may lead to claims for reimbursement of unemployment benefits and loss of rights.

If you have trouble finding a specific question or word in the guide, you can use the search function in pdf/word.

Please contact the *a-kasse* if you have any questions or need help while completing the online procedure.

## Fill in your monthly benefit card

In order to receive unemployment benefits, you must fill in a benefit card every month.

You must fill in the benefit card for the entire month, even if you haven't been unemployed all month, and also for periods when you haven't been registered with the municipality (e.g., because you have worked).

While you are unemployed, you are obliged to inform the *a-kasse* about everything that may affect your entitlement to unemployment benefits. On the benefit card, you must therefore provide information about any work, self-employment, illness, holidays, or other things that may affect your right to unemployment benefits.

The benefit card is released one week before the end of the month. If you fill in the unemployment benefit card at this time, you will receive the payment on the last working day of the month. You must fill in your expected working hours, etc. for the last part of the month.

The deadline for filling in the benefit card is one month and 10 days from the end of the month. If you fill in the benefit card later than that, you will not be able to receive unemployment benefits for the month.

As a starting point, you receive unemployment benefits for 160.33 hours per month. From here, hours are subtracted if you, for instance, have worked, been on holiday, been ill, been on maternity leave, not been registered with the municipality, or not been entitled to unemployment benefits.

There must be unemployment benefits for at least 14.8 hours in a month in order for the *a-kasse* to pay benefits for the month.

**Remember to tell the *a-kasse* if you, for instance,**

- don't have childcare
- participate in an education
- are moving
- are going abroad
- are taking a holiday
- decline a job mediated by the *a-kasse*
- stopped working as an employee
- have limitations on your earnings capacity

The *a-kasse* compares your information about working hours etc. on the benefit card with the information your employer has reported to the income register – to the Danish Tax Authorities. If you have provided other information than your employer has reported, the *a-kasse* can regulate the payment of unemployment benefits.

Below you will find some phrases and questions that usually occur when filling in your benefit card. If you have any questions or need help, please contact the *a-kasse*.



| 1. Generelt                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 1. General                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Dagpengekort</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>Benefit card</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Du skal udfylde dit dagpengekort for alle dage i hele måneden - også når du har haft arbejde.                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | You must fill in your unemployment benefit card for all days throughout the entire month, even when you have been working.                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Periode</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Period</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Aktiviteter</b> <ul style="list-style-type: none"> <li>Har du haft arbejde eller indtægter, holdt ferie/fri, været syg, drevet selvstændig virksomhed eller haft andre aktiviteter?</li> </ul>                                                                                                                                                                                                                                                                                                                                                              | <b>Activities</b> <ul style="list-style-type: none"> <li>Have you had a job, income, holiday, illness, self-employment, or other activities that may limit your entitlement to unemployment benefits?</li> </ul>                                                                                                                                                                                                                                                                                                                                               |
| <b>Supplerende spørgsmål</b> <ul style="list-style-type: none"> <li>Har du fået udbetalinger fra en lønsikring, der ikke er tegnet ved Det Faglige Hus Forsikring? <ul style="list-style-type: none"> <li>Beløb pr. måned før skat i hele kroner</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                                        | <b>Additional questions</b> <ul style="list-style-type: none"> <li>Have you received payments from a salary insurance scheme outside Det Faglige Hus Forsikring? <ul style="list-style-type: none"> <li>Amount per month before tax in whole DKK</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                                        |
| <b>Pension</b> <ul style="list-style-type: none"> <li>Har du fået udbetalt pension i perioden? <ul style="list-style-type: none"> <li>Beløb pr. måned før skat i hele kroner</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                                                                                                            | <b>Pension</b> <ul style="list-style-type: none"> <li>Have you received pension payments during the period? <ul style="list-style-type: none"> <li>Amount per month before tax in whole DKK</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                                                                                             |
| <b>Afmeldt kommunen</b> <ul style="list-style-type: none"> <li>Er du blevet afmeldt fra kommunen i perioden?</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>Deregistration from municipality</b> <ul style="list-style-type: none"> <li>Have you been deregistered from the municipality during the period?</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                  |
| 2. Aktiviteter                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 2. Activities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Tilføj aktivitet</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>Add activities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| I kalenderen skal du vælge dage og tilføje arbejde/aktiviteter – også ulønnet.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | In the calendar, select days and add work/activities, even if these are unpaid.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Du skal kontrollere de aktiviteter, der allerede står på kortet, og du skal rette dem, hvis ikke de er korrekte.                                                                                                                                                                                                                                                                                                                                                                                                                                               | Any activities already on the card must be reviewed and corrected if they are not accurate.                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Har du i perioden haft</b> <ul style="list-style-type: none"> <li>Arbejde</li> <li>Arbejde med løntilskud</li> <li>Barsel eller graviditetsbetinget sygdom</li> <li>Bemærkning</li> <li>Ferie</li> <li>Formueforvaltning</li> <li>Fritidsbeskæftigelse</li> <li>Frivillig ulønnet aktivitet</li> <li>Frivilligt ulønnet arbejde</li> <li>Selvstændig virksomhed</li> <li>Selvstændig virksomhed – afvikling</li> <li>SU uddannelse</li> <li>Sygdom</li> <li>Ukontrollabelt arbejde</li> </ul> <b>Hvis ja, skal du påføre disse oplysninger dag for dag.</b> | <b>During the period, have you had any:</b> <ul style="list-style-type: none"> <li>Work</li> <li>Work with wage subsidy</li> <li>Maternity leave or pregnancy-related illness</li> <li>Remarks</li> <li>Holiday</li> <li>Asset management</li> <li>Leisure activities</li> <li>Voluntary unpaid activities</li> <li>Voluntary unpaid work</li> <li>Self-employment</li> <li>Liquidation of self-employment</li> <li>SU-supported education</li> <li>Illness</li> <li>Uncontrollable work</li> </ul> <b>If yes, please enter this information for each day.</b> |
| <b>Hvis du er blevet ledig eller startet job midt i måneden, skal du svare ja til, at du har arbejdet.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>If you have become unemployed or started a job during the month, you must answer yes to the question 'have you had work?'</b>                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <ul style="list-style-type: none"> <li>Tid pr. dag</li> <li>Indtægt pr. dag</li> <li>Arbejdsgiver</li> <li>CVR-nummer</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"> <li>Hours per day</li> <li>Income per day</li> <li>Employer</li> <li>CVR number</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                  |

| 3. Indsend kort                                           | 3. Submit benefit card                                                                       |
|-----------------------------------------------------------|----------------------------------------------------------------------------------------------|
| Jeg erklærer på tro og love, at oplysningerne er rigtige. | I declare in good faith and under the law that the information provided is true and complete |
| Godkend/send/accepteret                                   | Approve/send/accepted                                                                        |