2018

Family life

Fiona, 34, is pregnant and

year. Fast forward 30 years

she will also marry next

and she wants to retire.

support her during these

90%

58%

Does eGovernment

important events?

Fiona is happy that

obtain a new birth

certificate for her

during the hectic

first months

little one, after the

original one got lost

Fiona's husband,

liked more help

online, when

kid

49%

Peter, would have

obtaining parental

authority for their

Much later, at the

end of her career,

Fiona applied for

but found the

process not

transparent

her pension online,

she could easily

## Losing and finding a job

Marc, 29 years, recently lost his job. Can he obtain unemployment benefits online? Does eGovernment help him in finding a new job?

> Marc is glad that he can register for unemployment benefits online

Marc is happy that he can access an online job-searching database to help him get back on trach

78% Marc is glad that most of communication with the responsible authorities can be done entirely online

This life event consists of services related to losing and finding a job



## Studying

Maria, 20 years old, wants to enroll in a Business Administration bachelor. Is she able to do this online?

Maria enjoys that she can easily register online for her new study

80%

Because of financial hardship, Maria applies for additional benefits. Most of the time this can be done online

67% When Maria applied for a student grant, some of her information was prefilled

This life event consists of a services related to the orientation, enrolment and support for studying



Moving

Jovce. 44. married and

mother of three children

has bought a new house in

another municipality. How

does eGovernment make

95%

85%

her life easier?

For Joyce it was a

could notify most

other organisations

Joyce is happy that

she could register in

her new municipali-

to another

When Joyce moved

European country

make an appoint-

ment for a registra-

she was able to

tion certificate

online

delight that she

of her address

change online

ty online

72%

Margo is happy that she can always fill in her VAT-declaration online

81% When Margo wants to appeal a VAT decision, she cannot always do this online

> 8% When Margo wants to set up a new office in another EU country, she finds that she can easily claim her VAT refund in other

This life event covers 11 services related to administrative and tax, HR and VAT.

countries

This life event covers 8 services related to moving houses

**Business start-up\*** 

restaurant. How can

make his start-up a

Carl was happy that

he could register his

new company online

Carl could easily

register his company

Carl enjoys secure

online authentica-

when fulfilling his

tion with his eID

tax obligations.

This life event covers 33

making a first business plan

to hiring the first employers

service, ranging from

as an employer to

start hiring people

as employees

85%

eGovernment help him to

97%

99%

## 2019

