

99107105041000, 99107105041000

Submitting a complaint about social insurance institutions that are not state-owned

Heruntergeladen am 21.06.2025

<https://fimportal.de/xzufi-services/102896926/L100010>

Modul	Sachverhalt
Leistungsschlüssel	99107105041000, 99107105041000
Leistungsbezeichnung I	Submitting a complaint about social insurance institutions that are not state-owned
Leistungsbezeichnung II	Submitting a complaint about statutory social insurance
Typisierung	3 - Bundesaufsichtsverwaltung: Regelung
Quellredaktion	Saarland
Freigabestatus Katalog	fachlich freigegeben (gold)
Freigabestatus Bibliothek	fachlich freigegeben (silber)
Begriffe im Kontext	
Leistungstyp	Leistungsobjekt mit Verrichtung
Leistungsgruppierung	Sozialleistungen (107)
Verrichtungskennung	Einleitung (041)
SDG-Informationsbereich	Rechte und Pflichten im Bereich der sozialen Sicherheit

Modul	Sachverhalt
	in der Union, auch im Zusammenhang mit Renten
Lagen Portalverbund	Altersvorsorge (1180100), Rente (1180200), Gesundheitsvorsorge (1130100), Krankheit (1130200), Außergerichtliche Verfahren und Streitschlichtung (1150100)
Einheitlicher Ansprechpartner	Nein
Fachlich freigegeben am	11.11.2024
Fachlich freigegeben durch	Ministry of Labor, Social Affairs, Women and Health of the Saarland (MASFG).
Handlungsgrundlage	https://www.gesetze-im-internet.de/sgb_4/_87.html https://www.gesetze-im-internet.de/sgb_4/_88.html https://www.gesetze-im-internet.de/sgb_4/_89.html https://www.gesetze-im-internet.de/sgb_4/_90.html https://www.gesetze-im-internet.de/sgb_4/_90a.html https://www.gesetze-im-internet.de/sgb_4/_87.html https://www.gesetze-im-internet.de/sgb_4/_88.html https://www.gesetze-im-internet.de/sgb_4/_89.html https://www.gesetze-im-internet.de/sgb_4/_90.html https://www.gesetze-im-internet.de/sgb_4/_90a.html
Teaser	If you lodge a complaint about statutory social insurance institutions with the competent supervisory authority, it will investigate the conduct of the insurance institution for potential violations of the law as part of its legal supervision and work to rectify them.
Volltext	<p>By lodging a complaint, you can have potential legal violations on the part of the statutory social insurance institution investigated by the competent supervisory authority.</p> <p>The supervisory authority is legally authorized to request all necessary documents from the statutory social insurance institution and to examine them for legal violations.</p> <p>If an infringement of the law is found, this must be rectified by the statutory social insurance institution. You will receive a letter from the supervisory authority about the result of the examination.</p> <p>The Ministry of Labor, Social Affairs, Women and</p>

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	Health (MASFG) in Saarland is only responsible for complaints from IKK Südwest.
Erforderliche Unterlagen	None. However, a written description of the facts is useful and may save time-consuming inquiries.
Voraussetzungen	
Kosten	Gebühr: Es fallen keine Kosten an free of charge
Verfahrensablauf	<p>Upon receipt of your complaint by the competent supervisory authority, you will first receive a confirmation.</p> <p>If necessary, the social insurance institution concerned will then be asked to comment on your complaint.</p> <p>The supervisory authority will then check the statement and all associated documents for legal violations. Once the supervisory review has been completed, you will receive a reply with the results of the review.</p>
Bearbeitungsdauer	<p>4 - 6 Woche(n)</p> <p>The duration of processing depends, among other things, on the scope and complexity of the individual case. It may take four to six weeks.</p>
Frist	
weiterführende Informationen	
Hinweise	<p>The examination of the complaint does not constitute legal advice and does not replace an objection or a complaint.</p> <p>The supervisory authority only acts in the public interest. The competent supervisory authority is therefore not obliged to take action following a complaint.</p> <p>If there is a violation of the law, the competent supervisory authority will work to ensure that this is rectified by the statutory social insurance institution. However, the supervisory authority cannot make any decisions in place of the social insurance institution. If the complainant seeks a change in the law, he/she must contact the responsible federal ministry directly.</p>

Modul

Sachverhalt

If the statutory social insurance institution covers more than three federal states, the Federal Social Security Office (BAS) is responsible. If this is not the case, it is usually the respective state's Ministry of Social Affairs. In Saarland, this is the Ministry of Labor, Social Affairs, Women and Health (MASFG).

Rechtsbehelf

Kurztext

Complaints about statutory social insurance providers (pension and accident insurance).
 Necessary documents for complaints include, if possible, a written description of the facts of the case and documents that could be important for the facts of the case
 The competent supervisory authority checks the conduct of the statutory social insurance institution for violations of the law and works to ensure that the insurance institution remedies the violation of the law
 The complainant receives notification of the outcome of the review at the end of the review
 The competent authority is the supreme administrative authority responsible for social insurance in the federal state in which the state-directed insurance institution has its registered office. If it is not a direct state insurance institution, the complaint must be addressed to the Federal Social Security Office (BAS)

Ansprechpunkt

Zuständige Stelle

Department G, Division G 5 of the MASFG is responsible for complaints relating to statutory pension and/or accident insurance.
 Department D, Division D 1 of the MASFG is responsible for complaints regarding statutory health insurance.

Formulare

Ursprungsportal

Submitting a complaint about social insurance institutions that are not state-owned, Beschwerde über landesunmittelbare Sozialversicherungsträger einreichen