

99146001153009, 99146001153009

Hotline of the Central Allowance Office for Retirement Assets (ZfA) of the German Pension Insurance

Heruntergeladen am 29.06.2025

<https://fimportal.de/xzufi-services/197468173/L100039>

Modul	Sachverhalt
Leistungsschlüssel	99146001153009, 99146001153009
Leistungsbezeichnung I	Hotline of the Central Allowance Office for Retirement Assets (ZfA) of the German Pension Insurance
Leistungsbezeichnung II	
Typisierung	7 - Service- und Sonderrufnummern
Quellredaktion	Rheinland-Pfalz
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	
Leistungstyp	Leistungsobjekt mit Verrichtung
Leistungsgruppierung	Sonderleistungen (146)
Verrichtungskennung	Einrichtung (153)
SDG-Informationsbereich	

Modul	Sachverhalt
Lagen Portalverbund	
Einheitlicher Ansprechpartner	Nein
Fachlich freigegeben am	
Fachlich freigegeben durch	
Handlungsgrundlage	https://www.gesetze-im-internet.de/estg/BJNR010050934.html#BJNR010050934BJNG023502140 https://www.gesetze-im-internet.de/estg/BJNR010050934.html#BJNR010050934BJNG023502140
Teaser	
Volltext	The employees of the hotline provide general information on the subsidized retirement provision ("Riester pension"). This applies to general and technical questions relating to private pension provision, in particular: • to the retirement provision contract, • entitlement to allowances and calculation of allowances, • on the Owner-Occupied Home Pension Act (Wohnriester) and • for pension equalization, etc. In addition, the ZfA provides general information on the procedures (e.g. the granting of allowances or the recovery of allowances in the event of review proceedings or the so-called harmful use). The ZfA cannot and must not provide specific advice on a case-by-case basis. This includes individual questions about the "best product" or the "best provider".
Erforderliche Unterlagen	
Voraussetzungen	
Kosten	None.
Verfahrensablauf	
Bearbeitungsdauer	

Modul

Sachverhalt

Frist

weiterführende Informationen

Hinweise

Providers of the retirement provision product (e.g. banks, insurance companies, building societies, investment funds) provide advice on a case-by-case basis. Fees may be charged for advice provided by consumer advice centres or other independent institutions.

Reports of the pension receipt notification procedure are forwarded to the responsible tax authorities via the ZfA. The ZfA cannot provide any information on pension insurance issues. For data protection reasons, access to the IT procedures of the pension insurance is not possible. Information on the content of the report can only be provided by the issuing institutions, and only by the tax offices with regard to taxable income.

Rechtsbehelf

Kurztext

The employees of the hotline provide general information on the subsidized retirement provision ("Riester pension"). This applies to general and technical questions relating to private pension provision, in particular:

- to the retirement provision contract,
- entitlement to allowances and calculation of allowances,
- on the Owner-Occupied Home Pension Act (Wohnriester) and
- for pension equalization, etc.

In addition, the ZfA provides general information on the procedures (e.g. the granting of allowances or the recovery of allowances in the event of review proceedings or the so-called harmful use).

The ZfA cannot and must not provide specific advice on a case-by-case basis. This includes individual questions about the "best product" or the "best provider".

Modul	Sachverhalt
Ansprechpunkt	German Federal Pension Insurance Central Allowance Office for Retirement Assets Citizens' Telephone: Phone: +49 3381 21222324 https://www.zfa.deutsche-rentenversicherung-bund.de/de/Navigation/public/1_ZfA/1_ZfA_node.html https://www.zfa.deutsche-rentenversicherung-bund.de/de/Navigation/public/1_ZfA/1_ZfA_node.html
Zuständige Stelle	
Formulare	
Ursprungsportal	Hotline of the Central Allowance Office for Retirement Assets (ZfA) of the German Pension Insurance, Sonderrufnummern Einrichtung Hotline der Zentralen Zulagenstelle für Altersvermögen (ZfA) der Deutschen Rentenversicherung