

ESIP Statement on the Digitalisation of Social Security Leading to the ESIP High-level conference on E-Social Security 2.0

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Digitalisation is reshaping our social security systems at all levels, from operations to services. New digital tools and services have the potential to improve social protection processes for the benefit of the insured and of social security systems as a whole: on the one hand, they facilitate access to services. On the other, they support the sustainability of the ecosystem, facilitating information exchange and preventing fraud and error.

Members of the European Social Insurance Platform (ESIP) are committed to bringing forward the digital transformation of social security across all sectors, within a framework of international cooperation. The development and implementation of such digital solutions is not a goal in itself but a means to offer better services to citizens.

In order to make E-Social Security systems operational and harness the full potential of digitalisation, it is crucial to:

Enable all citizens to benefit from social security services in the digital era while building trust

- Ensure a secure, trustworthy and GDPR-compliant framework for the implementation of digital systems supporting access to/exchange of personal data and social security information
- Promote digital literacy across all ages and social groups, to avoid widening the digital divide and creating new inequalities, particularly with view to the non-take-up of social benefits
- Involve citizens at every stage of the digital transformation process in order to accommodate their needs, create trust and empower them
- Foster digital access to social security services, especially in times when physical contact must be reduced, and strengthen complementarity with community-based, face-to-face services
- Promote the development of digital solutions at European level to facilitate fair mobility with adequate social protection across borders as well as the rapid verification of citizens' insurance status
- Raise awareness in Member States on the need to guarantee adequate social security coverage for all workers in the new digital economy

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Ensure the effective and sustainable functioning of our digital social security systems

- Support national competent authorities to build interoperable capacity for the electronic exchange of social security information, nationally and across borders, with the technical and financial support of the European Union
- Ensure that EU-level digital solutions facilitating fair mobility are supportive, useful, implementable and cost-effective for national social security institutions
- Guarantee the continued involvement of national social security institutions in the development, assessment and deployment of relevant digital projects at European level
- Secure a coordinated approach to avoid overlap and duplication of ongoing and planned EU activities and projects
- Develop digital mechanisms and techniques to predict and rapidly detect anomalies in the collection of social security contributions and the provision of social security benefits, as a way to prevent fraud and error
- Promote the exchange of best digital practices through European and international fora

