

Social Security for the Aruban Community: The SVb-Aruba experience

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Steps towards digitalization:
the SVb-Aruba experience

Aruba, October 2018

Contents

1. The Social Insurance Bank of Aruba (SVb)
2. Uncertainties and opportunities
3. Plan 2020
4. Meanwhile
5. Final remarks



1. The Social Insurance Bank of Aruba (SVb)

The SVb (public entity) plays an important role in the social security system of Aruba.

The SVb manages 5 of the 6 insurances which form the social security system of Aruba.

Two with universal coverage and three only workers in the private sector.

2. Uncertainties and opportunities

The last decades the worker's insurances were running deficits.

It was uncertain if these will stay public or will be privatized.

Meanwhile we became conscious: we can not keep doing business as usual.

2. Uncertainties and opportunities

We start preparing ourselves for the future.

We start visiting ITC-seminars of ISSA in 2012 in Brasilia.

Getting enthusiastic with the experiences exposed by our sisters' organizations.

The business environment on Aruba began moving also toward using of more ITC.

3. Plan 2020

In 2015:

Worker's insurances will stay in public hands.
Reforms were approved, which included transformation of the SVb by 2020.

Plan 2020:

by the end of the year 2020 the SVb will be an organization which is transparent and accessible for its clients 24 hours a day during the whole year.

3. Plan 2020

Our goal:

By the end of 2020, every client of the SVb, employers and employees, will have an individual account on our web portal, which they can access to view their information and to request any services available at the SVb.

Physical presence for services is not necessary.

4. Meanwhile

While waiting for the designing and construction of the new system, we decided to introduce some basic digitalize service through our website.

Therefore we use gravity forms to make the forms and gravity flows to make the different steps in the procedures.

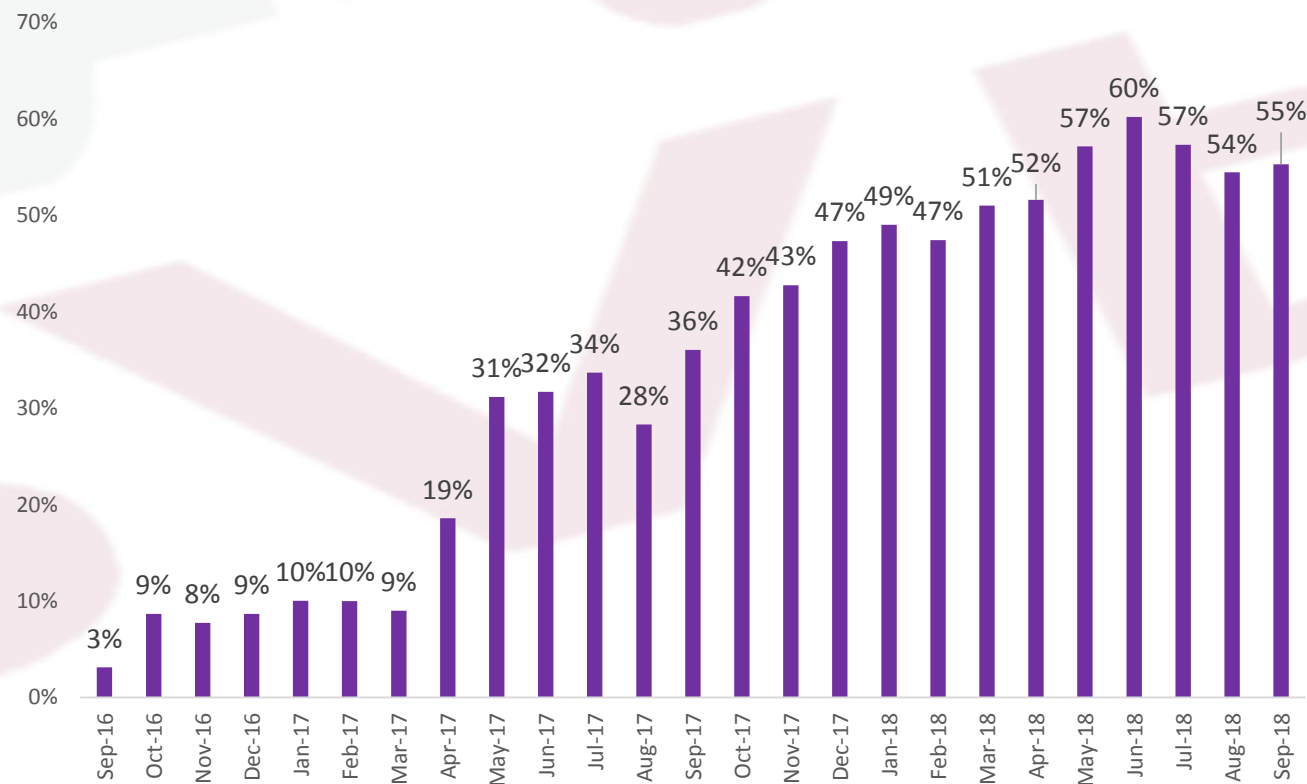
4. Meanwhile

The following most important services has been introduced by this mean:

- Call in sick
- Requesting benefits payments by employers
- Registering of new employees
- Registering of new employers

4. Meanwhile

PERCENTAGE OF NOTIFICATION OF SIC



4. Meanwhile

Observations:

1. One year after introduction, one third of the notification is by the digital way.
2. Two years after introduction, more than half of the notification is by the digital way.

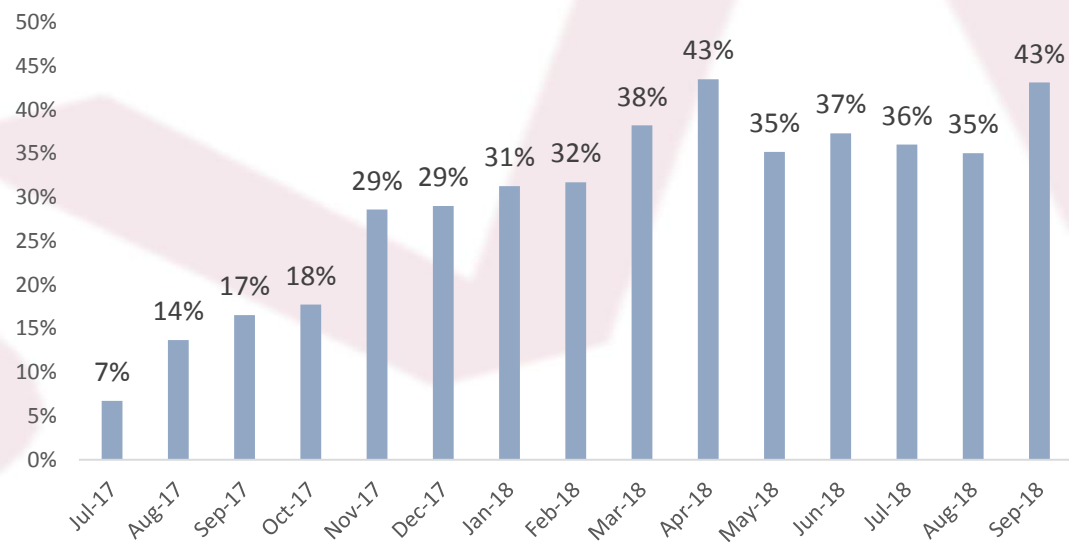
4. Meanwhile

Requesting benefits payments by employers:

99% of the requests are digitally made.

4. Meanwhile

PERCENTAGE OF NEW WORKERS REGISTERED MONTHLY
BY THE DIGITAL FORM



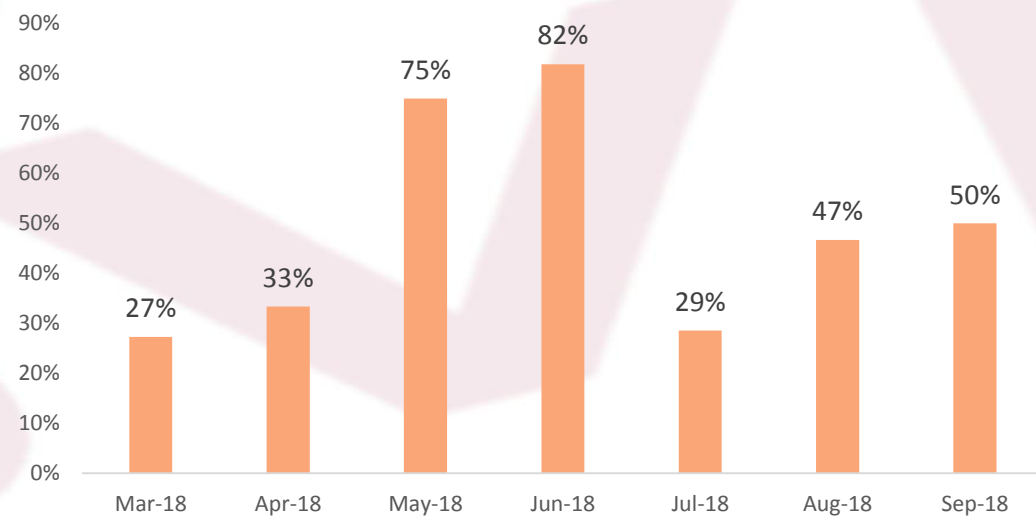
4. Meanwhile

Observations:

1. More and more employers are using the digital form to registered their employees.
2. Employees are registered almost immediately after starting working, reducing their risk of working without protection.
3. On average 6% more registration than usual, especially in the sectors with seasonal work.

4. Meanwhile

PERCENTAGE OF NEW EMPLOYERS USING DIGITAL FORM TO REGISTER TO THE SVb



4. Meanwhile

Observations:

1. With the digital form there is no need for appointment anymore and the registration is far more easy and worker get their protection from the beginning of the contract.
2. Till now 35% of all the employer opened an account on our website.

5. Final remarks

SVb is very satisfied:

1. The digital registration of both employees as employers have help in the extension of coverage.
2. The system to be introduced by 2020 promised to help correct many malfunctioning of the actual system.
3. The SVb look forward for 2020.

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