

General information about supplementary mutual aid services

- When submitting a request for mutual aid fund services, Fund Members should use the **relevant form** provided by the Fund and **sign** it. Each request should be accompanied with certain **mandatory enclosures**, which are shown in the table below.
- Requests for services should be submitted to the Fund **within 120 days of the start of eligibility** (the underlying event occurring, the underlying condition developing or documentary proof of eligibility for services being received).
- Supplementary mutual aid fund services will be provided **against payments made at least 180 days before**; this means that the Fund will provide these services against balances available and registered on the Fund Member's individual account for at least 180 days. Yields and tax refunds can be used for mutual aid fund services immediately.
- In the case of services where the amount available is capped per individual account, requests by the Fund Member and the service beneficiaries will be aggregated.
- In relation to a particular event, each Fund Member may submit one request for services (e.g. where both parents of a newborn are Fund Members, both are eligible to receive services upon the birth of their child).
- Where eligibility for services is based on a non-permanent condition, beneficiaries should **inform the Fund within 30 days** about the end date of the condition and/or the receipt of a document evidencing the **end of the condition on which their eligibility for services was based**. Fund Members will be liable for the legal consequences of failing to inform the Fund.
- The Fund will **assess and pay out** requests for mutual aid services **within 25 working days** of the submittal of the request (provided that the 180-day balance is available and the payment is one-off).
- Ongoing and regular (annuity-type) monthly payments will be paid by the Fund between the 20th and the 25th of each month.
- When services are provided to a service beneficiary, that relative must have been registered no later than at the time of the event.
- Health cards cannot be used for accessing mutual aid fund services.

Should you have any questions regarding the eligibility of specific items, do not hesitate to contact our customer service at the e-mail address info@otpep.hu or by telephone at +36 1 3666 555.

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Mutual aid services	Recipient (Member/Beneficiary)	Service conditions and maximum amount	Mandatory enclosures with the request form	Eligibility starts (120 days)
Childbirth support	M+B (as parent)	The Fund pays the childbirth support to the parents, adoptive parents or guardians raising the child. (It is not a precondition to register the child as a service beneficiary.) Limit: A one-off lump-sum payment per member account, capped at HUF 1,000,000 per child.	<ul style="list-style-type: none"> - Copy of birth certificate - Copy of official adoption certificate, if applicable. 	Birth / adoption date of the child
Childcare support	M+B (the parent, adoptive parent or guardian named in a resolution as recipient of the family allowance)	The Fund pays the childcare support to the parents, adoptive parents or guardians raising the child. (It is not a precondition to register the child as a service beneficiary.) Limit: Supplementing the baby care allowance (CSED, until the 168th day) or the childcare allowance (GYED, until age 2) during the disbursement period, up to the amount on which the allowance is based. (Act LXXXIII of 1997)	<ul style="list-style-type: none"> - Copy of resolution (certificate) granting the allowance - Copy of current account statement or postal payment slip to evidence payment of the allowance (CSED, GYED) 	Receipt of proof of eligibility (CSED, GYED payment)
Parenting support	M+B (the parent, adoptive parent or guardian named in a resolution as recipient of the family allowance)	The Fund pays the parenting support to the parents, adoptive parents or guardians raising the child. (It is not a precondition to register the child as a service beneficiary.) Limit: Supplementing the childcare assistance allowance (GYES, until age 3) and the parenting allowance (GYET, until age 8) during the disbursement period, up to the amount on which the allowance is based. (Act LXXXIV of 1998)	<ul style="list-style-type: none"> - Copy of resolution (certificate) granting the allowance - Copy of current account statement or postal payment slip to evidence payment (at the time of the request or any time during the disbursement period when the allowance amount changes) 	Receipt of proof of eligibility (GYES, GYET payment)

Mutual aid services	Recipient (Member/Beneficiary)	Service conditions and maximum amount	Mandatory enclosures with the request form	Eligibility starts (120 days)
Jobseeker's support	M+B	The service is available to those whose income-generating occupation has been terminated and who are not eligible for pension payments. Limit: Supplementing the jobseeker's allowance/jobseeker's aid payable under Act IV of 1991 during the disbursement period, up to the amount on which the allowance is based.	<ul style="list-style-type: none"> - Copy of the resolution granting the allowance or aid - Copy of bank account statements or postal receipt slips confirming payment of each allowance/aid payment 	Receipt of proof of eligibility
Support for the documented cost of funerals	M	Reimbursing the Fund Member for documented funeral costs in the event of the death of a close relative of the Fund Member. A one-off service available on a single occasion after a death. It is not a precondition that the relative be a service beneficiary. Limit: Invoices approved by the Fund and already paid by the Fund Member may be reimbursed; there is no upper limit.	<ul style="list-style-type: none"> - Copy of the close relative's death certificate or copy of a court ruling establishing the fact of the death or declaring the person dead - Original copy of invoice(s) containing the Fund Member's name, address or membership ID as well as the name of the deceased close relative (invoices must not be older than 120 days) 	Payment of the invoice amount.
Schooling support	M+B (the parent, adoptive parent or guardian named in a resolution as recipient of the family allowance)	The Fund pays the childbirth support to the parents, adoptive parents or guardians raising the child. (It is not a precondition to register the child as a service beneficiary.) Schooling support may be requested for each child in kindergarten, primary school or secondary or tertiary education: 1) reimbursement of the costs of textbooks, learning materials and clothes purchased by a family allowance recipient for a child/student as defined in the Act on Public Education, 2) reimbursement of the tuition fees, usage fees, student residence fees or rent of a natural person under the age of 25 with student status at a Hungarian tertiary education institution recognised by the State and listed in Annex 1 to the Act on Higher Education. Limit: The monthly minimum wage in effect as of the first day of the current year (HUF 266,800 per year per child in 2024).	Children/pupils: <ul style="list-style-type: none"> - Kindergarten or school attendance certificate - Copy of certificate of eligibility for family allowance (no more than 120 days old) - Paid original invoices itemising the textbooks, learning materials or clothing purchased University/college students (up to 25 years of age): <ul style="list-style-type: none"> - Certificate of attendance at college or university (no more than 120 days old) - Original invoices and other documents evidencing the payment of tuition fees, usage fees, student residence fees or rent - In both cases, the invoice should be issued to the name and address of the Fund Member (or the service beneficiary), and the 'Product (service) description' section in the invoice should also include the name of the child/pupil/student. 	Payment of the invoice amount (Based on paid invoices issued within the period lasting from 15 days prior to the first day of the academic year to 15 days after the last day of the academic year.)
Support for the repayment of housing mortgage loans	M	The Fund pays the support towards the repayment of housing mortgage loans directly to the disbursing credit institution or into the Member's retail current account. Limit: The monthly amount is capped at 15 per cent of the monthly minimum wage in effect as of the first day of the current year (in 2024: HUF 40,020 per month), and it must never exceed the repayment instalment paid.	<ul style="list-style-type: none"> - Copy of housing loan agreement and mortgage loan agreement. - Confirmation from the credit institution (a one-off confirmation document or a bank account statement) to document the repayment instalments in the 3 months prior to filing the request - If the payment is made to a current account, confirmation from the credit institution or a copy of bank account statement to evidence the monthly repayments (if the bank account holder is not the Fund Member, a private deed of full probative value is required in which the co-debtors declare that they make joint repayments) 	Receipt of proof of eligibility (confirmation from credit institution)
Support for payment of utility charges	M	Available for utility charges (electricity, gas, water, sewage) payable by a Fund Member classified as a vulnerable consumer under Act LXXXVI of 2007 on Electricity and Act XL of 2008 on Natural Gas Supply. Limit: 15 per cent of the monthly minimum wage in effect as of the first day of the current year (in 2024: HUF 40,020 per month).	<ul style="list-style-type: none"> - Copy of the certificate of vulnerable consumer status, which is sent to consumers by the gas distributor/electricity distributor (to be submitted with the first request and renewed every year by 31 March) - Copies of paid (electricity, gas, water, sewage) utilities bills and receipts issued in the period of the vulnerable consumer status - Copy of proof of payment (e.g. bank account statement) 	Payment of the invoice amount
Support for elderly care	M+B	Support for the daily or monthly fees of a Fund Member or a registered close relative placed in a care home or nursing home. Limit: Reimbursement of the documented daily or monthly fee may be made up to the daily or monthly minimum pension amount (in 2024: HUF 28,500 per month).	<ul style="list-style-type: none"> - Confirmation from the institution on the identity of the care recipient and the person paying for the care, the duration of stay/care and the amount of the usage fee - Original(s) of the paid invoice(s) issued to the name and address of the Fund Member/service beneficiary, also showing the name of the person in care 	Payment of the invoice amount