

Former FAO and Other UN Staff Association



FFOA/GA/2022/03

PROVISIONAL REPORT

Fifty-first Session of the General Assembly

Wednesday, 27 October 2021 Virtual Meeting via Zoom

1. Opening of the Fifty -First Session of the General Assembly by the President of the Executive Committee

The President of the FFOA, Mr Edward Seidler opened the Session at 14:00 hours, welcoming guests and participants. The Assembly was once again privileged to have the Director General of FAO Dr Qu Dongyu among the guest speakers. To take the floor one had to raise one's hand virtually and announce one's name. He also announced that the session was being recorded and the proceedings would be available after the session for those who had to leave the session prematurely or those who could not log on. The intention was to conclude the meeting at 17.00 hours as interpretation was available only until that time.

2. Establishment of a Quorum and Announcement of the Number of Proxies declared Valid

Mr Seidler announced that a quorum was achieved and 2 proxies had been received. He declared the meeting officially opened and constituted in accordance with the Articles of the Association thus all decisions would be binding, including on those members not present.

3. Nomination of the Rapporteur and Announcement of the Interpreters

Mr Seidler announced that Ms Mariam Ahmed, the FFOA Deputy General Secretary, would serve as Rapporteur for the Provisional Report of the General Assembly. He announced that the meeting would be conducted in two languages - English and Italian - and that interpretation would be from English to Italian only. He thanked FAO for providing the interpreters, Ms Ilaria Bonavita and Ms Paola Devescovi and audiovisuals services.

4. Election of the Presiding Officer of the Fifty-first Session of the General Assembly

Ms Fernanda Guerrieri, who had held several senior positions in FAO, was proposed to act as Presiding Officer to chair the Assembly. Ms Guerrieri was elected by acclamation and welcomed to the Chair by Mr Seidler.

Ms Guerrieri said it was an honour and a pleasure to preside over the Fifty-first Session of the General Assembly and extended a warm welcome to all members.

5. Adoption of the Provisional Agenda (FFOA/GA/2021/02)

As no proposals for changes were received before the deadline of 7 October 2021, the Provisional Agenda was adopted as presented. Ms. Guerrieri informed the Assembly that after the adoption of the agenda by the General Assembly no new items could be proposed. She noted that she would be making a statement under “Any Other Business” regarding the elections for the next Executive Committee.

6. Provisional Report of the 50 th Session of the General Assembly held on 28 October 2020 (FFOA/GA/2021/03)

The Presiding Officer proposed the adoption of the Provisional Report of the 50th Session of the FFOA General Assembly (which had been sent out last Spring to all members and no comments had been received). The Presiding Officer therefore proposed to adopt Resolution A of Document FFOA /GA/2021/06. The Report was adopted.

7. Report of the Executive Committees

The Presiding Officer requested Ms Angelika Wolf, General Secretary FFOA to update the 2020 report and provide a brief account of the major developments between 1 January 2021 and the present time. Ms Wolf noted that Document 2021/04 informed in detail on the activities of the ExCom and FFOA in 2020/21. She would therefore brief on some of the highlights of the Association’s activities during 2020 /2021 and in particular, the adjustments made in its work programme and working methods in the light of the severe restrictions imposed due to the Covid-19 pandemic. She recalled that although the FFOA office had been closed since March 2020, FFOA managed to continue its work and provide services to its members. During the entire period members could contact FFOA for advice by calling the front office or via email. It was also mentioned that since the start of the Covid-19 vaccination campaign in 2021 the Executive Committee was furnishing information on booking vaccination appointments and accessing green passes. FFOA had continued to participate virtually in Staff Pension Committees, act as a close collaborator of FAFICS and act as a contributor of content to the Pension Board meeting.

FFOA worked to keep members continuously informed through numerous Newsbriefs, Information Notes, Flashes and other communications by e-mail as well as the website. The Executive Committee had never stopped working and to inform members on key in house services such as the Bank, Insurance and post office services. FFOA has been regularly providing information on the Covid 19 testing at the RBAs

and information on vaccination appointments, vaccination certificates and green passes was provided to members. Retirees who could not enter the Regione Lazio website for vaccination appointments were offered the opportunity to register with FFOA for the UN Vaccination program. The ExCom continued to interact with the Pension Fund and the Social Security offices of the RBAs and participated virtually in the FAFICS meeting. The ExCom continued to hold its monthly meetings via zoom and thanks to those efforts that it had been possible to organize this 51st session of the General Assembly. FFOA has continually observed the performance of CIGNA and raised issues of concern to members with CIGNA and the Social Security and medical offices of the RBAs. Ms. Wolf noted that access to HQs for retirees was an issue and FFOA would inform members when access has been approved and under which conditions. She reported that FFOA had inquired with the RBAs on the reopening of the headquarters premises for retirees and it was hoped that the agencies would soon provide a positive response. Ms Wolf expressed the hope that things return to normal as soon as possible but until such time the Association would not stop working for its membership.

Reply by the Presiding Officer.

The Presiding Officer thanked Ms Wolf and noted that unless any member wished to comment she proposed adopting the 2020 report under Resolution B of document FFOA/GA/2021/06. The Resolution was adopted.

8. Report of the Association's Financial Transactions.

The Presiding Officer invited Mr Gianni Monciotti, Treasurer, FFOA, to present the financial reports for 2021 and the proposed budget for 2022.

Mr Monciotti presented the document on the Income and Expenditure statement and on the financial transactions. He noted that there was a reduction in the figure for income partly due to the fact that as members were not allowed to enter the HQs premises and membership payments only could be made electronically. He thanked all those who has confirmed their payments. He also noted however that expenses had increased and although many activities did not take place such as the Year-end Xmas Party, the lunch following the General Assembly, etc. participation in meetings of the Pension Fund and FAFICS, the expenditures had still increased due to the increase in the membership fees for the affiliation with FAFICS. Mr Monciotti proceeded to illustrate the data in the financial documents relating to the Assets and Liabilities of the Association and the different accounts held by the Banca Intesa San Paolo, the United Nations Federal Credit Union, (UNFCU), the Banca di Sondrio. These accounts had been reviewed by the two Reviewers, Mr. David Baugh and Mr. John McGhie, who had certified the financial health of the accounts. Mr. Monciotti thanked the Reviewers for their work. In regard to the proposed budget for 2022, Mr. Monciotti noted that this did not differ much from the one for 2021. The slight increase was mainly for IT expenditure with the intention to revamp the FFOA website to make it more accessible and user friendly for its members. He then referred to the appointment of the reviewers for 2022 and requested the Assembly to accept the proposal of the FFOA Executive Committee to reconfirm as the Association's

Reviewers Mr John McGhie and Mr David Baugh who had both agreed to accept this appointment if confirmed.

The Presiding Officer thanked Mr Monciotti and his team for their contribution to the preparation of the financial documents. There being no comments from the floor, the Presiding Officer proposed that the report on the financial transactions be adopted. She proposed that the General Assembly adopt Resolutions C, D, E and F of document FFOA/GA/2021/06. It was so decided.

9. Health Insurance.

The Presiding Officer noted that under the item on Health Insurance several speakers had been invited, namely Mr. Pierre Moreau Peron of IFAD, Mr. David Fontana of WFP and Ms Shasha You from the Social Security Service of FAO and they would be requested to briefly present their experience in their second year of operations with CIGNA. These speakers would be followed by Ms Katja Habets and her team from CIGNA to make their presentation.

Mr Pierre Moreau Peron conveyed the greetings of the Mr. Gilbert Hounbo, President of IFAD to the FFOA General Assembly and confirmed his interest in following the discussions of the Assembly as IFAD was committed to continuing supporting the welfare of its retirees. He would be speaking on the IFAD experience with CIGNA in implementing the medical insurance contract, with emphasis on BMIP and MMIP plans in which most retirees are enrolled. In terms of interaction with CIGNA, Mr. Moreau Peron noted that IFAD continue to hold regular bi-weekly meetings with CIGNA to address specific problems and resolve bottlenecks both for staff members and retirees. He was pleased to report that the number of complaints had dropped. in recent months thanks to the improved services and a better understanding by members of the requirements in submitting claims. CIGNA had done some targeted communication on some hot topics such as Prior Approval Process and the coverage of medication.



YOUR BMIP/MMBP WITH CIGNA

FFOA Annual General Assembly 28th October 2020



Ms Katja Habets,
Principle Client Manager
of CIGNA

Together, all the way.™





Mr Pierre Moreau-Peron,
Director Human Resources,
IFAD

Mr Moreau Peron then proceeded to highlight that the quarterly statistics allow IFAD to monitor the plan performance through the KPIs agreed in the SLA. IFAD was still experiencing some challenges with regards to performance indicators for Guarantees of Payment which were still below the target in Q3 of 2021. However, a deeper analysis has shown that although the average turnaround time is still beyond the limit, actually 92% of GOPs were responded within 48 hours. Given the reduced size of the IFAD population a few outliers heavily impact the average. Nevertheless, CIGNA is committed to address these issues and an internal restructuring is ongoing and should result in better turnaround times and overall quality.

A review of Reasonable and Customary costs applicable in Italy was conducted in July with the revision of the R&C for some medical treatments (specifically tied to maternity and delivery).

IFAD had a first client satisfaction survey in February 2021 with positive results with about 85% of participants indicating their overall satisfaction of services. A second survey took place between 27 September and 18 October 2021 jointly with the two other RBAs. The results had not yet been disclosed but will be useful to identify gaps and issues which will be addressed with CIGNA.

Overall CIGNA has turned out to be a proactive partner responding to the defaults highlighted by the organization and its members, taking the necessary action to improve its services to satisfy its clients.

In case plan participants have a disagreement or problem in making a claim with CIGNA or on perceived poor handling/ reimbursement of their claim with CIGNA, Mr. Moreau Peron informed that Ms. Francesca Maselli oversees the IFAD Social Security team. Ms. Alessia Bartolucci, manages the relations with CIGNA and the Pension Fund providing assistance to retirees on emerging issues. The ASHI premium is still managed by FAO, however any other query could be addressed by the IFAD Social Security Team.

In terms of the Financial Plan performance Mr. Peron pointed out that in 2021 IFAD experienced an increase in claims compared to the exceptionally low amounts reached in 2020 due to the pandemic. This trend is expected to continue in 2022 also because of the effects of the pandemic and lock-down. Many are facing musculoskeletal and mental conditions, advanced stages of chronic disease, long COVID, etc. The EUR plan was performing worse than USD plan and currently the USD consolidated net loss ratio is at 90%.

IFAD has signed a 3 -year contract with the possibility of a two-year renewal. The renewal is foreseen in January 2023. In regard to the 2022 Premium, although IFAD did not incur in any premium increase in 2021, health insurance is constantly rising and the Fund may face a premium rise next year. The annual rate of adjustment based on the renewal formula integrated in the contract is capped at 6%. Mr Moreau

Peron noted that it would be possible to have clearer picture towards the beginning of December if the increase would be applicable.

At the moment IFAD had not thought of increasing benefits of the plan as this would certainly entail an increase in the premium amounts. This option could be reconsidered at the moment of contract renewal in mid-2022 considering the pros and cons.

Mr Moreau Peron took the opportunity to inform the Assembly that he would be stepping down as Director of Human Resources at the end of the year but that he would be keenly watching developments in health insurance issues as a retiree and member of the FFOA.

The Presiding Officer thanked Mr Moreau Peron for the excellent overview and wished him the best on his imminent retirement. As former Director of Human Resources at IFAD, Mr Alan Prien also thanked Mr Moreau Perron for his contributions and support to the FFOA and wished him all the best in his future endeavours.

The Presiding Officer invited Mr. David Fontana, Chief, Health Insurance Unit, WFP, to brief the Assembly on WFP's experience to date with CIGNA.

Mr David Fontana,
Chief, Health Insurance,
WFP



Mr. Fontana conveyed the greetings of the WFP Senior Management to the FFOA General Assembly and joined FFOA and Alan Prien in expressing his best wishes to Pierre Moreau Peron on his imminent retirement.

In regard to the question on what support WFP had provided during the year of the pandemic, Mr. Fontana listed the actions taken by WFP at its Headquarters in Rome which included Covid testing facilities on WFP premises open equally to staff and retirees. WFP has assisted retirees in the registration of Covid vaccination programme and in the administrative processes for obtaining the “Green Pass “for those that did not have the residency permit. WFP had held regular consultations with representatives of staff and retirees on the support provided by CIGNA during the pandemic and had taken the initiative to expand Covid related issues to staff and retirees alike.

As in the case of IFAD, WFP had held regular discussions with CIGNA to address member' issues and concerns and like IFAD had witnessed a decrease in number of complaints and more structural problems. as well as a better familiarity from staff and retirees with CIGNA processes and procedures. On the part of CIGNA also there was an improved and better coordinated response. There remained the challenge of medicines and/ or treatments prescribed by doctors which according to medical literature were considered “experimental” and therefore not reimbursed by CIGNA. To mitigate the inconvenience WFP had tried to work closely with the medical team of CIGNA and exercise oversight on these cases to harmonize with the medical team of WFP on the interpretation of what constitutes

“experimental” from a WFP medical perspective and share a common medical understanding with CIGNA.

Mr. Fontana encouraged members to contact CIGNA in advance as a prudent approach to discuss beforehand to committing to undertaking a treatment. This related also to the issue of “Reasonable and Customary” costs as a certain procedure should not normally exceed a certain cost. He added that WFP had seen some doctors asking patients to pay exorbitant prices beyond what could be considered reasonable and customary. Therefore, it was advisable to seek CIGNA’s advice in order to avoid unpleasant surprises.

Mr. Fontana referred to the 3-page leaflet produced to clarify certain administrative procedures such as the “Prior Approval” process which had been found useful.

A common issue which had emerged with the other RBAs was that some health care providers, hospitals in particular, which were part of the CIGNA network, did not comply with the procedures and this was something which the agencies could not control. Mr. Fontana advised to let the respective agency and CIGNA whenever experiencing such problems for eventual follow-up.

The Presiding Officer thanked Mr. Fontana and as in the case for IFAD, requested for any contact persons at WFP whom retirees could address their issues and concerns to.

Mr. Fontana responded that in WFP, the Social Security Service was organized into two teams of which one managed the health insurance and the email was Global. Insurance@wfp.org while Ms. Kamila Guseynova managed pensions.

The Presiding Officer thanked Mr. Fontana and opened the floor for questions.

A member asked why we could not go back to the original system when all three RBAs had a single contract with the medical health insurer? This would ensure a stronger negotiating position with CIGNA. A second observation related to the fact that there was a potential conflict of interest when the insurer and the implementor of the plan was the same. The insurer’s interest was to reduce costs and maximize profits so when an issue was referred to CIGNA doctors a potential conflict of interest was possible.

The Presiding Officer invited Ms Sasha You, Social Security, FAO to take the floor.

Ms. Shasha You, Social Security FAO noted that the FAO Social Security team had been closely collaborating with FFOA. It was a great opportunity to meet with key stakeholders collectively and inform them about the progress of social security related matters, in particular related to the medical insurance concerning former staff.

FAO Social Security has been closely collaborating with FFOA through JAC/MC to conduct effective consultations about various aspects of the medical insurance plans. FAO deeply appreciated the continued support received from former colleagues. In 2020 and all through 2021, FAO continued transparent, collaborative and excellent cooperation, which will continue to be enhanced in the future.

Together with CIGNA, FAO went through a rather smooth year in 2021 related to the operational matters under BMIP/MMBP. However, whenever there was a need to overcome any unexpected operational issues, FAO could count on the strong collaboration among the FAO office, CIGNA and many of staff and former staff.

In order to monitor the good performance of the services provided by CIGNA, FAO had weekly touch point operational meetings with CIGNA client management and the claim operation team leads to discuss and resolve individual cases that were brought to their attention. FAO also had quarterly meeting with CIGNA to discuss on plan performance and KPIs. FAO received frequent and timely reports and information through the CIGNA client manager, Ms Katja Habets and the dedicated CIGNA service team. The after Service Medical Coverage team in Budapest has been carrying out the inquiries and payroll operations remotely.

In 2021, FAO organized several townhall meetings to inform all BMIP insured population on the plan and procedures under BMIP and promoted the utilization of telehealth services which is free of charge to our insured population and continued outreach activities.

FAO had recently launched the survey related to the services and many of FFOA members had already replied and provided their feedback. The result will be further reviewed and FAO Internal JAC/MC meetings, where FFOA representatives share their thoughts and views.

Throughout 2021, FAO Social Security had been extremely busy. FAO finalized the transmission of Certificate of Entitlement for 2020, briefing all staff and retirees on how to use the new member-self-service system for submission of personal documents, UNJSPF forms and applicable certificates, participated in the 2021 UNJSPF Pension Board meeting, processed all Pension related documents electronically without disruption of our services. FAO also supported the families of retirees under challenging situations and getting many of the retirees the Covid-19 vaccinations in the decentralized locations via the UN system-wide Covid-19 vaccination programme.

In regard to the continuing RBA collaboration related to the medical insurance plans, Ms. You noted that the three technical teams have had frequent communications to ensure an aligned approach for common issues, such as the design of the satisfaction survey of CIGNA. Today, she was here with the team of FAO HR and social security who are committed to serving all the staff, former colleagues and their dependents as a priority of the utmost importance.

Ms Shasha You,
Social Security Services,
FAO



The Presiding Officer thanked Ms. You for her presentation.

The Presiding Officer invited Ms. Katja Habets, Principal Client Manager of CIGNA to brief the Assembly and introduce her team. Ms. Habets thanked the Presiding Officer for the invitation to the FFOA General Assembly. She stated that CIGNA was very proud to serve the former staff members of the Rome based agencies, both in terms of numbers (representing (about 35% of the total BMIP population), but also in terms of the utilization of the services and benefits, representing thus a major customer of CIGNA. Therefore, the former staff members' customer satisfaction was important to CIGNA.

Ms. Habets introduced the CIGNA delegation attending the Assembly she then proceeded to speak to a shared screen presentation on CIGNA 's experience over the past 9 months (which would be made available to all members after the meeting).

The CIGNA team recognized that there had been teething problems in the initial transition period which CIGNA acknowledged and was committed to resolve going forward. The CIGNA team appreciated the feedback received from the RBAs and FFOA and confirmed the need to achieve better balance and reduce bureaucratic bottlenecks. Following the presentation, Ms. Habets replied to the questions raised.

The Presiding Officer noted that previously FFOA had tried to work towards a single contact for the three Rome based agencies but unfortunately that had not been the case; however, she assured that FFOA would continue to work towards this objective.

In conclusion, the CIGNA representatives noted that an important take away had been the perception that CIGNA asked for excessive information and justification in the claim processing exercise and had taken note of it. They assured that they requested additional information only where it was required. The intention was not to question and control to reduce costs but to partner better by getting the requisite information from the health care providers, doctors, hospitals to have a complete picture of the situation to ensure the best care. This was a different perception and experience which CIGNA hoped would be seen going forward and not one of distrust.

10. Greetings by the FAO Director General, Dr QU Dongyu



FAO Director General, Dr QU Dongyu

For the second consecutive year the Director-General of FAO, Dr Qu Dongyu honoured the Assembly by his presence. He renewed his commitment to engage with FFOA and underlined the valuable contribution of the retired staff to the work of FAO, the RBAs and the UN system. He stated that the retirees were the assets

and historical founders of the Organization. He noted that all of FAO's staff, past and current, were part of the FAO family and his country China was deeply rooted in the family culture. In this regard he referred to a "Mentorship Programme". He wished everyone well and reaffirmed FAO's support to FFOA which he viewed as an important part of FAO.

The Presiding Officer thanked the Director General of FAO for his inspirational words and her appreciation for the words of the Director General in regard to the retirees being included in the work of FAO and FAO supporting the retirees. She wished the Director General all success in the achievement of the objectives he had set for the organization and the world.

11. Pension Matters

The Presiding Officer informed the Assembly that Mr. Pedro Guazo, The Secretary General's Representative for Investments would not be able to participate and welcomed Ms. Rosemarie McClean the new Chief Executive Officer for pension administration at the UNJSPF and invited her to make a statement.



Ms Rosemarie McClean,
Chief Executive of Pension Administration, UNJSPF

On Pension matters, the Assembly listened to a slide presentation from Ms Rosemarie McClean. She outlined that the Fund's priority was to modernize the Fund's operations and to create a service -oriented Pension Fund. Despite the impact of Covid-19 on staff and operations a number of accomplishments were achieved. She highlighted in particular that all services to clients were maintained; the monthly pension payroll was paid on time, 90% of the initial pensions were processed within 15 days, introduction of the Member Self Service Portal and the Digital Certificate of Entitlement. With regard to the latter Ms. McClean indicated that the digital CE system would be simplified. Training modules were being developed for plan participants and retirees for simplifying and enabling a better understanding of the digital systems, including the digital Certificate of Entitlement which would not however, replace the paper version. She reminded that non submission of the CEs could mean suspension of the pension therefore members who knew of anyone who had not yet submitted their CEs should remind them to do so. Ms. McClean

informed that the Fund's website would be revised to make navigation simpler. It was also mentioned that the client services functions in the Geneva office teams would be strengthened. Ms. McClean closed by stating that Fund was in excellent actuarial health. At the end of 2020 the Fund' assets stood at US\$81 billion. She informed that the Fund had assisted in rolling out vaccines to retirees in countries where they were not covered by the host Government programme. In conclusion, Ms. McClean conveyed her best wishes for a successful Assembly and welcomed suggestions and feedback for the improvement of the Fund.

A question was raised from the floor regarding the factoring in of the inflation rate in the calculation of pensions. In the specific case of Italy, ISTAT, the Italian Statistical Agency did not include medical expenses in its calculation of the inflation rates as these were covered by the State. In the case of retirees, medical expenses represented significant costs and therefore inflation exceeding 2% was credited to the retirees. Moreover, exchange rate fluctuations were also credited to the retirees and also corroded the value of pensions. It was recommended that this issue be taken up by the Staff Pension Committees on an annual basis as improved IT systems being used by the Fund could enable this exercise.

Ms McClean responded that these issues needed to be flagged to the Pension Committees and FAFICS and would in any case need the approval of the Pension Board.

The Presiding Officer thanked Ms. McClean for participating in the Assembly and congratulated her for the excellent performance of the Fund.

12. Other Business

The Presiding Officer, Ms. Guerrieri, informed the Assembly that due to the closure of the FFOA office since March 2020 it had not been possible to access the membership data base. As a consequence, it was not possible to organize the elections for the Executive Committee. The Committee had therefore taken the decision to defer the elections until next year when hopefully it would be possible to reach out to all members and ensure that everyone would be able to vote. The Assembly took note and endorsed the postponement of the election.

Statement by the Representative of the Staff Bodies of FAO, WFP and IFAD

The Presiding Officer invited Mr. J.Skoet, President of the FAO, AP-in-FAO to make a statement on behalf of the AP-in-FAO, WFP-PSA, the IFAD Staff Association, IFAD- ECSA, and the UGSS, the 3 RBAs Staff Associations and Unions.

Mr Skoet, President of AP-in-FAO addressed the Assembly on behalf of the 3 RBAs Staff Associations and Unions reporting on the work and achievements made by the staff representatives in FAO, IFAD and WFP. Mr Skoet reaffirmed the desire of the staff representatives for a continued and strengthened cooperation with FFOA. He underlined that it was important to be able to draw on the experience of the members of FFOA. In closing he said that by working together we would all be stronger.

The Presiding Officer requested the FFOA President to make a few announcements.

Mr. Seidler strongly encouraged all members to ensure that FFOA had an up-to-date e-mail and postal address and if there was a change of address to inform FFOA so as to enable FFOA to communicate in a timely way and better with its members. He informed that the FFOA website was being revamped to make it more accessible and user friendly for the members. Mr. Seidler noted that currently the FFOA membership was around 2300 globally but that the membership target was higher than that. He therefore requested members to encourage their friends and former colleagues to join FFOA if they wanted to be kept informed. He reminded that FFOA is the main link and primary interlocuter between the RBAs retirees and the Organisations; it is also the link and represents retirees' interests as these relate to medical insurance, pension and social security matters. It was therefore very important to recognize that one of the Association's main duties was communicating information and changes to its members and therefore in the interest of all to join the Association.

13. Closure of the 51st Session of the General Assembly

In conclusion, the Assembly observed a moment of silence for the members who had passed away during the course of the year and in particular due to Covid 19.

In closing, the President thanked the Presiding Officer, Ms. Fernanda Guerrieri for so ably conducting the General Assembly, the interpreters, the FFOA IT team, Alessandro Bertini and Maurizio Palmisano, and the membership for their participation and feedback in the General Assembly.

Mr. Seidler thanked the staff of the RBAs Social Security Units for their support to the FFOA and their participation in the General Assembly.

Mr. Seidler expressed appreciation for the intervention of CIGNA at the Assembly and in CIGNA willingness to gain a better understanding of clients' problems and to improve their ability to resolve them. FFOA was in contact on a regular basis with CIGNA and with the RBAs Social Security units in order to raise issues which are communicated to the Association by its members. He expressed the hope that things would continue to improve and that medical insurance operations would be open, efficient, effective and human covering all members.

Mr. Seidler also thanked the Staff Associations of the RBAs for their message of support and he looked forward to further cooperation with all the associations and unions and to have a meaningful and successful interlocuter arrangement with the RBAs Managements.

In closing Mr. Seidler wished everyone good health, happiness in expressing the hope that the 52nd FFOA General Assembly would be held in person.

The President of the FFOA closed the 51st Session of the General Assembly at 17:00 hours.



The Fifty-second session of the General Assembly

should take place on
Wednesday, 26 October 2022
Conditions permitting

So plan ahead, mark this date in your calendar

And bring this report with you