

WHERE AND HOW DO I APPLY?

Applications for all claims can be made either in writing or in person. Contact information and availability for BUAK staff is provided on the reverse side.

ARBEITNEHMERINFORMATION (ANI)

If the worker was employed by a construction company which is subject to BUAG, he or she will receive information on all claims that may be asserted against BUAK on a quarterly basis, approximately 6 weeks in arrears.

This information will be sent to the worker's private address. It is therefore imperative that you inform BUAK of any change in address by sending a copy of your registration certificate.

The bank confirmation will be sent with the employee information if BUAK does not have any bank details on file for the respective worker.

Should you have any further questions, the staff at the BUAK head office and in our regional and service centres will be happy to help!

Customer Service

Tel DW 5000
Fax DW 95 0 99
Mail kundendienst@buak.at

Corporate Customer Service

Tel DW 2000
Fax DW 93 0 99
Mail betriebsbetreuung@buak.at

Corporate Pension Insurance Fund

Tel DW 3000
Fax DW 93 0 99
Mail buak-bvk@buak.at

OPENING HOURS

Vienna
Monday, Tuesday, Thursday
8.00 am – 3.00 pm
Wednesday 8.00 am – 6.00 pm
Friday 8.00 am – 12.00 pm

Tyrol, Carinthia and Styria
Monday to Thursday
8.00 am – 3.00 pm
Friday 8.00 am – 12.00 pm

Upper Austria, Salzburg and
Burgenland
Monday to Thursday
8.00 am – 1.00 pm
Friday 8.00 am – 12.00 pm

Vorarlberg
Monday to Friday
8.00 am – 12.00 pm

LEGAL NOTICE
BUAK, Kliebergasse 1A, 1050 Wien

LOCATIONS

Vienna
1050 Wien
Kliebergasse 1A
Fax DW 92 1 99
Mail betriebsbetreuung@buak.at

Burgenland
7000 Eisenstadt
Wiener Straße 7
Fax DW 92 1 99
Mail betriebsbetreuung@buak.at

Salzburg
5020 Salzburg
Hans-Sachs-Gasse 5
Fax DW 92 1 99
Mail betriebsbetreuung@buak.at

Upper Austria
4020 Linz
Anastasius-Grün-Str.26-28/1/16
Fax DW 92 3 99
Mail lo@buak.at

Styria
8020 Graz
Mohsgasse 10
Fax DW 92 4 99
Mail lst@buak.at

Carinthia
9010 Klagenfurt
Bahnhofstraße 24
Fax DW 92 5 99
Mail lk@buak.at

Tyrol
6020 Innsbruck
Südtirolerplatz 14-16
Fax DW 92 8 99
Mail lt@buak.at

Vorarlberg
6900 Bregenz
Kaiserstraße 27
Fax DW 92 9 99
Mail lv@buak.at

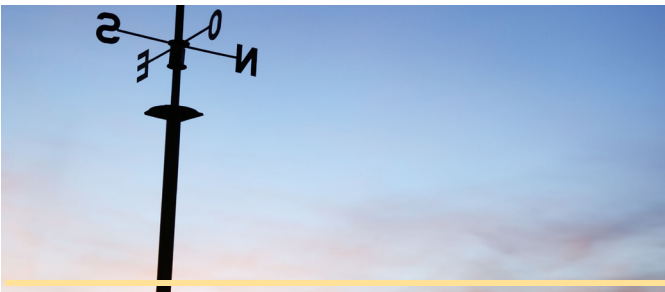


TIPS A GUIDE

QUESTIONS & ANSWERS

When do I have a claim against BUAK?
How do I submit my application?
How do I receive what I am entitled to?

Last updated: 1 August 2017



We have compiled the most frequently asked questions and their answers in this folder.

WHEN CAN COMPENSATION BE CLAIMED?

Six months after leaving the construction industry or immediately after presenting the pension notice or supplement paid to unemployed construction workers prior to retirement, or death of the employee.

WHEN CAN HOLIDAY COMPENSATION (UEL) BE CLAIMED?

Holiday compensation is either paid out by BUAK automatically following the last employment contract (if leave entitlements would expire within six months) or the worker can choose to apply in the event of termination.

WHEN CAN STATUTORY SEVERANCE PAY BE CLAIMED?

12 months after leaving the construction industry, or immediately upon submission of the worker's pension notice, upon their resignation following the birth of a child, or upon the death of the worker.

WHEN CAN WINTER HOLIDAY COMPENSATION BE CLAIMED?

Winter holiday compensation entitlement is paid into the worker's respective secure account automatically.

As payment for the months in which the winter holidays fall is not issued until the end of February, this transfer will take place at the latest by 15 March following the winter holidays. A separate application is not required.

WHEN CAN THE BRIDGING ALLOWANCE BE CLAIMED?

The worker must make an application at least two months before the start of payments and submit this to the Construction Workers' Annual Leave and Severance Pay Fund (BUAK).

BUAK will then verify in cooperation with the pension insurance establishment that all the necessary requirements have been met.

Following approval, the monthly net entitlement is transferred to the worker's account using the account details provided via bank confirmation.

WHICH INFORMATION AND DOCUMENTS ARE REQUIRED?

Application forms are available on the homepage at www.buak.at, or can be requested over the phone or in person. Claims for statutory severance pay, holiday compensation and the bridging allowance must be submitted via the online form provided.

The following documents are required for each payment:

- completed bank confirmation, including a copy of an official photo ID (provided BUAK does not already have this on file)
- pension notice if the application for compensation or statutory severance pay is made before the expiry of the statutory waiting period,

- or all documents relating to the inheritance proceedings if the claimant is deceased copy of an official photo ID

In the event of death of the employee, from 1 August 2017:

Open claims for holidays, severance pay, winter holiday compensation and the supplement paid to unemployed construction workers prior to retirement, are due to the spouse, registered partner and the children (adopted, foster and step children) in equal parts. The entitled persons shall make their claim for payment to the BUAK in writing within three months from the time of the death of the employee.

If no application is made within this period, the claims shall become part of the estate.

The following documents are required:

- Death certificate
- Birth certificates of the children/stepchildren
- Adoption order for adopted children
- Guardianship/custody order for foster children
- Confirmation of entitlement to family allowance for foster children
- Copy of the bank account card of all those eligible
- Copy of an official photo ID of all those eligible (e.g. passport, driving license, identity card)

BANK CONFIRMATION

Since 1 January 2010, BUAK has been legally obliged to make cashless payments for all worker claims. For this to occur, it is necessary to provide BUAK with the relevant information using the 'Bank Confirmation' form. You will receive this with your employee information. Alternatively, you can request the form by phone or in person.