



Federal Public Service  
**Social Security**

## Useful addresses for **social security**

**Social security**  
institutions, websites  
and telephone numbers





## Social security - Useful information

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Here you will find useful websites, addresses and telephone numbers where you can address your questions about social security.

### Federal Public Services (formerly departments)

FPS Social Security

Federal Public Planning Service for Social Integration Programming, anti-Poverty Policy, Social Economy and Urban Policy

FPS Employment, Labour and Social Dialogue

FPS Strategy and Support (BOSA)

### Public Social Security Institutions - IPSS - OISZ

Federal Agency for Occupational Risks - FEDRIS

Crossroads Bank of Social Security - BCSS - KSZ

National Institute for Health and Disability Insurance - INAMI - RIZIV

National Institute of Social Insurance for the Self-Employed - INASTI - RSVZ

National Employment Office - ONEM - RVA

National Social Security Office - ONSS - RSZ

National Office for Annual Vacation - ONVA - RJV

Federal Pension Service - SFP - FPD

### Other federal organizations

#### Mutual Societies

National Alliance of Christian Mutual Societies

National Union of Liberal Mutualities

National Union of Free Mutual Societies

National Union of Neutral Mutualities

National Union of Socialist Mutual Societies

Auxiliary fund for health and disability insurance

#### Payment bodies for unemployment benefits

Auxiliary Unemployment Benefits - CAPAC - HVW

General Central of Liberal Trade Unions of Belgium - CGSLB - ACLVB

Confederation of Christian Trade Unions - CSC - ACV

General Federation of Belgian Workers - FGTB - ABVV

#### Other federal agencies

SIGEDIS

Asbestos Fund - AFA

Social Secretariats

Social Insurance Funds for the self-employed

Holiday boxes

In the event of a dispute

Labour courts

The Federal Ombudsman

The Pension Ombudsman

Non-federal agencies

Public Centres for Social Welfare - CFS

Family allowances

Allowances to help the elderly - APA

At the international level

# Federal Public Services (formerly departments)



## FPS Social Security

[www.socialsecurity.belgium.be/fr](http://www.socialsecurity.belgium.be/fr)

Botanical Administrative Centre - Finance Tower

Boulevard du Jardin Botanique 50 box 150 - Brussels 1000

+32 2 528 60 11

[social.security@minsoc.fed.be](mailto:social.security@minsoc.fed.be)

### Directorate General Legal Expertise

- Occupational accidents and diseases
- Submission
- Retirement and survivor's pensions
- Health care and benefits
- Annual vacation

### Contact-

[DGJUR@minsoc.fed.be](mailto:DGJUR@minsoc.fed.be)

+32 2 528 63 00

### Artists commission

[www.workinginthearts.be](http://www.workinginthearts.be)

[www.workinginthearts.be/fr/professionnel/contact](http://www.workinginthearts.be/fr/professionnel/contact)

+32 2 528 62 56

### Politicly support for self-employed workers

[zelfIndep@minsoc.fed.be](mailto:zelfIndep@minsoc.fed.be)

+32 2 528 64 50

### Directorate General Policy Coordination and International Relations

- Relations internationales

[secr-bci@minsoc.fed.be](mailto:secr-bci@minsoc.fed.be)

+32 2 528 63 00

[international@minsoc.fed.be](mailto:international@minsoc.fed.be)

+32 2 528 63 00

### Directorate General Analyse and Monitoring

- Statistics
- Budgets

[contact\\_DGAM@minsoc.fed.be](mailto:contact_DGAM@minsoc.fed.be)

+32 2 528 63 00

### Directorate General for Persons with Disabilities

[handicap.belgium.be](http://handicap.belgium.be)

(also called « Vierge noire »)

0800 987 99

(8h30 - 12h30)

(from abroad +32 2 528 69 99)

- Income replacement and integration allowance
- Parking pass
- European Disability Card (EDC)

[handicap.belgium.be/fr/contact/aide-de-proximite](http://handicap.belgium.be/fr/contact/aide-de-proximite)



Federal Public Planning Service for Social Integration Programming, anti-Poverty Policy, Social Economy and Federal Urban Policy

[www.mi-is.be/en](http://www.mi-is.be/en)

Botanical Administrative Centre - Finance Tower

Boulevard du Jardin Botanique 50 box 165 - Brussels 1000

+32 2 508 85 86

[question@mi-is.be](mailto:question@mi-is.be)



FPS Employment, Labour and Social Dialogue (including labor inspection)

[www.employment.belgium.be](http://www.employment.belgium.be)

Rue Ernest Blerot 1 - 1070 Brussels

+32 2 233 41 11

[spf@emploi.belgique.be](mailto:spf@emploi.belgique.be)



FPS Strategy and Support (BOSA)

[www.bosa.belgium.be](http://www.bosa.belgium.be)

Boulevard Simon Bolivar 30 box 1 WTC III - 1000 Brussels

+32 2 740 74 74

[info@bosa.fgov.be](mailto:info@bosa.fgov.be)

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## Public Social Security Institutions - IPSS - OISZ

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Federal Agency for Occupational Risks - FEDRIS  
(ex FAT - FAO and FMP - BSZ) (accidents at work and occupational diseases)  
[www.fedris.be/en](http://www.fedris.be/en)  
Avenue de l'Astronomie 1 - 1210 Brussels  
+32 2 272 20 00  
[info@fedris.be](mailto:info@fedris.be)

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Crossroads Bank of Social Security - BCSS - KSZ  
[www.bcss.fgov.be](http://www.bcss.fgov.be)  
Quai de Willebroeck 38 - 1000 Brussels  
+32 2 741 83 11  
[servicedesk@ksz-bcss.fgov.be](mailto:servicedesk@ksz-bcss.fgov.be)

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National Institute for Health and Disability Insurance - INAMI – RIZIV  
(disability, healthcare, BIM, ex VIPO, maternity leave, paternity leave. See also mutual societies for health insurance)  
[www.inami.fgov.be](http://www.inami.fgov.be)  
Avenue Galilée 5/01 - 1210 Brussels  
+32 2 524 97 97  
[info.servicecenter@health.fgov.be](mailto:info.servicecenter@health.fgov.be)

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National Institute for the Social Security of the Self-Employed - INASTI - RSVZ  
[www.nisse.be/en](http://www.nisse.be/en)  
Quai de Willebroeck 35 - 1000 Brussels  
0800 12 018 (from abroad +32 2 546 42 11)  
[info@rsvz-inasti.fgov.be](mailto:info@rsvz-inasti.fgov.be)

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National Employment Office - ONEM – RVA (unemployment benefits, unemployment with company supplement, previously conventional-pensions, parental leave. See also payment agencies- trade unions)  
[www.onem.be](http://www.onem.be)  
Boulevard de l'Empereur 7 - 1000 Brussels  
+32 2 515 44 44  
[communication@onem.be](mailto:communication@onem.be)



**National Social Security Office - ONSS - RSZ** (also ex OSSOM - DSOZ)  
[www.onss.be](http://www.onss.be) (coverage, social security contributions for workers, social inspection)  
Place Victor Horta 11 - 1060 Brussels  
**+32 2 509 59 59**  
[contactcenter@eranova.fgov.be](mailto:contactcenter@eranova.fgov.be)



**National Office for Annual Vacation - ONVA - RJV**  
[www.onva.be](http://www.onva.be)  
Rue Montagne aux herbes Potagères 48 - 1000 Brussels  
**+32 2 627 97 65**  
[onva@onva.fgov.be](mailto:onva@onva.fgov.be)



**Federal Pension Service - SFP - FPS** - (formerly ONP - RVP and SDPSP - PDOS)  
[www.sfpd.fgov.be](http://www.sfpd.fgov.be) (retirement and survivors' pension, guaranteed income for the elderly-GRAPA - IGO)  
Tour du Midi, Esplanade de l'Europe 1 - 1060 Brussels  
**1765 (from abroad +32 78 15 1765)**  
[info.fr@sfpd.fgov.be](mailto:info.fr@sfpd.fgov.be)

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## Other federal agencies

**Mutual societies for health insurance.** The mutual societies for health insurance (mutualités - ziekenfondsen) are united in the following national unions:



Alliance Nationale des Mutualités chrétiennes - Landsbond der Christelijke Mutualiteiten  
[www.mc.be](http://www.mc.be)  
Chaussée de Haecht 579, box 40 - 1031 Brussels  
+32 2 246 41 11  
[mc-alliance@mc.be](mailto:mc-alliance@mc.be)



Union Nationale des Mutualités Libérales - Landsbond van Liberale Mutualiteiten  
[www.ml.be](http://www.ml.be)  
Rue de Livourne 25 - 1050 Brussels  
+32 2 542 86 00  
[info@ml.be](mailto:info@ml.be)



Union Nationale des Mutualités Libres - Landsbond van de Onafhankelijke Ziekenfondsen  
[www.mloz.be](http://www.mloz.be)  
Route de Lennik 788A - 1070 Brussels  
+32 2 778 92 11  
[info@mloz.be](mailto:info@mloz.be)



Union Nationale des Mutualités Neutres Landsbond van de Neutrale Ziekenfondsen  
[www.mutualites-neutres.be](http://www.mutualites-neutres.be)  
Chaussée de Charleroi 145 - 1060 Brussels  
+32 2 538 83 00  
[info@unmn.be](mailto:info@unmn.be)



Union Nationale des Mutualités Socialistes - Nationaal Verbond van Socialistische Mutualiteiten  
[www.solidaris.be](http://www.solidaris.be)  
Rue Saint-Jean 32-38 - 1000 Brussels  
+32 2 515 02 11  
[unms@mutsoc.be](mailto:unms@mutsoc.be)

You can also join :



Auxiliary health and disability insurance fund - CAAMI - HZIV  
[www.caami-hziv.fgov.be](http://www.caami-hziv.fgov.be)  
Rue du Trône 30A - 1000 Brussels  
0800 11 292 from abroad +32 504 66 66)  
[info@caami.fgov.be](mailto:info@caami.fgov.be)

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## Paying agencies for unemployment benefits (including 3 trade union funds)

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Auxiliary Unemployment Benefits Fund - CAPAC - HWW

[www.hvw-capac.fgov.be/fr](http://www.hvw-capac.fgov.be/fr)

Rue de Brabant 62 - 1210 Brussels

+32 2 225 25 25

[hvw-capac.fgov.be/fr/contact/comment-prendre-contact-avec-nous](http://hvw-capac.fgov.be/fr/contact/comment-prendre-contact-avec-nous)



General Central of Liberal Trade Unions of Belgium -CGSLB - ACVLB

[www.cgslb.be/fr](http://www.cgslb.be/fr)

Boulevard Baudouin 9 - 1000 Brussels

+32 2 509 16 00

[cgslb@cgslb.be](mailto:cgslb@cgslb.be)



Confederation of Christian Trade Unions - CSC - ACV

[www.lacsc.be](http://www.lacsc.be)

Chaussée de Haecht 579 - 1030 Brussels

+32 2 246 31 11

[csc@acv-csc.be](mailto:csc@acv-csc.be)



General Federation of Belgian Workers - FGTB - ABVV

[www.fgtb.be](http://www.fgtb.be)

Rue Haute 42 - 1000 Brussels

+32 2 506 82 11

[www.fgtb.be/contact](http://www.fgtb.be/contact)

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## Other federal agencies

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asbl SIGE DIS

[www.sigedis.be](http://www.sigedis.be)

Place Victor Horta 11 (P3) - 1060 Brussels

+32 2 791 50 00

[info@sigedis.fgov.be](mailto:info@sigedis.fgov.be)

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Asbestos Fund - AFA

[www.fondsamiante.be](http://www.fondsamiante.be)

Avenue de l'Astronomie 1 - 1210 Brussels

+32 2 272 20 70

[info.afa@fedris.be](mailto:info.afa@fedris.be)

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Medical Accident Fund – FAM - FMO

[www.inami.fgov.be/fr/inami/structure/Pages/fonds-accidents-medicaux.aspx](http://www.inami.fgov.be/fr/inami/structure/Pages/fonds-accidents-medicaux.aspx)

Av. Galilée 5 - 1210 Bruxelles

+32 2 894 21 00

[secr-fmo@riziv-inami.fgov.be](mailto:secr-fmo@riziv-inami.fgov.be)

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### Social Secretariats

The list of Social Secretariats appears regularly in the Belgian Official Journal (last publication in the Belgian Official Journal on 17 May 2024,

[www.ejustice.just.fgov.be/mopdf/2024/05/17\\_1.pdf](http://www.ejustice.just.fgov.be/mopdf/2024/05/17_1.pdf), p. 63461. Chaussée d'Anvers 53, 1000 Brussels, tel. 0800 98 809 (from abroad +32 2 552 22 11).

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### Social Insurance Company for self-employed workers

The list of social security funds is available at

[socialsecurity.belgium.be/en/elaboration-of-social-policy/list-of-social-insurance-funds](http://socialsecurity.belgium.be/en/elaboration-of-social-policy/list-of-social-insurance-funds). It can be obtained from the Self-employed Workers Unit,

Tour des Finances, Boulevard du Jardin Botanique 50, box 150 - Brussels 1000, tel. +32 2 528 64 50.

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### Holiday Funds

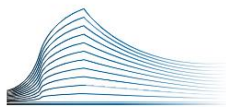
The list of holiday funds is available on the website of the ONVA:

[onva.fgov.be/en/liste-des-caisses-de-vacances](http://onva.fgov.be/en/liste-des-caisses-de-vacances).

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## In the event of a dispute

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### Labour courts

[www.tribunaux-rechtbanken.be/fr/tribunaux-et-cours/tribunal-du-travail](http://www.tribunaux-rechtbanken.be/fr/tribunaux-et-cours/tribunal-du-travail)

The list can also be obtained from the  
Belgian Monitor, Chaussée d'Anvers 53, 1000 Brussels  
0800 98 809 (from abroad +32 2 552 22 11)

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### The Federal Ombudsman

[www.federalombudsman.be](http://www.federalombudsman.be)

Rue de Louvain 48 bte 6 - 1000 Brussels  
0800 99 961 -(from abroad +32 2 289 27 27)  
[contact@mediateurfederal.be](mailto:contact@mediateurfederal.be)

The Federal Ombudsman is competent, inter alia, for complaints relating to social security (except for complaints relating to pensions).

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### Office of the Pensions Ombudsman

[www.mediateurpensions.be](http://www.mediateurpensions.be)

WTC III, Boulevard Simon Bolivar 30 bte 5 - 1000 Brussels  
+32 2 274 19 90  
[plainte@mediateurpensions.be](mailto:plainte@mediateurpensions.be)

The Pensions Ombudsman is competent for public or private bodies that grant, pay or manage statutory pensions.

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## Non-Federal Agencies

### Public Centre for Social Action - CPAS - OCMW

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There is one public centre for social action per municipality. You can find the contact details on the website of your local authority (usually [www.nameofthemunicipality.be](http://www.nameofthemunicipality.be)).

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### Family allowances (birth grants)

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#### Interregional body

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Family Benefits Belgium. Liaison body for family benefits.

[www.familybenefitsbelgium.be](http://www.familybenefitsbelgium.be)

Rue Belliard 71, box 3, 1040 Brussels

+32 71 33 72 73.

[info@familybenefitsbelgium.be](mailto:info@familybenefitsbelgium.be)

#### Flemish Community

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##### Controller

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##### GROEIPAKKET

Agentschap Uitbetaling Groeipakket (VUTG)

[www.groeipakket.be](http://www.groeipakket.be)

Trierstraat 9 - 1000 Brussel

+32 2 897 10 60

[info@groeipakket.be](mailto:info@groeipakket.be)

##### Five payment institutions (uitbetalers)

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##### FONS.

FONS

[www.fons.be](http://www.fons.be)

Trierstraat 9, 1000 Brussel

+32 78 70 00 07 (form abroad +32 2 897 12 99)

**INFINO**

Infino  
[www.infino.be](http://www.infino.be)  
Diestsepoort 1 - 3000 Leuven  
+32 78 15 12 30  
[vlaanderen@infino.be](mailto:vlaanderen@infino.be)



KidsLife Vlaanderen  
[www.kidslife.be](http://www.kidslife.be)  
Sint-Clarastraat 48bis - 8000 Brugge  
+32 78 48 23 45  
[vlaanderen@kidslife.be](mailto:vlaanderen@kidslife.be)



MyFamily  
[www.myfamily.be](http://www.myfamily.be)  
Brouwersvliet 4, bus 3 - 2000 Antwerp  
+32 3 221 08 11  
[info@myfamily.be](mailto:info@myfamily.be)



Parentia  
[www.parentia.be](http://www.parentia.be)  
Uitbreidingstraat 180/1A 2600 Berchem  
+32 3 287 69 59  
[info@parentia.be](mailto:info@parentia.be)

## **French-speaking Walloon region**

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### **Controller**

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Agency for Quality Life AVIQ, family branch  
[www.aviq.be](http://www.aviq.be)  
rue de la Rivelaine 21 - 6061 Charleroi  
0800 16 061  
[numerograttuit@aviq.be](mailto:numerograttuit@aviq.be)

### **Operators**

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Public Family Allowance Fund in Wallonia  
Boulevard Mayence 1 - 6000 Charleroi  
0800 13 008 (from abroad +32 71 21 27 10)  
[www.famiwal.be/formulaires/formulaire-de-contact](http://www.famiwal.be/formulaires/formulaire-de-contact)

## Camille.

Camille  
[www.camille.be](http://www.camille.be)  
Chaussée de Marche, 637 - 5100 Wierde  
+32 81 32 59 00  
[bonjour@camille.be](mailto:bonjour@camille.be)

## INFINO

Infino  
[www.infino.be](http://www.infino.be)  
Boulevard André Delvaux 3 - 7000 Mons  
+32 78 15 12 20  
[wallonie@infino.be](mailto:wallonie@infino.be)



KidsLife  
[www.kidslife.be](http://www.kidslife.be)  
Chaussée de Liège 654C- 5100 Namur  
+32 78 48 23 45  
[wallonie@kidslife.be](mailto:wallonie@kidslife.be)



Parentia  
[www.parentia.be](http://www.parentia.be)  
Rue Pépin 1A - 5000 Namur  
+32 2 389 08 89  
[braine@parentia.be](mailto:braine@parentia.be)

## Brussels-Capital Region

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Controller

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Iriscare  
[www.iriscare.brussels](http://www.iriscare.brussels)  
Rue Belliard 71 bte 2 - 1040 Brussels  
+32 2 435 61 70  
[info@iriscare.brussels](mailto:info@iriscare.brussels)

## Operators

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Brussels Family  
[www.brusselsfamily.be](http://www.brusselsfamily.be)  
Rue Vésale 31 - 1000 Brussels  
+32 2 227 19 60  
[info@brusselsfamily.be](mailto:info@brusselsfamily.be)



Famiris  
[www.famiris.brussels](http://www.famiris.brussels)  
Rue de Trèves 70, bte 1 - 1000 Brussels  
0800 35 950 (from abroad +32 2 435 63 63)  
[info@famiris.brussels](mailto:info@famiris.brussels)



Infino Brussels  
[www.infino.be](http://www.infino.be)  
Court Saint-Michel 30 - 1040 Brussels  
+32 2 211 08 50  
[brussels@infino.be](mailto:brussels@infino.be)



KidsLife Brussels  
[www.kidslife.be](http://www.kidslife.be)  
Rue des Ursulines 2 - 1000 Brussels  
+32 78 48 23 45  
[brussels@kidslife.be](mailto:brussels@kidslife.be)



Parentia  
[www.parentia.be](http://www.parentia.be)  
Rue Ravenstein 36 - 1000 Bruxelles  
+32 2 549 72 19  
[bruxelles@parentia.be](mailto:bruxelles@parentia.be)

## German-speaking community

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Das Familienportal des Deutschsprachigen Gemeinschaft Belgiens  
[www.ostbelgienfamilie.be](http://www.ostbelgienfamilie.be)  
Kaperberg 6 - 4700 Eupen  
+32 87 789 920  
[familienleistungen@dgov.be](mailto:familienleistungen@dgov.be)

## Allowances for assistance to the elderly – APA – Formerly THAB

### Flemish Community

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Vlaamse  
sociale  
bescherming

Zorgbudget voor ouderen met een zorgnood (*formerly tegemoetkoming voor hulp aan bejaarden THAB*)

Agentschap Vlaamse sociale bescherming

[www.vlaamsesocialebescherming.be/zorgbudget-voor-ouderen-met-een-zorgnood](http://www.vlaamsesocialebescherming.be/zorgbudget-voor-ouderen-met-een-zorgnood)

Visitors address:

Marie-Elisabeth Belpairegebouw, Simon Bolivarlaan 17, 1000 Brussel

Send your correspondence to:

Koning Albert II-laan 15 bus 500, 1210 Brussel

+32 2 553 46 90

[vsb.zorgbudgetouderen@vlaanderen.be](mailto:vsb.zorgbudgetouderen@vlaanderen.be)

AGENTSCHAP  
ZORG &  
GEZONDHEID

Zorgkassen

[www.zorg-en-](http://www.zorg-en-gezondheid.be/zorgbudgetouderenzorgnood/contactgegevenszorgkassen)

[gezondheid.be/zorgbudgetouderenzorgnood/contactgegevenszorgkassen](http://www.zorg-en-gezondheid.be/zorgbudgetouderenzorgnood/contactgegevenszorgkassen)

### French-speaking Walloon region

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#### Regulator

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AVIQ

Agence pour une Vie de Qualité AVIQ, branche famille

[www.aviq.be/fr/apa](http://www.aviq.be/fr/apa)

Rue de la Rivelaïne 21 - 6061 Charleroi

0800 16 061

[apa@aviq.be](mailto:apa@aviq.be)

#### Operators

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Société mutualiste régionale des Mutualités chrétiennes pour le Région wallonne

[www.mc.be](http://www.mc.be)

Service APA – rue de la Moselle, 7-9 – 6700 Arlon

+32 63 21 17 90

[apa@mc.be](mailto:apa@mc.be)



Société mutualiste régionale de l'Union Nationale des Mutualités Libérales pour la Région wallonne

[www.ml.be](http://www.ml.be)

Service APA – rue Anatole France, 8-14 – 7100 La Louvière

+32 64 23 61 90 (option 6 service juridique)  
[infoapa@ml.be](mailto:infoapa@ml.be)

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Société mutualiste régionale des Mutualités Libres pour la Région wallonne  
[www.mloz.be](http://www.mloz.be)  
Service APA - Route de Lennik 788A - 1070 Bruxelles  
+32 2 549 76 70 (option 2)  
[apawal@mloz.be](mailto:apawal@mloz.be)

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Société mutualiste régionale de l'Union Nationale des Mutualités Neutres pour la Région wallonne  
[www.mutualites-neutres.be](http://www.mutualites-neutres.be)  
Service APA – rue des Dames blanches, 24 – 5000 Namur  
+32 81 25 07 60  
[apa@mutualites-neutres.be](mailto:apa@mutualites-neutres.be)

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La Société mutualiste régionale des Mutualités Socialistes – Solidarités pour la Région wallonne  
[www.solidaris.be](http://www.solidaris.be)  
Service APA – avenue des Alliés, 2 – 6000 Charleroi  
+32 71 50 75 20  
[apa@solidaris.be](mailto:apa@solidaris.be)

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Caisse auxiliaire d'assurance maladie-invalidité - CAAMI  
[www.caami.be](http://www.caami.be)  
Cellule APA – rue de la Rivelaine 4 – 6061 Montignies-sur-Sambre  
+32 71 32 92 98  
[apa@caami.be](mailto:apa@caami.be)

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## Brussels-Capital Region

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Iriscare  
[www.myiriscare.brussels/](http://www.myiriscare.brussels/)  
Rue Belliard 71 bte 2 - 1040 Brussels  
0800 35 499  
[apa-thab@iriscare.brussels](mailto:apa-thab@iriscare.brussels)

## German-speaking community

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Department of Social and Cultural Life (Dienstststelle für Selbstbestimmtes Leben)

[selbstbestimmt.be/](https://selbstbestimmt.be/)

Vennbahnstrass 4/4 4780 St. Vith.

0800 900 11 (from abroad +32 80 229 111)

[info@selbstbestimmt.be](mailto:info@selbstbestimmt.be)

## At the international level



Coming2Belgium - Coming to Belgium

[www.socialsecurity.be/CMS/en/coming\\_to\\_belgium](https://www.socialsecurity.be/CMS/en/coming_to_belgium)

Leaving Belgium

[www.socialsecurity.be/CMS/fr/leaving\\_belgium/](https://www.socialsecurity.be/CMS/fr/leaving_belgium/)



Public Access Interface (europa.eu) Contact details of relevant organisations organizations in the European Union and the European Free Trade Association European Free Trade Association

[ec.europa.eu/social/social-security-directory/pai/select-country/language/en](https://ec.europa.eu/social/social-security-directory/pai/select-country/language/en)