



U.S. Newcomers Guide 2025



Your guide to transitioning
and integrating at JFC
Brunssum and surrounding
areas, safely

**Allied Joint Force Command Brunssum
(JFCBS)
Rimburgerweg 30
6445 PA, Brunssum, Netherlands**

Key considerations when
moving to The Netherlands

- Focus on what to do before and post-arrival
- Understand local rules and laws for military members and families
- Transition and integrate safely in The Netherlands

March 2025

Forward

Congratulations on your assignment and welcome to the Tri-Border area of Belgium, The Netherlands, and Luxembourg, referred to as the BENELUX region. This assignment is an honor and a privilege in an environment designed for personal and professional development.

NATO is continuing to evolve with now 32 nations in the world's greatest alliance. The work we do with our allies and partners is some of the most rewarding and challenging I have encountered, and I think you will agree once you are part of our community.

I encourage you and your family to embrace this remarkable opportunity to experience the rich and diverse culture that is NATO and the Tri-Border area. Through interaction with fellow NATO military and civilians you will better understand the rich history of the Alliance and each country within it—you will have opportunities to get out and experience Europe during your tour.

It is a privilege to represent the United States every day! Thank you for what you and your families do for our nation, and thank you in advance for your service in NATO. If there is anything we can do to help, please ask!

Major General Randolph J. Staudenraus, Deputy Chief of Staff Operations, Headquarters Allied Joint Force Command Brunssum, and Senior U.S. Officer in The Netherlands

Introduction

The intent of this guide is to consolidate information from various sources as well as the experience gained from those arriving before you. This guide supplements other available resources such as the Joint Force Command Brunssum Newcomers Guide and on-line information on relocation services. This is meant to assist you and your family with your reception and integration into the local community and the military enterprise. It is applicable for all U.S. military personnel in the BENELUX region who share services offered through the U.S. Army Garrison (USAG) Benelux-Brunssum.

Sponsorship of arriving U.S. Service Members is critically important, and sets the tone for the duration of your tour—we must get this right. Input for this guide was a collaborative effort between the U.S. National Support Element here at Joint Force Command Brunssum, the U.S. Coast Guard Element, and USAG Benelux-Brunssum. This is the fourth iteration of this guide, so we welcome your feedback as you complete your transition here.

**Colonel Jason Lojka, U.S. Senior National Representative,
Headquarters Allied Joint Force Command Brunssum**

Speak to the Experts

As a military member, whether this is your 15th PCS move, your first move overseas, or last PCS, having the right information and at the right time to help make the transition to The Netherlands is important.

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The purpose of this guide is to help members prepare for arrival, and upon arrival, help them and their family's transition and integrate to JFCBS and the surrounding area. In-processing this location includes three separate entities: U.S. Service Component; U.S. Army Garrison; and JFC Brunssum. The information compiled here is to help streamline these requirements. If at any time, you need more clarification, do not hesitate to contact your service POC and/or ACS Benelux-Brunssum below:

USNATO Support Units

Air Force

Unit 21601

APO AE 09752

Bldg. H-307, U.S. Delegation

Commercial: +31 45 526 2351

DSN: 606-244-2351

Email: 470ABS.CSS@us.af.mil

(ask for JFC Command Support Staff)

Army

Alpha Company, AFNORTH BN

Unit 21601

APO AE 09752

Bldg. H-307, U.S. Delegation

Email: [usarmy.shape.hq-usanato-bde.list.a-](mailto:usarmy.shape.hq-usanato-bde.list.a-co-admin@army.mil)

co-admin@army.mil

DSN: 314-597-3557

Navy/Marine

Bldg. H-307, U.S. Delegation

DSN: 606-244-3528

USCG

U.S. Coast Guard Activities Europe

Brunssum, The Netherlands

Unit 21603

APO AE 09752

Email: D05-DG-ACTEUR-TRAVEL@uscg.mil

Supporting Garrison:

Contact: ACS at USAG Benelux-Brunssum

Commercial: +31 45 534 0243

DSN: 597-4243



Tri-Border Region



Three-Border Region

Three countries, one mountain. Located at: Viergrenzenweg 97, 6291 BM, Vaals, NL



The province of Limburg, located in the far south of The Netherlands, is between the neighboring countries of Belgium and Germany. At its southernmost point is the town of Vaals. This town is only 5 km away from the German city of Aachen. The Dutch, most of whom live in flat polder areas, and some of whom even live below sea level, are proud of their 323m high Vaalserberg. As a result, the mountain has become a popular destination for trips. A viewing tower at its peak gives an unobstructed view over three countries: Belgium, Germany, and The Netherlands. Incidentally, the Top 10 highest mountains in Holland are located in the province of Limburg (the 877m high Mount Scenery on the island of Saba, which belongs to the Dutch Antilles, does not count).

Pre-Arrival Preparations



For all Official travel, access the Electronic Foreign Clearance Guide (FCG) by using the link provided below and for guidance on DoD-sponsored, official foreign travel. When applicable, use the site for unofficial (Leave/Pass) travel as specified within individual DoD FCG country pages.

<https://www.fcg.pentagon.mil/fcg.cfm>

Two Types of Passports:

The **Official “No-Fee” Passport** is only for entry and exit of the country of official assignment. The “No-Fee” Passport is for military and government personnel’s dependents to travel abroad on government orders. It is **REQUIRED** for dependents to have a “No-Fee” Passport in order to travel to The Netherlands. This requires you to apply at the nearest U.S. military installation Passport Office or Installation Travel Office for a “No-Fee” Passport well in advance of your report date. Official orders* are required to apply for the “No-Fee” Passport. Request for Orders (RFOs) or Assignment Instructions will not be accepted. The government does provide this service free of charge. Please allocate at minimum 6-9 weeks for processing time.

All other travel requires a **Tourist Passport** for each family member (including the Service Member & infants), to travel in and around Europe regardless of mode of travel. You will need a valid Tourist Passport if you plan to do any travel outside of your duty location. The Tourist Passport is not reimbursable. In order to apply for the Tourist Passport, please visit the Department of State website at <https://travel.state.gov> or use the QR code at the top of the next column for more details.

Apply for passports (both Official “No-Fee” and Tourist Passports) a few months in advance as each can take several weeks to process. Non-expedited Tourist Passports generally require 8-11 weeks to process. Expedited processing (5-7 weeks) will incur an additional cost. In order to expedite, it is \$60 plus Post Office fees if creating a new passport versus renewing an outdated passport. Again, “No-Fee” Passports generally take 6-9 weeks to process.

For USCG Military Members: Inspectors and IPSLOs must have two official passports prior to arriving. Check with your sponsor and local YN regarding this as it may take multiple months. Your sponsor will provide the required memo from the United States Coast Guard Activities Europe (ACTEUR) Command in order for DCO-I to process the second official passport.

Overseas Screening Required. Schedule overseas screening for all family members. The Reassignments Office at your local installation provides the instructions and paperwork required. Service Members will typically complete their overseas medical screening through their command. All other family members (dependents) must also complete an overseas screening. You will likely need to pick up the paperwork to complete a screening at an overseas screening office. Once you have the paperwork, call your care provider and schedule the overseas screening. You will want to take all vaccination records with you to this appointment.

**Note: For Army military members, the Reassignments Office will not produce official orders until medical/EFMP screening is complete and Command Sponsorship is approved.*

Finance

MILITARY PAY ALLOWANCES LIST

Moving to another country can be expensive. Costs may be higher than those normally linked with a CONUS PCS. Service Members are encouraged to set aside sufficient funds to cover at the minimum: first month's rent, security deposit (1-month rent amount), and landlord fee (equal to one month rent). Example: OHA = 1,500 Euros — you may need 4,500 Euros upon signing the lease. This is approximately \$5,000 depending on the current exchange rate. Additionally, Service Members need to be aware that temporary lodging expenses can range from 1,500-3,000 Euros for each 15 days, with temporary lodging allowance (TLA) reimbursements taking 1-3 weeks to process. While overseas or OCONUS PCS orders can be exciting, it is important to understand all associated costs, as well as different allowances and entitlements that come with an overseas move. The military and its support agencies can help with the added costs of an international move and living expenses abroad. Each service will help Service Members and their dependents move household goods and a Personally Owned Vehicle to a new overseas duty station. This is a one-time reimbursement of moving costs. There are many tools available to help guide Service Members and their dependents with moving overseas.

Below are the OCONUS allowances to prepare personal budgets for daily living expenses.

Overseas Cost of Living Allowance (COLA): This allowance helps Service Members to afford the higher living expenses incurred at some overseas installations. The amount depends on location, rank, and number of dependents. It also may change from paycheck to paycheck [based on fluctuations in the exchange rate](#). Use the official Overseas COLA Calculator to see how much COLA to expect at overseas installations.

Overseas Housing Allowance (OHA): This allowance helps Service Members pay for overseas housing “on the economy,” or off base in the surrounding civilian neighborhood. Applying for OHA can be done at a local Housing Services Office or commander upon arrival. Use QR code to see current OHA rates for overseas installations.



Family Separation Allowance: This allowance is for family members that cannot live at the Service Member's permanent duty station – most commonly when transportation is not authorized, housing is unavailable, you are aboard a ship, or your family cannot move due to a medical condition. This allowance is paid as a flat, monthly rate. Check with your installation [Defense Finance and Accounting Service](#) for more FSA details.

Family Supplemental Subsistence Allowance Program (FSSA): This is a Department of Defense program that supplements the eligible, active Service Member's household income if it is below 130% of federal poverty guidelines (maximum payment is \$1,100 per month). FSSA is only available for members with at least one dependent in their household(s) who are serving overseas (not including Puerto Rico, the U.S. Virgin Islands, or Guam). For more information about the FSSA program or any other assistance, members should contact their family support center, command, or community services financial management counselors. The FSSA Application, DD Form 2857 is available on the [WHS DOD Forms website](#).

Dislocation Allowance (DLA): This allowance can help with miscellaneous moving costs. It is generally paid once per PCS. It is not paid if you are reassigned to government quarters or are unaccompanied. Learn more about [DLA FAQs](#), or contact your installation [Finance Office](#) for details.

Move-in Housing Allowance (MIHA): This allowance helps cover miscellaneous expenses such as appliances, lease taxes, one-time rentals, or security-related expenses. It varies by currency rate and location. Check with your installation [Housing Services Office](#) for more details about MIHA.

Finance (Page 2/3)

Advances are available to cover the cost of moving. You can apply for an advance, such as:

- Overseas Housing Allowance
- Relocation Allowances (Travel / Moving-related expenses) — varies by service branch
- Rental Security Deposit

Before taking an advance, do your research about repayment, and contact the experts at your [Personal Financial Management Program Office](#) to assist with budget planning. Financial counselors can supply information regarding financial aid organizations and emergency assistance.

Temporary Lodging Allowance (TLA): Most inbound personnel spend approximately one month (30 days) in temporary housing while searching for a permanent residence and waiting for Lease agreements to be prepared. You are authorized up to 60 days of TLA. Extensions beyond 60 days are possible on a case-by-case consideration. TLA rates are not the same as per-diem. Work with your Admin./Finance Office to determine what you are entitled to and to properly process TLA requests. Per the Housing Services Office at USAG Benelux-Brunssum, Air BnB lodging arrangements are NOT authorized for reimbursement. It is recommended to contact your sponsor before reserving any temporary lodging. An initial stay of 30 days or longer might be required to locate long-term lodging that suits you and your family's needs.

To assist families in finding permanent housing, ALL personnel are required to report to the Army Leased and Privatized Housing Offices, located at the Directorate of Public Works, Building 8, Second Floor, at USAG Benelux-Brunssum. You must visit these offices within 48 hours from arrival and as part of your check-in process. Adequate temporary lodging is only available on the economy. You will want to make reservations as soon as possible, even months in advance. Contact your sponsor for additional information.

Government Travel Charge Card Policy

All Service Members are required to have a government travel charge card (GTCC). Use of the travel card for military members is mandated by the [Travel and Transportation Reform Act of 1998](#). Per the [DoDI 5154 31, Volume 4](#), DTMO is responsible for developing, coordinating, and

maintaining the [Government Travel Charge Card Regulations](#) and managing the GTCC program. The Military Services may further restrict/define this policy.



More information is found at:
<https://www.travel.dod.mil/>

Travel Card Training

DTMO requires all cardholders to take the Travel Card Program Course (listed as Programs and Policies - Travel Card Program (Travel Card 101)) available through [TraX](#). To access [TraX](#), users must register through [Passport](#) DTMO's web portal. For instructions on accessing Travel Card Program training in TraX, [click here](#).

Service Members should contact their GTCC appointed office/person prior to departure. **This is to ensure that accounts are up-to-date, increase Credit Limit on the GTCC, and update the account in a Mission Critical Status.** A Mission Critical status will provide a buffer between times of departure to receipt of funds for travel expenses applied to the GTCC. This should also help avoid any late fees applied to the GTCC.



Military Star Card

Service Members **MUST have** a Military Star Card in order to receive a fuel tax exemption at an ESSO station and upon arrival in The Netherlands via the Forax Program*. To participate and receive the rebates at the refuel station, Service Members are required to apply for a Military Star Card through AAFES. It is recommended to have the Military Star Card prior to arrival. For more information, visit the Star Card website at www.myecp.com. More details on the Forax program can be found under the Post-Arrival portion of this guide.

*More information is provided on **Pages 31 and 35**.

Finance (Page 3)

You Might Qualify!



Women, Infant, and Children (WIC) Program

WIC is a program that aims to provide healthy food products to families of young children. The WIC overseas program is designed to allow families to receive vouchers for the purchase of items such as infant formula, peanut butter, eggs, milk, vegetables, cheese, bread, fruits, juice, and cereal. The WIC overseas program provides support to active-duty military, military families, DoD contractors, and DoD civilian employees. Eligible personnel include expectant mothers through their pregnancy and the first six weeks after birth, mothers with an infant who is bottle-fed (up to six months old) or breastfeeding (up to one year old), and infants/children up until age of five. Each member of the family within eligible categories can apply to receive vouchers if qualified. Please note, eligible categories may differ between CONUS and OCONUS assignments. A WIC counselor will help determine eligibility and start enrollment process if applicable.

Vouchers are given on a three-month basis and designed for the WIC drafts (also known as vouchers) to be used about three times a month. Families within the WIC program have the option for nutritional screenings at no additional cost. WIC helps to ensure that families have access to nutritious foods without the stress of the cost.

Families stationed OCONUS must apply with the WIC overseas office or with the on-base WIC counselor. Even if family members have a previous WIC enrollment within CONUS, families must switch programs to WIC overseas. Families are encouraged to email usarmy.benelux.id-europe.mbx.dhr-acs@army.mil for appointments, additional information, or questions.

For more information on WIC overseas, visit <https://www.tricare.mil/wic/>.



Two-Factor Authentication

As part of out-processing from your previous duty station, and prior to arrival to The Netherlands, it is highly recommended to review and update personal security access information to commonly used websites. Two-factor authentication (2FA) gives businesses the ability to monitor and help safeguard their most vulnerable information and networks. 2FA generally provides several options to the user to receive one-time passcodes such as an email address, phone number, or customer service representative. At minimum, review 2FA information for any websites used to pull required Tax documents for annual filing purposes. This is especially important if a U.S. Phone Number is part of the 2FA process, and the number will be suspended during your tour in The Netherlands. For example, [Login.gov](https://login.gov) only allows for a code to be sent to a phone number as a text or a call. There are phone applications that can establish a U.S. number with your mobile phone, enabling the user to call toll-free numbers and landlines in the U.S. Be advised, these applications might require a premium upgrade to provide 2FA text options. These third party phone numbers typically need to be set up prior to departing the U.S. For more information on useful applications and websites, see **Appendix H**.

Foreign Bank Allotment

As a completely voluntary option upon arrival, Service Members, DoD civilian employees, and DoD contractors can create a Foreign Bank Allotment. The amount that is transferred from the U.S. Government to the foreign bank account is at the individual's discretion. MyPay does not allow you to complete an allotment to a foreign bank account; thus, a manual packet must be completed. After the allotment is initiated, then the allotment amount can be changed directly through MyPay. For DoD civilians and contractors, Community Bank and Andrews Federal Credit Union on USAG Benelux-Brunssum can assist with this process. For Service Members, see **Appendix I, Foreign Bank Allotment Packet** for more information.

Medical

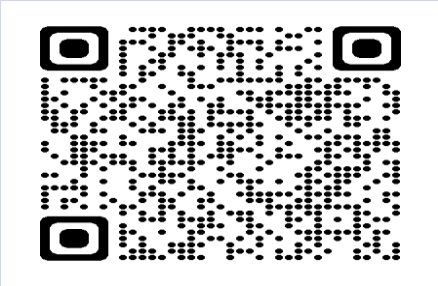
Exceptional Family Member Program (EFMP)

The EFMP is a comprehensive, coordinated, multi-agency program that provides community support, housing, medical, educational, and personnel services to military families with an Exceptional Family Member. Dependents must be screened, if eligible, when the Service Member is on assignment instructions to an OCONUS area. This is also for when command sponsorship/dependent travel is authorized and the Service Member elects to serve an accompanied tour. Each military service offers EFMP. Check with your local EFMP coordinator and/or S1 as to specific requirements, documents, and processing timelines to ensure that your family has the proper medical and educational needs required for your move to The Netherlands. For specific program service regulations and orders by military branch, use the QR codes below. See **page 25** and **Appendix P** for more information.

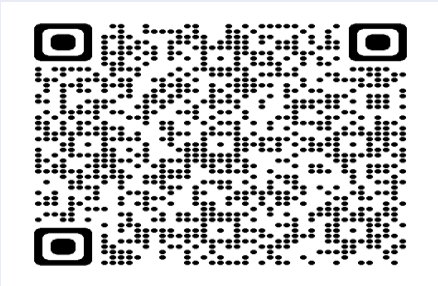
EFMP SERVICE REGULATIONS
AND ORDERS



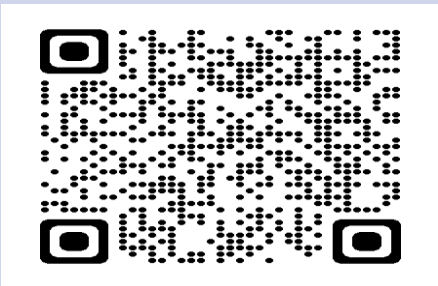
[USAF EFMP](#)



[USA EFMP](#)



[USN EFMP](#)



Temporary Lodging & Housing

The following information is to assist with arrival plans. If any questions arise in regards to housing, always refer to USAG Benelux-Brunssum policies. They are the proponent on housing and utilities.

Personal preferences will determine which hotel is best for you. On this page are some frequently used options in Brunssum, Maastricht, and Germany that are within a 15-30 minute drive to the in-processing stations. Other options are available and your sponsor can best assist in this decision. Please consider that public transportation is limited to some of the hotels and this alone will make traveling to work a challenge. Your sponsor may be able to assist, but it is the Service Member's responsibility to coordinate for transportation to and from work. For this reason, members previously opted to rent a vehicle. Unfortunately, a rental is not a reimbursable expense. Significant consideration should be given to the location you choose with respect to the new office location. Public transportation to the in-processing stations will only get you within a few miles, and depending on the temporary lodging you choose, could require a couple hours with transfers between buses and trains. This is an additional consideration when deciding to ship or buy a POV.

There is a plethora of local lodging and guesthouses that provide opportunities to stay in a variety of places, from apartments to houses. Some guesthouses can provide a rental vehicle that is included with your stay. Be advised, some may require an International Driver's License or the USAG Benelux-Brunssum Dutch Driver's Permit to utilize the rental vehicle. The lodging list below is not all-inclusive, but feel free to reach out directly to these establishments for more information. Depending on the time of year, hotels/guesthouses can fill up quickly due to holidays, tourists, and military moves. It is always a good idea to call well in advance and make reservations prior to arrival.

HOTEL EDENPARK: located in Brunssum and close to nature areas in South-Limburg. It is accommodating to families as they have two bedroom furnished apartments. It is within walking distance to JFC Brunssum. Also, rental vehicles are included as a flat rate.

Address: Vijverlaan 10 6443 BB, Brunssum (Limburg), NL
Telephone: +31 (0) 45 525 8885
Website: <http://www.edenpark.nl/>

GUESTHOUSE-AT-HOME: prides itself in providing well-equipped, luxurious, and pet-friendly accommodations. This lodging comes with a vehicle to utilize for the duration of your stay. Driving distance is approximately 15 minutes to Brunssum.

Address: Suestrastrasse 25, 52538 Selfkant-Susterseel, Germany
Telephone: +49-176-86969115/ 011-49-176-86969115 (WhatsApp available)
Website: www.guesthouse-athome.com
Email: Bart@guesthouse-athome.com

KARINS GUESTHOUSE: includes a vehicle to utilize during the duration of your stay and is pet-friendly. Driving distance is about 20-25 minutes to Brunssum.

Address: Von-Bronsfeld-Straße 47, 52511 Geilenkirchen, Germany
Telephone: +49 (0) 24 517 2015;
From the USA: +11 49 24 517 2015
Website: www.karins-guesthouse.com
Email: service@karins-guesthouse.com

THE INN PLACES: has temporary lodging facilities in both Germany and Brunssum (NL) and includes a rental vehicle to utilize. Driving Distance to Brunssum depends on the location of choice.

Address: Dorfstrasse 9 D-52538 Gangelt-Niederbusch
Telephone: +49-2454-7326
Website: www.theinnplaces.com
Email: reservations@theinnplaces.com

SUNNY GUESTHOUSE: includes 12 places to choose from and a rental vehicle to utilize. However, you must have an International Driver's License (i.e., AAA) or the USAG Driver's Permit. Driving distance is about 20-25 minutes to Brunssum.

Address: Zur Dahlmühle 11a, 52538 Gangelt, Germany
Telephone: +49 (0) 163-7766113
Website: <https://www.sunny-guesthouse.com/>
Email: info@sunny-guesthouse.com

THE TOWNHOUSE / LA BERGERE

APARTMENTS: located in Maastricht. Maastricht is the largest city in the area and has the amenities of a big city (restaurants, shopping, site seeing). It is the furthest commute. A rental vehicle is not included.

Address: St. Maartenslaan 1, 6221 AV Maastricht
Telephone: +31 (0) 43 321 1111
Website: info@townhousehotels.nl

Army Leased and Privatized Housing

Housing

The majority of personnel end up residing in Privatized Housing “on the economy”, but that is only if they are granted a **certificate of non-availability (CNA)** from the USAG Benelux-Brunssum Army Leased Housing Office. There is a small number of Army Leased, Dutch houses. If one of these houses is vacant at the time that a newly arrived member checks in, and the total occupancy rate for the Army Leased Housing is below 95%, the house is mandatorily assigned to the member. If the occupancy rate is above 95%, then the member is still offered that house, but can decline. If the member declines, they will receive a CNA, but will lose TLA from the date the house would have been available to move in. If no Army Leased houses are vacant, a CNA is issued and the member will retain TLA until they sign a lease out on the economy. It is best to be mentally prepared for these possible outcomes before attending your initial Housing Services Office appointment. Purchasing a house is also not recommended.

The easiest way to begin the housing process is to research the internet prior to arrival. There are a variety of websites on available residences. Some factors to consider are the proximity to work, public transportation, schools and school bus stops, as well as whether you prefer city versus country life. Another serious consideration if moving into Privatized Housing is Utility costs. Gas and electricity costs tripled from the beginning of 2022 to 2023. Each Dutch house maintains an energy rating by its local Utility Company. The USAG Benelux-Brunssum Housing Services Office can inform on the residence’s rating. Members should research renting a vehicle to bridge the time between either buying a vehicle or when their shipped POV arrives. Transportation for house visits is on the Service Member. Shipping a vehicle early so that it will have a better chance of being here upon arrival will help. There are also plenty of pre-owned vehicle choices on the local internet groups (e.g. SHAPE Motors; GK, JFC Classifieds; Facebook Marketplace; etc.). However, the majority of vehicles in Europe have manual transmissions. It is challenging to locate an affordable, pre-owned vehicle with an automatic transmission.

Due to the existing Status of Forces Agreement (SOFA), military personnel are not allowed to live in Germany or Belgium while assigned to The Netherlands.



Army Leased and Privatized Housing (Page 2/4)

Overall, houses tend to be smaller than what people are accustomed to in the States. This may cause difficulty when moving large furniture up narrow, spiral staircases or into small rooms. This includes large items such as king and/or queen size box springs and mattresses, oversized sofas, or other large items (even if disassembled). **Non-temporary storage in Europe is unavailable for HHG shipped** in excess of what will fit in living quarters. Storage will be at the Service Member's expense and can range from \$100-\$350 a month. For Privatized Housing, it is possible to rent a furnished, partially furnished, or unfurnished home. The type of housing is ultimately the renter's decision, but it is important to know the difference between each category. For example, unfurnished apartments are completely bare and many do not have finished flooring, lighting fixtures, kitchens, etc. In some cases, remodeled or newer homes include upgraded stovetops that only allow for induction stovetop cookware. If you decide to purchase furniture and many starter-up items, please review **page 31** and the Value-added Tax (VAT) exemption program information. Your sponsor can inform on this topic as well. Tax for non-food articles in The Netherlands is generally set at 21%, much of which is reimbursable through the VAT program. When in doubt, save all receipts!

Be advised that while negotiation of a rental contract with a landlord is possible, not all services (e.g. landscaping, cable, etc.) included in the rent will be covered by the OHA allowance. Utility expenses must be separate in the contract in order to be eligible to collect the monthly utility allowance. For example, cleaning services and internet services are personal costs not covered by OHA. Additionally, if you find a furnished house that you are interested in, but you plan to bring household goods, you may be able to negotiate the removal of the rental furniture in the contract. Conversely, if you find an unfurnished property, you may be able to negotiate having the property owner partially or fully furnish the property to your specifications during negotiations. Rental prices are also negotiable. Keep in mind that it is possible to reduce the price of a property by 10% or 15% through negotiation.

It is required to schedule an appointment with the Housing Services Office within **48** hours of arrival to

Brunssum. This is required in order to get a thorough explanation of the housing process. Either through a sponsor or through self-service, it is an option to schedule appointments before arrival. The Housing Services Office at USAG Benelux-Brunssum has agreements with a handful of rental agencies. This can smooth the process since these companies are familiar with working with American military personnel. The agreement also ensures that Service Members are not charged a "Finder's Fee." It is often common practice for rental agencies to charge this fee if the renter decides to utilize their services. The "Finders Fee" can be as high as one month's rent.

No one should feel forced or obligated to use only the recommended rental agencies though, as finder's fees are negotiable, and sometimes reimbursable. Reference the section labeled "Finance" for more information on this topic. It is very important to note that in The Netherlands, a verbal agreement or handshake can be legally binding. Be mindful of this while viewing properties.

You must also be aware that the Privatized Housing Office is **not** involved in finding you a residence. They may be able to recommend some homes and get you in contact with rental agencies. Nonetheless, it is the Service Member's responsibility to figure out where to live and to schedule viewing appointments with rental agencies/landlords. One of the most common ways that incoming personnel find houses is by networking with outbound personnel. Ensure you use your sponsor as your line of communication for this type of information. If you find a house outside of the Privatized Housing Office support, discuss it with them. They are well versed in Dutch law and can help figure out leases. Additionally, the Legal Offices on both USAG Benelux-Brunssum and Camp Hendrik (JFC Brunssum) can assist.

It is necessary to have a European Bank Account with Euros before signing a Lease. Your sponsor will help you set up an account. The first's month rent and a security deposit are required prior to Lease signing. The security deposit usually equates to one month's rent. OHA will start and TLA will end on the move-in date of the Lease. The U.S. Delegation Administrative Office will advise members on their TLA entitlement based on HHGs delivery, temporary furniture provided by the Army, etc. Use the link below to access **Department of Defense OHA rates:** [Overseas Housing Allowance Rate-Lookup](#)

Army Leased and Privatized Housing (Page 3/4)

Termination by the Lessee – Special Provisions

The Lessee must give notice of Lease termination at least thirty (30) days in advance of move-out date. The following are a couple examples:

- Reassignment that causes the Lessee to leave the South Limburg area, or
- Government accommodations being made available by the appropriate military authority

The Lessor is entitled to demand proof of the need to terminate the Lease within the agreed period.

Real Estate Websites

There are websites that can assist in searching for your next residence. The USAG Benelux-Brunssum Housing Services Office has authorization to list properties only on www.homes.mil. The International Housing Office (IHO) at JFC Brunssum maintains a notebook of house listings available for rent. These listings are also on their Instagram page (see IHO section on next page). Even so, there are additional websites to help incoming members in their privatized home search. Examples include www.iamexpat.nl, www.funda.nl, pararius.com, www.vesteda.com, and www.therentalagent.nl. Be advised that the Housing Services Office does not recommend AHRN as property owners who are “blacklisted” can use it! Recommend using a web browser such as Google Chrome that will translate the webpage if it is in Dutch. Talk with your sponsor when deciding on potential living locations. Your sponsor can provide advice and recommendations based on your situation. Living areas for homes in The Netherlands is in square meters. The following is a general estimates table to assist in your search:

| | |
|--------------|---------------|
| 1 sq meter | 11 sq feet |
| 10 sq meter | 108 sq feet |
| 100 sq meter | 1,076 sq feet |
| 150 sq meter | 1,615 sq feet |
| 200 sq meter | 2,153 sq feet |
| 250 sq meter | 2691 sq feet |
| 300 sq meter | 3,229 sq feet |
| 350 sq meter | 3,768 sq feet |

Army Leased Housing Office: Located at the USAG Benelux-Brunssum, Building 8, 2nd Floor. Operation hours are MON-FRI, 8:00 a.m. to noon, 12:30 p.m. to 4:30 p.m. Closed on holidays.

Housing Officers:

Email:

usarmy.benelux-brunssum.id-europe.mbx.dpw-hsg-gh@army.mil

Mr. Remy Reijnders

+31 045 534-0163

DSN 597-4163

Ms. Astrid Breiten

+32 045 534-0165

DSN 597-4165

As mentioned earlier, the Housing Services Office will not find a residence or set up viewing appointments for you, but it is still necessary to schedule an in-processing appointment within **48 hours** of arrival. The Housing Services Office will review all leasing contracts before the Service Member signs. This can easily occur through email. Research the address online for other listings and pictures of the property, and call the landlord to schedule a viewing.

Privatized Housing Office: Located at the USAG Benelux-Brunssum, Building 8, 2nd Floor. Operation hours are MON-FRI, 8:00 a.m. to noon, 12:30 p.m. to 4:30 p.m. Closed on holidays.

Housing Rental Officers:

Email:

usarmy.benelux-brunssum.id-europe.mbx.dpw-hso@army.mil

Mr. Frank Vergoossen

+31 045 534-0149

DSN 597-4149

Mr. Frans Brorens

+31 045 534-0151

DSN 597-4151

Ms. Monique Zweiphenning

+31 045 534-0150

DSN 597-4150

Ms. Celine Frusch

+31 045 534 0152

DSN 597-4152

To complete the housing application process, personnel will be required to provide copies of their orders, verification of date of departure from last permanent duty station, and verification of dependents that travelled OCONUS with the Service Member.

Pet owners must obtain liability insurance for their pets. For more information on pets, see next page and **page 21**, “Pet Travel & Requirements”.

Army Leased and Privatized Housing (Page 4)

Loaner Furniture & Appliances

Service Members have the opportunity to borrow certain household items from the Army on either a short or long-term basis. The Army will provide items such as washers, dryers, and combination refrigerator/freezers if needed for the duration of your tour. They can also provide wardrobes for storage purposes as many Dutch houses do not have as many closets as Americans are accustomed to. While waiting on delivery of household goods/furniture, they can provide beds, living and dining room furniture, couches, and etcetera. For more information, contact Mr. Raymond Geurts (see below).

Loaner Appliance Repair/Replacement Officer:

Email:

usarmy.benelux-brunssum.id-europe.mbx.dpw-hsg-cfmo@army.mil

Mr. Raymond Geurts

+31 045-534-0154

DSN 597-4154

International Housing Office

Service Members can contact the IHO for other local listings. To access the IHO listings, visit the IHO located at JFC Brunssum, Building H603, B017. Another option is to use the QR code and Instagram link below to access the IHO listings.

Operation Hours:

Monday - Thursday: 8:00 a.m. - 4:00 p.m.

Friday: 8:00 a.m. - 2:00 p.m.

Closed on weekends & NATO holidays.

Contact Information:

Telephone: +31 (0)45 526 2135

Email: housingoffice@jfcbs.nato.int

<https://www.instagram.com/int.housingoffice/>



Pet Travel & Requirements

There are several items needing to be taken care of ahead of time to guarantee that you and your pets arrive easily. Below are some pet considerations with regards to temporary lodging and Army Leased Housing. For more information on pet travel and requirements, see **page 21**.

Temporary Lodging

Be sure to confirm that the temporary lodging allows pets. This varies by location and sometimes even by pet size. Nonetheless, The Netherlands is a very pet friendly place. Most, if not all, of the temporary lodging recommendations listed in this guide accommodate pets.

Army Leased Housing

Per U.S. Army Regulation, residents can have up to two pets (dog or cat only) per home. Animals over 75 pounds are not allowed. Certain dog breeds such as American Stafford Bull Terriers or English Stafford Bull Terriers, Rottweilers, Doberman Pinchers, Wolf hybrids or a mix thereof are not allowed in Family Housing.

Utilities

For Privatized Housing, the Housing Services Office at the USAG Benelux-Brunssum will assist in setting up auto bill pay for all utilities, or change utility services as needed. After signing the Lease, the Housing Services Office will aid in preparing contracts with the utility companies' (ENGIE and WML) tax-free program. Once utility contracts are established, the member will receive a monthly or bi-monthly bill at fixed price. This bill is an estimate, and the monthly costs indicated in the bill are a reflection of the previous years' consumption rates for that residence. Members will receive a "final bill" once a year and about a month after the utility company reads the residence's meter. The "final bill" takes into account the monthly advance payments. Depending on total consumption, you might have to pay additional money or receive a refund for the overpayment at the end of the year when the annual bill is reconciled. Another important consideration for keeping utility costs low is to take advantage of the lower rates for energy/water during the nights and weekends. The cost is lower after 9:00 p.m. during the week, all day on weekends and Dutch holidays.

Electricity

Dutch houses are wired for 220 volt/50-cycle electricity. If you want to check if your small electrical equipment will operate in The Netherlands, check the back panel. If it reads 110-240 volts/50-60 cycles (Hz), then you will simply need an inexpensive plug adapter (Dutch electrical plugs have two rounded prongs). If the equipment reads 110V/60Hz, you may be able to use a transformer to reduce the voltage safely. **Computers and computer monitors** are generally "dual voltage." They can operate in Europe without a transformer and after changing the power-setting switch on the back of the computer. **Standard U.S. lamps** also make the transition easily without a transformer. Simply replace the 120V light bulb with a 220V bulb of the same size and wattage and use an adapter to plug in the lamp. Lamps using bulbs with a smaller E12 base cannot be converted to operate with standard sized E14 European bulbs. **Appliances** such as electric skillets, crockpots, irons, and anything with a heating element generally operate satisfactorily using a transformer.

Electronics and Appliances

Electronics and appliances equipped with motors,

magnetrons, or other sensitive electronic innards will not operate properly (or may work), but will suffer severe damage and/or reduced life expectancy with a transformer. The items below might fall in this area:

- TV (Local television systems also use a different signal format—PAL vice NTSC)
- Coffee Maker
- Microwave Oven
- Printer and Fax Machine
- Powered Computer Speakers
- Stereo Equipment
- Blow-up Mattress
- Bread Machine
- Alarm Clock
- CD/DVD Player (DVDs will only work Region 1)
- Electric Mixer (generally no problems with the mixers running on a transformer)
- Electric Fan
 - Electric Fan will work off a transformer, but unless it is a nice fan, it may be cheaper to buy a 220V fan instead of purchasing a transformer for an 110V fan. Very few Dutch houses have A/C and simply use fans in the summer
- Power Tools
 - Overall, many people report no problems when periodically running smaller power tools off a transformer with sufficient capacity. For example, Drills, Sanders, Skill Saw, Routers, etcetera
- Vacuum Cleaner
 - A U.S. vacuum will run fine off a transformer, but it becomes rather inconvenient to haul the transformer around a three level house. Most people buy a new or used 220V vacuum for their time in The Netherlands

**Not Electrical, but propane powered equipment such as BBQ Grill: EU has a different type of connector/regulator. NATO Air Base Geilenkirchen sells and refills U.S.-type propane tanks.*

Transformers and 220V appliances are readily available in Dutch stores, or you might be able to acquire some from departing personnel. The AAFES Exchanges in Europe also sell dual voltage electronics that will work in Europe and the U.S.

There are several thrift stores in and around Brunssum and other city locations. Most appliances are available for purchase and are at reduced rates. Check out the Milieu App (**Appendix H**) for details. ¹⁵

Internet & Phone Services

Internet & Phone

Your location within the Tri-border area will dictate the internet service providers that are available. Sponsors, Landlords, and/or the USAG Benelux-Brunssum Housing Services Office should be able to inform on the varying service providers within the area. Most military personnel use KPN, Vodafone, or Odido. These are three of the larger service providers in The Netherlands. Deciding on a plan that suits your wants and needs is similar to choosing a plan in the States. However, the process of getting an internet service started may take a bit longer. The primary reason for this is that service providers sometimes use the mail system to deliver the affiliated hardware. This hardware might also require a technician to install, which will then require the user to schedule an appointment after receiving the hardware in the mail. One way to work around this is to offer to come to the store and pick up the hardware in person (if that is an option). On average, it takes about a month to set-up home internet.

The most common way to communicate with friends and family members back in the United States is through mobile phone applications such as WhatsApp, FaceTime, Skype, Facebook Messenger, Signal, Telegram, TextNow, and [Google Fi](#). These applications will make it possible for family and friends to call at reduced costs while living in The Netherlands (pending regular U.S. or local data usage rates that apply). Most of these services are free while on Wi-Fi. There are other platforms capable of voice, video chat, and text such as WhatsApp, Google Hangout, Google Voice, Facebook Messenger, and Signal. Of course, these are all contingent on data plan charges and Wi-Fi capabilities. WhatsApp is one of the most accepted methods of communication worldwide, including in Europe and the United States. This makes it a very desirable service for Activities Europe personnel. Furthermore, many personnel have found that utilization of a virtual private network service (VPN) allowed them to continue streaming from U.S.-based applications, websites, and television services. FaceTime on iPhones and iPads is an option to call and text as long as the receiving person(s) has an iPhone. If not connected to a Wi-Fi network while using FaceTime, data charges will be according to the data plan. For more information on useful website and applications, reference **Appendix G**.

Considerations (Prior to Arrival):

Most U.S.-based wireless providers will unlock a current cell phone by you submitting your PCS orders to them. This will enable you to avoid purchasing a prepaid phone and purchase a prepaid SIM card to bridge the gap before obligating to a Dutch cell phone carrier. Check with your current phone provider to complete the necessary steps to unlock the phone. Completing this task after arrival will cause more frustration and will delay your process to establish communication. Keep in mind that while living in The Netherlands and using your unlocked phone from the U.S. wireless cell provider, you may still be obligated to pay off the device. This can be a result of a prior arrangement with them. Also note that most U.S.-based mobile device providers facilitate Deployed Military Programs. These programs can allow Service Members to suspend service and maintain their U.S. phone numbers throughout the overseas tour.

Considerations (After Arrival):

Purchasing a prepaid phone for local use is possible through several different stores. Comparison-shopping for phone contract packages can be tricky because there are many options and many wireless cell carriers. The best way to research the diverse service contracts is to go to a few different stores in person. The requirements for getting a service contract can also vary by store or even by which store representative you approach. In general, before you can subscribe to a Netherlands' wireless cell carrier you must establish a Foreign Bank Account. This will then give you an International Bank Account Number (IBAN) that the wireless carrier can charge. Dutch Bank Accounts can require a European phone number to establish an account. In this case, obtaining a prepaid phone plan will provide you with a Dutch phone number. Your Sponsor can assist in this process as well. At the time of subscribing to a contract or purchasing a device, you will furnish your Passport, Dutch Driver's Permit or NATO ID, and an International Bank Account Number (IBAN) or a physical Bank Card (store dependent). IBANs from online financial institutions such as Wise may not be accepted.

Odido - <https://www.odido.nl/>

KPN - <https://www.kpn.com/>

Vodafone - <https://www.vodafone.com/>



Vehicles

Shipping to The Netherlands

Overseas vehicle shipment takes approximately 60 days from the drop-off date in the United States (depending on the shipment Vehicle Processing Center). If circumstance permits early shipment, then this will ease the transition process upon arrival. Most likely, it will reduce transition costs and an extended car rental. Incoming members should research and seriously consider renting a vehicle to bridge the time between either buying a vehicle and/or arrival of the shipped vehicle. Regardless on the vehicle situation (Rental or POV), always ensure there is adequate parking at the temporary lodging location. This is a good rule to follow while living in Europe or traveling abroad.

Rental Vehicles

If the temporary lodging location does not offer a rental vehicle, a personally owned vehicle (POV) is still inbound, and if still interested in a rental vehicle, there are several options available in the area. Below are few examples.

Autohopper Brunssum

Address: Haefland 16, Brunssum

Telephone: +31 (0) 45 525 3741

Website: <https://www.autohopper.nl/>

Autoverhuur Limburg

Telephone: +31 (0) 45 563 4000

Website: <https://adrem limburg.nl/>

Enterprise Aachen

Address: Juelicher Str. 258, 52070 Aachen, NW

Telephone: +49 24 156 8180

Website: [Rental Cars at Low, Affordable Rates |](#)

[Enterprise Rent-A-Car](#)

Dilsen-Stokkem

Address: Rijksweg 946, Dilsen 3650

Telephone: +32 12 39 09 40

Maastricht Central Train Station

Address: Heugemerweg 35, Maastricht 6221GE

Telephone: +31 43 210 0107

Vehicle Purchase

Many members choose to purchase a pre-owned vehicle once in Europe. There is a "Lemon Lot" at both USAG Benelux-Brunssum and NATO Air Base Geilenkirchen. There are also plenty of pre-owned

vehicle choices on the local classified groups (e.g. GK / AFNORTH / JFC Classifieds, SHAPE Motors Facebook pages). However, the majority of vehicles in Europe have manual transmissions. It is challenging to locate an affordable, pre-owned vehicle with an automatic transmission. While shopping for a pre-owned vehicle, consider the vehicle's ability to pass an **APK** or **TÜV safety inspection**. The APK or TÜV (Germany) is required when registering the vehicle through the Dutch Vehicle Registration Office on JFC Brunssum.

What is an APK inspection?

During an annual motor vehicle test or APK (Algemene Periodieke Keuring), a vehicle testing station or garage will inspect the vehicle. The inspector conducting the APK will determine the vehicle's roadworthiness, and check registration and environmental compliance. For example, automobiles may not have tread depth less than 1.6 millimeters. If the tread depth is below 1.6 mm, then the owner will have to replace the tire(s). A follow-on inspection will then occur to ensure compliance.

There are several garages / testing stations in the local area. When retrieving your vehicle from the VPC location, the office can provide members with a listing of where to get an APK inspection. Please also keep in mind that the POV Registration Office on JFC Brunssum may not approve your vehicle's registration if the APK is over three months old. Discuss this topic with the seller when buying a pre-owned vehicle. For more information on the APK inspection, see **page 34**.

Vehicle Registration & Shipment

Personnel have authorization to register two vehicles tax-free during assignment in The Netherlands. However, the military will only pay to ship or store one. For any additional vehicles beyond the two authorized, personnel are responsible for applicable road taxes. The taxes are quarterly and based on vehicle / engine size. For more information on vehicle registration, please see **pages 34-35** and **Appendix K: JFC Brunssum Vehicle Registration Application**.

Vehicles (Page 2/4)

Vehicle Registration & Shipment (Continued)

Shipped vehicles will arrive to the Vehicle Processing Center (VPC) in Brunssum at USAG Benelux-Brunssum. Upon check-in, contact the VPC. Provide the VPC with your name and updated contact information. They will then notify you when your vehicle is available for pickup. You can track your vehicle's status through

<https://www.pcsmypov.com/>. As mentioned earlier, overseas vehicle shipment typically takes six to eight weeks, depending on the location of the origin VPC. Leave the U.S. State License Plate in the vehicle. You will need it in order to drive off base and can drive with it before registering the vehicle at JFC Brunssum.

Purchasing or having a financed vehicle in the U.S. shortly before departing has caused some members significant challenges. Follow up with the finance company immediately to obtain their requirements for transporting the vehicle outside the U.S. Most companies require certain insurance guaranties. Some also require a higher percentage of equity in the loan amount and prior to releasing the vehicle. As stated earlier, it is possible for Service Members to ship a second vehicle. This option is at the Service Member's expense, though. While there are many options for purchasing a vehicle in Europe, many members use public transportation or a bicycle as their alternate mode of transportation.

Driver's Permit / License

Prior to picking up a vehicle, members need to obtain a **U.S. Army Garrison BENELUX-BRUNSSUM POV DRIVING PERMIT** through the USAG Benelux-Brunssum Drivers Testing Station. The drivers testing office is located in Building 7. The office provides driver training for both POVs and government vehicles. Active Duty Service Members assigned to The Netherlands are required to obtain a driving permit. The driver's testing office also has hard copies of the manual/study guide and will provide one when scheduling an appointment for the class. After receiving a USAG Benelux-Brunssum POV and government vehicle driver's permit, Service Members can then go to JFC Brunssum, Building H-102 to register for the JFC Brunssum Drivers Training. This is an in-processing requirement for Service Members assigned to

JFC Brunssum. The training facilitates getting a NATO Driver's License/permit to drive TMP vehicles.

Other Vehicle Considerations

1. Diesel POV Owners/Shippers

Environmental Emissions Restrictions on Diesel POVs operated within various German / Belgium / The Netherlands city limits are changing "daily." BEFORE SHIPPING A DIESEL POV, personnel should email USTRANSCOM-Europe Personal Property Office at usarmy.sembach.598-trans-bde.mbx.ppd@mail.mil

and provide Make, Model, Year, and VIN #. USTRANSCOM-Europe will call their local Registry of Motor Vehicles (RMV) and obtain the most current information.

2. Motorcycles / Mopeds / Scooters

Motorcycles / Mopeds can be imported in personal property shipment duty free. There is no restriction on the number of vehicles imported. Similar to the States, moped and motorcycle registration is required through the local military authority. In addition, Service Members must have a driver's license in order to operate the vehicle. In The Netherlands, Electric Scooters are not allowed to be on public roads without a driver's license. According to the law, if on the road, they are a motor vehicle. Therefore, they require a registration number and insurance.



3. Boats

Prior to shipping a boat to The Netherlands, please contact The Netherlands Customs to inquire about import restrictions. Furthermore, a special license must be in possession to operate a boat in The Netherlands. The operator's license contains various categories, of which are only issued in country.

4. Bicycles

The fine for bicycles without lighting or with underactive lighting is 55 Euros + 9 Euros Administration Fee; without the mandatory reflectors is €35 + €9 Administration Fee.

Vehicles (Page 3/4)

Other Vehicle Considerations (Continued)

4. Bicycles (Continued)

For completeness, Bicycle lighting is subject to the following rules in The Netherlands:

- Between sunset and sunrise, and during the day when visibility is severely obstructed, a cyclist must carry light
- The front light must be white or yellow; tail light is red
- The light must be fixed to the bike, or worn on the chest (front light) or back (tail light) and uncovered
- The light must not flash (fine of €55 + €9 Admin. Fee)

Some Tips:

- The lighting should not blind other road users
- Reflectors on the bicycle: red (rear); white (front) double-sided on the spokes and/or white reflective strip on the side of the wheels. Pedals must also have yellow or orange reflectors
- Turn on lights if visibility is less than 200 meters (e.g., fog, rain, or snow)
- Wear clear clothing, top wear with reflectors or reflective accessories
- <https://www.army.mil/article/263506>

5. Vehicle Checklist / Safety Kits

There are a number of vehicle and driving requirements in Europe. This checklist provides you with basic requirements when driving in Europe. While this is not an all-inclusive list, and every nation has varying requirements, it offers baseline information to ensure a safe driving experience while stationed in Europe. Please familiarize yourself with the driving laws, specific entry requirements, and compulsory items to carry for the country/countries you will be driving in. More importantly, printing off the documents or acquiring some of the listed items before moving, versus gathering after arriving, will save time and money.

a. Important Documents (store in vehicle/on-hand):

- <https://cartraveldocs.com/> provides fillable / printable accident report forms in several languages. By law, EU countries require these forms to be stored in the vehicle
- See **Appendix L: Brochure for POV**. If stopped by the police while driving in Europe, present this form to help explain the Registration and Insurance situation.

- Valid Driving License & Dutch Permit
- Proof of Vehicle Insurance
- JFCBS Vehicle Registration
- Proof of Identification (passport)
- Travel Insurance Documents
- Vehicle's APK Paperwork (current)
- Environmental Badge/Sticker—required to drive in certain metropolitan areas: <https://www.environmentalbadge.com/>
- European Breakdown Coverage (roadside assistance) policy number and documents
- Photocopies of Important Documents
- Health Insurance Card (recommended)

b. Equipment—By Law:

- Reflective Jacket(s) (must have one for each passenger, stored in the car's cabin)
- Warning Triangle (compulsory in most countries)
- Headlamp Beam Deflectors (depends on vehicle type; regardless, you will need either deflector stickers or have to adjust the beam manually)
- Safety Helmets (for riders and passengers of motorcyclists and moped riders)

c. Equipment—Recommended:

- Fire Extinguisher (compulsory in Belgium)
- Breathalyzer (compulsory in France)
- Spare Bulbs (compulsory in Germany)
- Spare Fuel Can
- Additional Engine Oil & Water (topping up)
- Blanket(s)
- High Quality Torch
- Small Shovel (Winter)
- Ice Scraper (Winter)
- Traction Mats, Salt, or Sand (Winter)
- Up-to-date Map or Satellite Navigation

6. Driving in Europe

Driving and Traffic violations and associated tickets in Europe are expensive (specifically in The Netherlands). For example, 5 km/hr over the limit can be €35, 15 km/hr over can be around €139. Cameras are everywhere, so maintain the speed limit. Speed limits on the highway in The Netherlands are 100 km/hr during 06:00-19:00, 120 km/hr during 19:00-06:00.

Vehicles (Page 4)

Motor Fuels in The Netherlands

As of October 2018, the names of various fuels for vehicles have been standardised in Europe.

Petrol (gasoline) in The Netherlands is sold in several grades:

- Euro95 (unleaded 95 octane) – mostly as E10 (petrol with 10% biofuel)
- Euro98 (Super Lead Replacement 98 octane) – mostly as E5 (petrol with 5% biofuel)
- E85 (petrol with 85% biofuel)

Diesel fuel has the following categories: B7, B10, B100, and XTL. 'B' indicates Diesel and the number indicates the percentage of biological components in it. XTL is synthetic diesel and not processed from oil. New vehicles will display on the inside of the fuel tank a sticker following this system.

Road Tax

Service Members or Civilians assigned to HQ JFCBS are exempt from Dutch Motor Vehicle Road Tax for two (2) JFCBS registered vehicles.

Parking

A parking disk must be used and placed behind the windshield from Monday to Saturday from 09.00 till 18.00 for a period of maximum two (2) hours or a parking ticket must be purchased depending the local regulation. This is controlled mostly by private companies, not by the Dutch Police. Parking disks can be easily purchased online or in stores, but often you will receive at least one for free during in-processing.

Parking Garages/Lots

Most parking garages and lots in Europe require the user to pay for parked time at a pay terminal or machine prior to exiting, not at the exit gate. Once paid, the user has around 15-minutes to return to car and exit the facility. Some gates will open automatically, others will require you to insert the paid ticket at the gate. Parking can be an adventure.

Emission Zones

In order to reduce toxic gas emission levels, The Netherlands introduced a new speed limit of 100 km/h during daytime hours (06.00 – 19.00 hrs) as of March 2020 on roads allowing a higher speed limit before. This sign is displayed in the right column.

Emission Zones (Germany)

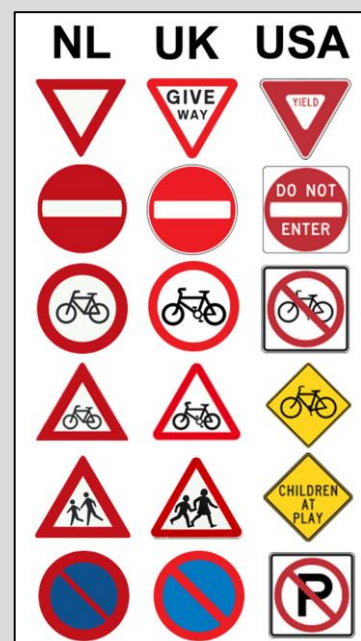
A 2006 anti-air-pollution law began a process that now requires drivers in Germany to have a special environmental sticker or badge on their car in order to enter the "green zone" of most German cities. A green sticker certifies that a vehicle meets the highest environmental standards. As of 2016, hardly any German city with a green zone allows entry with anything other than a level-4 green sticker.



The sticker can be purchased for around 17,50 EUR at any DEU TÜV, DEU Dekra, DEU vehicle registration office, DEU citizen's office, or ATU garage. Alternatively, it is also possible to order it online. In case of any questions, please contact your sponsor or the German Delegation for more information.

Traffic Signs (General)

As stated previously, the drivers testing office on USAG Benelux-Brunssum will provide a driver's manual/study guide prior to the driver's course. However, to become familiar with some basic Dutch traffic signs prior to the course, below are common signs to be aware of.



Pet Travel & Requirements

JTR 050107: Pet Expenses Due to a PCS

Effective 01 January 2024, the following pet transportation allowances apply:

1. **Eligibility.** A Service Member on a PCS order may be authorized reimbursement for the costs related to the relocation of one household pet that arises from a permanent change of station. A household pet is a cat or a dog, owned for personal companionship. A Service Member is responsible for following rules for importing and exporting a pet to and from the United States in order to be eligible for reimbursement. Denial of entry could result in denial of reimbursement.

2. **OCONUS.** A Service Member may be authorized the reasonable and substantiated cost of mandatory microchipping, quarantine fees, boarding fees, hotel service charges, licensing fees at the new PDS, testing Titer levels for entry, and pet shipping fees if the member flies rather than drives, or the pet is shipped separately from the member. For transoceanic travel, use of Government or Government procured transportation must be used if available or reimbursement for transportation costs is not authorized. Reimbursement for the actual cost of all necessary expenses described above in connection with the movement of a pet is limited to \$2,000 per PCS move. See [Defense Travel Management Office \(DTMO\)](#) for more information.

Vaccinations and Health Certificate

There is no pet quarantine in The Netherlands. The Royal Netherlands Embassy has a standard Veterinary Certificate for Domestic animals entering the European Community, for noncommercial movements, on its website. The health certificate has to be signed within seven (7) days of arriving to The Netherlands. Keep that in mind if your flight happens to be an overnight red eye as many are from the east coast. The two main issues concerning the certificate are identification of the animal and rabies vaccination. Your pet must be identifiable by either a microchip or tattoo, with the microchip being the preferred method. The microchip must meet ISO (International Organization for Standardization) standards. More information is available at their website www.iso.ch. For awareness, the "Home Again" microchip from AKC Companion Animal Recovery and the AVID-Euro chip are compliant

with manufacturing standards. If the microchip is not in compliance, a chip reader will need to accompany the animal. Ensure pet is up to date with their rabies vaccination and ensure this reflects on the health certificate. The rabies shot will have to be repeated either annually or every two years in accordance with the type of vaccine used. Make sure that the health certificate includes the manufacturer and name of vaccine, batch number, date of the vaccination, and expiration date of the vaccine. In addition, the vet needs to declare on the certificate that the animal is free of disease. Some vets issue rabies' tags that attach to an animal's travel cage. For more information on international pet travel, go to the Animal and Plant Health Inspection Service (APHIS) using the link below.

<https://www.aphis.usda.gov/aphis/pet-travel>

Airline Transportation

Transport requirements for pets are generally the same, but each airline has some variations on rules for pet transport. Find out what these requirements are before you book tickets! Carry on smaller pets if possible, or check them in as baggage if necessary. If checking them in as baggage, be sure to confirm that the airline will place the pet in a pressurized, climate-controlled compartment.

Confirm pet crate requirements with the airline prior to travel date. Airlines may also have additional health related requirements. Previous travelers noted the Schiphol Airport in Amsterdam, The Netherlands as one of the best accommodating airports when traveling with pets. Some airlines require passengers to pick up pets in a different area of the airport, which requires driving around the terminals, and some charge extra fees upon arrival. Ensure all vaccination and pet medical records are on person. In order to retrieve or sign-over pets, some Customs Offices require proof of vaccination beforehand.

Stay with the same Airline as much as possible, especially if there are layovers or multiple stops before reaching the final destination. If it is the same Airlines, they might charge a pet transport fee to move the pet from one plane to the other. If using multiple Airlines for travel, each Airline could charge a separate pet fee. For more pet travel information to The Netherlands, visit <https://www.government.nl/> ²¹

Schools

Address:

Ferdinand Bolstraat 1
NL-6445 EE Brunssum, The Netherlands

Telephone: +31-45-527-8221

Elementary School: +31-45-527-8251

Middle/High School: +31-45-527-8262

Email: director@afnorth-is.com

Website: <https://afnorth-is.com/>



The AFNORTH International School was founded in September 1967 and provides education for children of Allied Forces Northern (AFNORTH) Europe and other NATO personnel serving at the headquarters and nearby commands. Four nationalities sponsor the school: Canada, the United Kingdom, the United States, and the Federal Republic of Germany. Responsibility for international administration remains with the director appointed by the Board of Governors. Each of the national sections has its own principal or head teacher. They are responsible for their section to both the director and their national education authority. The director and the principals are together responsible for fostering the international ethos of the school and for respecting the educational requirements of each nation.

Transportation is available for most AFNORTH students. The school will work with the bus companies to the full extent possible to identify a convenient bus stop. However, there are distance boundaries that the buses will not exceed. Inbound families can verify bus stop locations beforehand through their sponsor, shortly after arrival, or during house searching to ensure availability.

Some families decide on schools other than AFNORTH (local Dutch, Belgium, or German Schools or the International School in Maastricht: United World College). Others homeschool, which can provide much more flexibility. Note that the U.S. Military will not reimburse private school fees (e.g. UWC) which can be quite costly.

AIS Emergency Information System

AFNORTH International School implemented an Emergency Information System. Families can subscribe at the beginning of each school year if they want to be part of the system. This system ensures the school is able to contact families immediately in case of severe emergencies or if they



need to send important and urgent messages. A emergency may require evacuation, school closure, or cancellation. These situations are based on, but not restricted to, fire, flood, inclement weather, bomb threats, firearms, chemical spills, and/or terrorist activity. Registration of AIS EIS is required at the beginning of each school year as all data is erased from the system at the end of each school year.

Special Needs

Prior to accepting a position, the command shall ensure that family members' medical and educational needs can be met at the overseas location. The schools have limited special education services, and unlike public schools in the U.S., they are NOT obligated to accept your child if there is a special educational need. It is essential that you submit your child's IEP (Individual Education Plan) to the Department of Defense Dependents Schools program prior to execution of orders. The purpose of special education is to enable students to develop to their fullest potential by providing a free, appropriate public education in compliance with the Individuals with Disabilities Education Act (IDEA) as implemented by DoD Instruction 1342.12, "Provision of Early Intervention and Special Education Services to Eligible DOD Dependents." However, schools outside the U.S. are not required to follow U.S. legislation on any educational issue. DoDDS-Europe does not have control over local school operations. The Work Life Office may have additional information and resources; see below point of contact.

Mrs. Kelly Beck

United States Coast Guard Health, Safety, Work Life Field Office, Portsmouth (FOD5-POWL)
4000 Coast Guard Boulevard
Portsmouth, Virginia 23703
Office Telephone: (757) 686-4025

Community Services

Child and Youth Services (CYS)

Programs are open to all NATO ID cardholders. Use of programs requires registration at the CYS Central Registration Office. Parents or legal guardians must bring their child's current immunization record, health assessment, names and telephone numbers for at least two (2) emergency contacts, and current Leave and Earnings Statement (LES) for employed parents wanting to use the childcare programs. For more information, go to

<https://brunssum.armymwr.com/categories/cys-services/>

JFC Brunssum NATO Base
Rimburger 30
Building H-602
6445 PA Brunssum, NL

Telephone:

- +31 (0)45-534-0266
- Military DSN (314) 597-4266

Operating Hours: M-F, 8:00 a.m. - 5:00 p.m.



Child Development Center & SAC

- Serves children at 6 weeks - 5 years
- Full-day, hourly care and part-day programs
- DoD certified, NAEYC accredited

JFC Brunssum NATO Base, Building H-602

Telephone: +31 (0)45-534-0271/0273; DSN: (314) 597-4271/4273

Operating Hours: M-F, 7:00 a.m. - 6:00 p.m.

School Age Services

- Serves children from Kindergarten through 5th grade
- Offers before and after school programs, summer camps, and camps during school breaks
- DoD certified and COA accredited

Telephone: +31 (0)45-534-0271/0273

Operating Hours: 7:00-8:45 a.m. and 3:45-6:00 p.m. when school is in session and 7:00 a.m. - 6:00 p.m. when school is not in session.

Youth Center

Offers a wide range of programs for youth in grades 6-12. Free Middle School Teen (MST) programs are offered daily after school in the afternoons, select evenings, and during the summer. MST morning camps are available at a nominal fee during the

summer to complement the free afternoon program.

Telephone: +31 (0)45-534-0280; DSN: (314) 597-4280

CYS Sports & Fitness

Offers developmentally appropriate opportunities for children ages 3-18 to be engaged in individual and team sports such as soccer, cheerleading, archery, and etcetera. Pre-registration is required for Sports and Fitness Programs.

Telephone: +31 (0)45-534-0281; DSN: (314) 597-4281

School Support Services

Provides information, referral, and assistance as you PCS with your K-12 school age child. Help your youth transition to the community, make new friends, and learn all about the Youth Sponsorship Program. Call or email at nlslo@army.mil to get matched with a Youth Sponsor.

Telephone: +31 (0)45-534-0277; DSN: (314) 597-4277

Religious Services

Sunday Catholic and Protestant services are at JFC HQ Brunssum International Chapel. Protestant service begins at 9:30 a.m. with a fellowship following the service. Childcare and Children's Church is available during worship. Catholic Mass begins at 11:00 a.m. Youth Group starts at 6:00 p.m. every 2nd and 4th WED of the month. At the NATO Air Base Geilenkirchen Chapel, Catholic Mass begins at 9:30 a.m. with a fellowship following the service. Protestant services start at 11:15 a.m. There are other churches in the area such as the Emmanuel Baptist in Hoensbrook (11:00 a.m. on Sunday) and the Powerhouse, which is held at the International Community Center near JFC Brunssum (10:00 am on Sunday). A full spectrum of junior and senior high school youth activities are available throughout the week from Club Beyond. Other ministries include marriage and family counseling, financial peace university, Protestant Women of the Chapel (PWOC), Protestant Men of the Chapel (PMOC), Sunday school, music ministries, religious education, and Confraternity of Christian doctrine.

For more information on activities, clubs, and local area support, see **Appendix O** and JFC Brunssum Website: <https://www.jfcbunssum.com/clubs/>

Other Pre-Arrival Considerations

Unaccompanied Baggage

Ship unaccompanied baggage (express shipment) well in advance of departing current unit, if possible. Unaccompanied baggage shipments generally move as air cargo and can arrive before arrival. This shipment should be packed and picked up at least 30 days prior to arrival date. This will provide a better chance of it arriving before moving here.

Recommended packing items include light, bulky items (clothes, pillows, blankets, and bicycles). This will reduce a lot of stress when managing many pieces of luggage at the airport. Without a known home address, work with your sponsor to arrange an alternate destination for the unaccompanied baggage. Temporary lodging or a sponsor's home are just some examples of alternate locations. Service Members are generally limited to 1,000lbs for unaccompanied baggage. There are some restrictions on unaccompanied shipments. Items such as furniture and certain electronics cannot be included. A Transportation Officer should provide this information during HHG counseling. Consider shipping items that you want to use immediately at the temporary lodging or shortly after settling in at the new residence. Main HHG shipments can take a month, or even longer, to arrive after being in The Netherlands. Transportation Offices do authorize the mailing of HHG. Mailed items count towards the HHG allowance, but the costs associated with the mailing are reimbursable—if the costs are included with the shipping receipt in Travel Voucher, DD Form 1351-2 Block 18.

Each airline has its own rules for the number of bags and weight allowed for Active Duty Military Members PCSing overseas. Please verify the allowances prior to booking flights. Depending on the airline, it may be possible to bring four bags per person, up to 100lbs each, with a copy of your orders in hand and at check-in. Pack the items you will wear/use while reporting in and during your time in temporary lodging. Plan for 30-60 days of clothing while searching for a permanent residence.

Cleaning supplies comprising of paper towels, rags, broom, dustpan, and mop are available for purchase at the commissary. On the other hand, these items can ship as unaccompanied baggage as you will likely want to clean your home before HHGs arrive.

Cleanliness standards of a residence prior to moving in vary. Whereas dust on blinds, floors, and counters is commonly removed by property owners and managers in the States, Landlords in The Netherlands do not have to clean a residence to the extent that Americans are accustomed.

Postal Service / Mail Box

The U.S. Army Post Office provides services such as mailing letters, parcels, and post cards at USAG Benelux-Brunssum. It also provides money orders, stamps, boxes, and U.S. Postal Service (USPS) and Priority Express to ship mail. Post office hours for package pick-up are MON-FRI, 12:00-5:30 p.m.; Finance Window is on WED and FRI, 9:00-3:00 p.m.

The post office assigns an Army Post Office (APO) box number to each Service Member. The box is located in the Postal Service Center on USAG Benelux-Brunssum. The APO is an extension of the U.S. Postal Service, allowing you to send and receive U.S. mail just as if you do at home using regular, domestic postage rates. Any packages other than a letter require a customs declaration form. Allow for 10-14 days for priority mail delivery at either direction. Please note that some mail order and Internet vendors will not ship to APO boxes, and there are size and weight limit restrictions. Before purchasing an item, always check to ensure that vendors will ship to APO addresses. UPS, FedEx, and other courier services cannot deliver to APO addresses. Discuss with your sponsor on setting up the APO box number 30 days before arrival. This way, you can begin to forward boxes and letters during the transition to Europe. Military PCS orders are required to setup the Community Mail Room box.

Mail posts to individual mailboxes are five days per week at the USAG Benelux-Brunssum Post Office. Appointments are an option when mailing five or more parcels by calling DSN 360-7279/7273 or Commercial 046-443-7279/7273.

Postal Service Contact

Telephone: DSN: 597-4185;
COMM: +31(0)45-534-0085

For more information on the USAG Benelux-Brunssum Post Office, go to:

[USAG Benelux-Brunssum Post Office](#)

Other Pre-Arrival Considerations Continued

Personal Security/Risk Reduction

Do not bring attention to valuable items, do not leave anything valuable/important/expensive in vehicles, and do not make it obvious when not at home.

Some tips:

- Valuables: if expensive items are in plain sight of a ground floor window, consider rearranging items so the valuables are less obvious to burglars; close window shades at night to keep people from looking in the house
- Vehicles: break-ins are common, especially when a purse or GPS are easily visibly
- Vacation/Traveling:
 - Home robbery trends tend to increase in volume during the summer and holiday seasons. Burglars know when vacation or moving seasons peak
 - Leave lights on and a car in the driveway, if possible. Ask a neighbor, sponsor, or co-worker to retrieve the mail while gone for extended periods

Privately Owned Firearms (POF)

Shipping a privately owned firearm (POF) into The Netherlands by U.S. personnel or their dependents is not prohibited outright, but as a practical matter, it is almost impossible to accomplish legally. Permission to import the POF into The Netherlands is required from Dutch Customs prior to shipment. If the requester does not have a valid Dutch weapons permit, Dutch Customs must refuse permission to import the POF unless it will remain under their control on its arrival. Granting a Dutch permit is not likely as the application requires documentation that few American citizens can provide. Given these difficulties, we recommend that personnel moving to The Netherlands do not attempt to ship a POF into the country.

In order to ship a POF, DoD personnel must have in their possession a document showing authorized consent from The Netherlands Minister of Security and Justice.

Use the link below to get more information on the approval process.

<https://www.belastingdienst.nl/wps/>

Personnel who reside on the economy must register weapons with local police authorities. Failure to register firearms may result in confiscation of weapons. The use of firearms in The Netherlands is uncommon because of hunting formalities, availability of shooting ranges, and stringent laws governing their use.

Host Nation policy is to absolutely minimize the import of weapons. Although there is no restriction on import quantities, local authorities must receive justification or need for having a weapon. Military installations also might have restricted storage facility for POFs.

Membership with a local (Dutch) rod and gun club is mandatory. Certification of Firearms must occur at least eight times a year at an authorized range.

Exceptional Family Member Program (EFMP) — Continued from Page 9

(**for U.S. Army**)

Launched in 2022, [Enterprise Exceptional Family Member Program](#) (E-EFMP) is a secure, digital platform that streamlines enrollment and assignment coordination, and makes Family support access easier. The system's online form saves data and case files to the Cloud (on-demand availability), which reduces paperwork and administrative hurdles while safely storing information during every household move, deployment, and rotation.

Now, through E-EFMP, members can complete EFMP enrollment, reenrollment, and [overseas Family Member Travel Screening \(FMTS\)](#) if Family members are co-located. Members and Families that are geographically separated need to contact their nearest Military Treatment Facility to complete Family Member Travel Screening (FMTS).

Arrive in The Netherlands

Getting to Joint Force Command Brunssum

Inbound members and families have several options when arriving in The Netherlands and travelling to JFC Brunssum. There are multiple airports and train stations that are no more than a few hours away.

Airports

- Amsterdam Schiphol: www.Schiphol.nl; 2.5hrs by road
- Eindhoven (NL): www.eindhovenairport.com/; 1hr by road
- Maastricht-Aachen Airport (NL): European Links- www.maa.nl/en/; 30mins by road
- Brussels Zaventem (BE): www.brusselsairport.be; 1.5hrs by road
- Brussels-Charleroi (BE): <https://www.brussels-charleroi-airport.com/fr>; 1.5hrs by road
- Düsseldorf (GE): www.duesseldorf-international.de; 1.25hrs by road
- Cologne/Bonn (GE): www.koeln-bonn-airport.de; 1.25hrs by road
- Frankfurt (GE): www.Frankfurt-airport.de; 2.5hrs by road

Railway Stations (Local)

- Heerlen: 15mins (with international connections)
- Sittard: 15mins (with international connections)

Travel arrangements are possible for arrival at either Amsterdam Airport in Schiphol (NL), Düsseldorf Airport in Düsseldorf (GE), or Brussels Airport in Brussels (BE). Please send your itinerary to your sponsor, including how many people, pets, and bags you will have in tow. Your sponsor will meet you in the arrival hall at the airport after you have cleared Immigration and Customs. Please let your sponsor know if you are traveling with pets for best airport options. It is recommended to send pictures of one another beforehand so that the sponsor and arriving member(s) know whom to look for since everyone will be in civilian clothing.

When you deplane, follow the signs to Baggage Claim. Keep your eyes open for free luggage carts. On the way to Baggage Claim, you will first go through Immigration where passports are sometimes subject to examination. Service Members present orders and their official passport. Family members should present their Official “No-Fee” passports. No visa is necessary for U.S. citizens arriving in any of the European Union countries. If, however, you have a non-U.S. citizen

in your family, contact Activities Europe immediately. A Netherlands visa may be required. Consult the Foreign Clearance Guide prior to traveling for the most up-to-date requirements.

After collecting baggage, go through the “NOTHING TO DECLARE” (green sign) aisle, unless you have something to declare. In the green aisle, the Customs “Douane” officials randomly stop people, ask where they arrived from, and sometimes have them open their bags. Do not be surprised if you simply walk through Customs without an inspection, though.

After Customs, you will pass through an automatic door and enter the Arrivals Hall. Your sponsor will be waiting on the other side of that door. If waiting for a long time and you have not met your sponsor, find a telephone and call/text your sponsor (or call their office if during working hours). Your sponsor will text you or use the prearranged method of communicating with you if there is an issue that will make them late. Use of the public telephone may require the purchase of a phone card or Euro cents to make the call. You can also use the airport WIFI to message or email.

Taxi/Airport Shuttles

Service Members can request reimbursement for this service when traveling from the airport to place of duty. The expense will need to be added on the PCS travel voucher.

VBH Verkehrsbetriebe Honinger GmbH

- Telephone: +49 (0) 2452 989 4022
- Email: zentrale@hoeninger.de
- Please Cc: heino.hamel@hoeninger.de
- In your email, include:
- Name; Mobile Number; Date & Time; Pick-up Point Address; Drop-off Point Address; Number of Passengers; and any Special Requests
- You will be asked to show NATO/U.S. ID Card at pick-up
- Your invoice will include VAT

BRUNSSUM (MILITARY ONLY BASE)

Kranenpool 24

| | | | |
|------------|---------------------|----------------|------------|
| Mon - Fri: | 10:00 AM - 06:00 PM | 24-Hour pickup | By Request |
| Sat: | 10:00 AM - 03:00 PM | 24-hour return | Yes |
| Sun: | Closed | | |
| Holidays: | Closed | | |

In-processing

The following pages outline the main offices you need to visit upon arrival. While each service's administrative section may vary in how they in-process personnel, these pages provide broad guidance on what is initially required. See [Appendix F, Tri-Border In-Processing Checklist](#) for more information.

Banking

While you will not "in-process" a bank, setting up a foreign bank account should be a top priority. This account is for practically anything you want to establish during the tour. This includes phone contracts, utilities, and rent. Nearly all merchants accept payment via Maestro Card, which bears a logo similar to the MasterCard logo. This card is a debit card that draws money directly from the bank account. It can also withdraw cash from ATMs. A card will be provided when creating the account.

Personal checks are not used in The Netherlands. Some U.S. bank cards are also not accepted in The Netherlands. If accepted, they will have an international transaction fee (check with your bank). However, you can withdraw funds from them at ATMs. The Dutch pay bills, rent, and other large payments through electronic funds transfer similar to a debit card and called a "chip and pin" card. Your Dutch bank can provide instructions on how to transfer funds from your account to another account. Visa and MasterCard are usually acceptable for use in The Netherlands. This is not always the case at smaller merchant stores, restaurants, and grocery stores. American Express is seldom accepted and some restaurants only accept cash. Exceptions do exist for the American Express card. These are usually the larger mainstream store chains. Most locations in Germany also accept the American Express card.

There are a few options for foreign banking. Direct deposit or allotment to a foreign bank account is possible. See **Appendix I**. Only a Dutch bank will offer the Maestro Debit Card, though. Community Bank and Andrews Federal Credit Union will transfer and covert money from American accounts to Dutch accounts electronically. This process can be an automatic, regular transaction. Euro deposits to a Dutch bank account are possible through an ATM for a fee. Recurring payments can be created for

bills through both banks. Another popular option to transfer money from a U.S. bank account to a Dutch bank account is through a variety of phone applications. Doing so allows you to avoid having to open an account with Community Bank or Andrews Federal Credit Union. Two popular applications for this are [Wise](#) (formally "TransferWise") and [Xoom](#).

Explore banking options to determine what will work best for your financial situation. Seeking advice from a sponsor and other members of the unit is encouraged. Do not bring a large sum of U.S. dollars, but do bring smaller bills and change. All stores on the garrison, including the laundromat, use dollars. A U.S. debit card will work on ATMs throughout The Netherlands. Many ATMs in Europe have additional bank fees for using their machines. Enquire your bank on international transaction fees for debit and credit cards before arriving. Fees can vary from 0-5% depending on the bank and type of card. Pay also special attention to the exchange rate of the ATM. Selecting EUROs as the transaction fee uses your bank's exchange rate versus the vendor's exchange rate. Most local banks require an appointment to conduct business. Contact them in advance to make an appointment to set up a bank account. The next page provides a list of frequently used banks by Service Members and their families.

Upon activating a Dutch bank account, customers will receive an account number as well as an IBAN and BIC. An **IBAN**, or International Bank Account Number, and **BIC**, or Bank Identifier Code, are part of a new European standard as part of the SEPA (Single Euro Payments Area) agreement. When setting up a new direct debit, or for already existing direct debit arrangements, companies commonly request IBANs and BICs. This will most likely occur when initiating a direct debit to automatically pay phone, insurance, or utility bills. An IBAN does not replace an existing account number. Its use is for electronic transactions with businesses or individuals. Each IBAN number uniquely identifies an account. Protect and treat the IBAN just as much as the associated bank account number. Please note, Community Bank on USAG Benelux-Brunssum offers a German IBAN, but not a Dutch Maestro Card. The German IBAN may prove difficult when establishing a phone contract with some Dutch service providers.

In-processing (Page 2/10)

Banking (Continued)

DOD Community Bank

- Located on USAG Benelux-Brunssum
- Operated by Bank of America
- <https://www.dodcommunitybank.com>

Andrews Federal Credit Union (FCU)

- Located on USAG Benelux-Brunssum
- <https://www.andrewsfcu.org/Access/Locations/Branches-ATMs/Brunssum-the-Netherlands>

ING.NL

- Address: Lindeplein 3, Brunssum
- <https://www.ing.nl>

ABN AMRO

- Address: Avenue Ceramique 40, Maastricht
- Hours: 9:30-5:00 p.m. (Closed SAT and SUN)
- <https://www.abnamro.com/en/home>
- See **page 38** on how to schedule an appointment

Online Banking Options

- Bunq, Wise (formally “TransferWise”), Xoom, etc.

**SNS Bank, with a local office in Brunssum, will prove difficult when trying to get an account as a U.S. Citizen.*

Foreign National Registration

Residence Permits

A residence permit is required for all dependents regardless of age. Service Members are exempt because of the SOFA, and they have a different form of identification. The Koninklijke Marechaussee (KMAR), or Royal Dutch Police, on JFC Brunssum issue the resident permits. They will be the ones to collect certain information and take photos of your dependents for use on their cards. Residence permits come in the form of a wallet-sized ID card with the bearer’s name and colored photo on the front. Due to the equipment used to collect forensic data, dependents less than 1 year old will require a photo provided by a Dutch photo studio in order to receive a residence permit. A U.S. passport photo does not meet the dimension requirements. Most grocery stores in The Netherlands have an attached pharmacy or store similar to a Walgreens or CVS. There is also a studio in downtown Brunssum located at Het Winkelcentrum 14, 6441 BZ Brunssum. Photos are by appointment.

The Marechaussee Office located on JFC Brunssum, Building 100 (by back gate), will process your family’s documentation and will communicate statuses through email or by phone. After receiving notification that the permits are complete, it is best to schedule an appointment for dependent I.D. pick-up. This process can take several weeks and **can only start after the newcomer has a signed lease to use as a permanent address**. Therefore, dependents should request a Marechaussee Letter during the processing period in case traveling out of The Netherlands occurs.

The type of residence permit issued depends on the dependent’s nationality:

Dependents with U.S. citizenship or citizenship in another “friendly” country are considered privileged aliens and may simply apply for a Residence Permit after entering The Netherlands.

Dependents with another nationality who would need a Visa to enter The Netherlands need to apply for a “Machtiging Voorlopig Verblijf” (MVV) at the Dutch Consulate of their country of residence before traveling to The Netherlands.

Dependents with a nationality of one of the Schengen countries, most of which are EU countries, do not need a Dutch residence permit.

Identification Requirements

Dutch Law requires all persons 14 years and older to carry two forms of Identification. See chart below for Identification Requirement by Category.

| Category | ID Requirement |
|-------------------------------|---|
| Uniformed Members | U.S. Military ID Card and Movement Order or U.S. Military ID and NATO ID Card |
| DoD Civilian Employees | U.S. Military Civilian ID Card & Dutch Alien Registration Card |
| Dependents 14 Years and Older | U.S. Military Dependent ID Card & Dutch Alien Registration Card |
| Dependents Under 14 | No Requirement to Carry Identification |

In-processing (Page 3/10)

NATO Identification

After in-processing your service's Administrative Office, the Pass & Registration Office on JFC Brunssum will be the next office to visit (if security information from your welcome packet was completed prior to arrival). The office is co-located with the Vehicle and Registration Office and Dutch Customs at Building H102. This office will input your information into the computer system and issue you and your dependents blue NATO AMIS ID Cards.

Access to U.S. Military Bases

All military personnel and their dependents require registration in DEERS for authorization to enter U.S. military bases in Europe. This is required to use the Exchanges, Commissaries, Medical Clinics, and etcetera. Service Members must present their military ID or Common Access Card upon entering any U.S. military base. Your official orders should include instructions on getting updated military IDs for all Service Members and dependents prior to leaving the U.S (if expiration is during your tour). Schedule an appointment with the local DEERS office and present your official orders.

Citizen Service Number (BSN)

BSN is a unique personal number that is registered with the local Municipality in the Non Residents Record Database (RNI). Although not a requirement for U.S. personnel and Families, some members request a BSN. A BSN can be required for Dutch employment, but it can also help ease the process when contacting the Dutch Government (Tax Office). More importantly, it streamlines visits to a local hospital or pharmacy. To schedule an appointment for a BSN at JFCBS, see **Appendix J**.

Finance In-processing

Service Members are now able to submit Finance paperwork digitally to in-process Finance. Additionally, Army Service Members no longer submit travel vouchers to the Finance Office located at the BENELUX Finance Center of Excellence in Mons, Belgium. For Travel Voucher claims, Service Members will submit claims online through Travel Voucher Direct. Visit the Defense Finance Accounting Service (DFAS) website <http://www.dfas.mil> and ask a question online at <https://go.usa.gov/xdxxE>.

The travel claim and entitlements packet will require, but is not limited to, the following documents (if applicable):

- PCS Orders & Amendments
- Completed DA 31 (Signed out and in, Blocks 14 & 16)
- Temporary Lodging Expense (TLE) Receipts (5-days authorized at CONUS)—displaying a \$0.00 balance
- Flight Itinerary / Invoice
- Marriage Certificate for Spouse
- Birth Certificates for children that are command sponsored dependents
- Foreign Language Pay Documentation
- Parachute Pay Termination Order
- SDAP 4187 to Stop, Start, or Continue Incentive
- User Guide for the 1610 (quarantine period, needing Commander's Signature)—if required
- DD 1351-2
- If applicable, the long VPC form if there was shipment of a vehicle and any additional receipts for expenses incurred during travel, excluding meals (i.e., Shuttle transport to and from airport)

For lodging reimbursement (TLA) upon arrival, the packet will require, but is not limited to, the following documents:

- PCS Orders & Amendments
- Temporary Lodging Allowance (TLA) approval memorandum from the USAG Benelux-Brunssum Housing Office
- Any and all receipts from the temporary lodging business—displaying a \$0.00 balance

This process above could change at any time and recommend you check with your Administrative POC for any updates to in-process correctly.

For **Air Force** Service Members trying to reach Finance, please contact:

Email: 470ABS.FMF@us.af.mil

Address: 470 ABS, Geilenkirchen Finance Office, Building 87

DSN: 314-458-4039/4134

For **Navy** Service Members trying to reach Finance, please contact the following:

usn.benelux.navsuppactnaplesit.mbx.usnseb@mail.mil

In-processing (Page 4/10)

Finance (Continued)

The initial stay in temporary lodging while searching for a permanent residence is reimbursable. However, the TLA reimbursement can take some time to process, and you will incur all lodging costs upfront. Therefore, members are encouraged to set aside sufficient funds to cover this expense. As stated earlier and on **page 6** in this guide, the following example is a rough estimate for the first month's rent, security deposit (1-month rent amount), and property owner fee (equal to one-month rent):

Example: OHA = 1,500 Euros—you may need 4,500 Euros upon signing lease. This is approximately \$5,000 depending on the current exchange rate. Additionally, Service Members need to be aware that temporary lodging expenses can range from 1,500-3,000 Euros for each 15 days.

If renting a vehicle, it may cost up to \$700 for the first week while waiting for a POV to arrive (or while searching for a used car). To assist in offsetting these costs, the government has several allowances to which members are entitled. The sections below provide a short description of the entitlements and allowances. It is strongly encouraged to discuss each of these allowances with respective service administrative sections and/or finance offices. It is the Service Member's responsibility to ensure that their pay is correct. Keep an extra watchful eye on monthly pay statements during your time in The Netherlands. Depending on the branch of service, Service Members moving to The Netherlands may receive the following allowances:

Basic Allowance for Subsistence (BAS)

Enlisted personnel will receive Enlisted BAS; Officer BAS will remain unchanged.

Temporary Lodging Allowance (TLA)

TLA will cover most, if not all, temporary lodging expenses. Authorized TLA amounts vary greatly and may be difficult to compute. A good rule of thumb is to look for a hotel or guesthouse that accepts the current government rate. TLA repayment is in 15-day increments. Keep all receipts.

Overseas Housing Allowance (OHA)

OHA is comprised of three elements: rental allowance; utility/recurring maintenance allowance; and move-in housing allowance (MIHA). Your rental allowance is "use- or- lose", allowing for the inclusion of services such as housekeeping and yard maintenance up to the OHA limit. Check with the USAG Benelux-Brunssum Housing Services Office to confirm what can be included in the rental cost as per regulations. Utility and/or recurring maintenance allowance is a fixed amount that is not "use-or-lose". In addition, this allowance is only for utilities outside and not included in a rental contract.

Move-In Housing Allowance (MIHA)

MIHA / Miscellaneous is a one-time allowance designed to offset the cost of moving into a permanent residence. This is available for all Service Members.

Overseas Cost of Living Allowance (COLA)

Overseas COLA is a pay-supplement designed to equalize purchasing power between members overseas and their CONUS counterparts. COLA rates can be different due to rank, number of years of service, and number of dependents. Issuance is in 15-day increments and continually changes to reflect current exchange rates, local prices, and surveys of shopping behavior at each overseas location. Most EU countries adopted the Euro with a few exceptions. Historically, the Euro and the U.S. Dollar fluctuate against one another slightly. In order to buffer overseas military personnel from these exchange rate fluctuations, most allowances are set in Euros. Therefore, payment is off the latest Euro – Dollar exchange rate. A convenient currency converter is available at:

<https://www.xe.com/currencyconverter/>.

Dislocation Allowance

All Coast Guard personnel assigned to Activities Europe are eligible for DLA. See unit yeoman prior to transfer to ensure you receive this allowance. All inbound personnel, regardless of dependency status, are authorized advance DLA.

Check with your military service finance office and **pages 6-8** of this guide for more details.

In-processing (Page 5/10)

Value-added Tax (VAT)

A value-added tax (VAT), known in some countries as a goods and services tax (GST), is a type of general consumption tax collected throughout European countries. However, almost all stores in The Netherlands, and some stores in other EU countries, honor an exemption for military and NATO cardholders. This can be significant savings since the tax can be as high as 21%. Your sponsor and the sections below can provide more information on the VAT program.

Forax Fuel Card

U.S. Service Members, including entitled dependents, are eligible for an exemption on fuel taxes for a maximum of 400 liters per month, per family. Tax and fuel reimbursement is an administrative process through www.forax.eu.

In order to register for the Forax Fuel Card, Service Members must have a Military Star Card. The application of fuel purchases is through the card. To apply, members must have their vehicles registered at the Vehicle Registration Office at JFC Brunssum, Building H102. After registering your vehicle(s), members must bring their registration paperwork to the AAFES Exchange ("Troop Store") at USAG Benelux-Brunssum. The AAFES representative will help the Service Member fill out the Forax application form. Within 24-48 hours, the AAFES personnel will have the Forax Fuel Card ready for pick-up. A four-digit pin will accompany the Forax card. The Forax Fuel Card is only eligible for use at ESSO gas stations in The Netherlands.

Any fuel purchase exceeding 400 liters per month will be charged at the fully taxed rate. A temporary gas card is available for use **with a rental car** and prior to a POV arriving. Go to the USAG Benelux-Brunssum Military Police Station with the rental paperwork and orders. The Installation Access Control System (IACS) Officer will then give the memorandum to take to the Exchange to link the Military Star Card to a temporary fuel card. The temporary fuel card will be valid for 30-days from the activation date. Additional temporary cards are available at the Geilenkirchen NATO Air Base Customs Office, +49 2451 9151 4031. These temporary cards are for traveling on Leave or while on official orders in Germany.

Forax Tax Rebate—How do you participate?

1. U.S. Service Members, including entitled dependents, are eligible to purchase VAT-free goods in The Netherlands. Once you obtain your NATO AMIS ID, you can "Apply now" for the VAT

Refund service on <https://www.forax.eu/home-forax> and select 'The Netherlands' as the country/area.

2. The mandatory details for registration, include: Name; Address; first seven digits of AMIS (NATO ID) Card and an IBAN bank account number (SEPA compliant). The IBAN facilitates the money reimbursement into a foreign bank account.

The refund service starts on the day Forax receives confirmation from the JFCBS Pass and Registration Office that the registered person is validated and eligible. This may take up to two working days. You will then receive a welcome email and password to login to the 'mobile friendly' website of Forax. You can then upload (pictures of) your invoices in order to get your VAT refunded. Forax will not accept invoices dated before the validation date. For invoices that are prior to the validation date, a submission must be made via the JFCBS Pass and Registration Office using the JFCBS Form 602.

If the Forax system rejects an initial registration, but you consider yourself as entitled, please contact the JFCBS Pass and Registration Office. Forax will coordinate with the Pass and Registration Office to confirm eligibility and will enable registration—if approved by the Pass and Registration Office.

Invoice Requirements*: The invoice should mention the name and address of the eligible individual as the buyer. In case this is not available, the invoice should be accompanied with a receipt of the "pin-bon" (ATM receipt with bank account number), a bank statement (screenshot of transaction), or a credit card statement with registered member's name on it.

***Note:** As of 01JAN2023, the minimum threshold of the total amount of the invoice for purchased goods for which a VAT exemption is requested is **50 Euro (excluding VAT).**

Banking Requirements: Since VAT reimbursements are made through bank transfer to the individual's bank account, the banking requirements are:

- A SEPA compliant international bank account (IBAN)
- All transactions are processed in EUR

Questions?? Contact Forax at info@forax.eu or check out Forax [FAQs](#) on their website.

In-processing (Page 6/10)

Medical / Dental

The U.S. Air Force medical and dental clinics at the NATO Air Base in Geilenkirchen (GK), Germany serve members and their families. These facilities are small and provide limited services. Tricare also refers most specialty care “off base” and to Dutch or German physicians. The Tricare Office is located on the second floor at the Geilenkirchen Health Clinic.

Tricare maintains a list of German and Dutch physicians, including specialists, who speak English and meet meticulous medical standards of practice. Standards of practice in Germany and The Netherlands are as strict as United States’ medical requirements. The physicians or dentists will satisfactorily meet your medical needs.

For dental care, dependents are authorized a visit at the GK Air Base Dental Office during the birthday month of their sponsor.

Medical Clinic Location

Address:

Geilenkirchen NATO AWACS Base, Bldg. 208

Operating Hours:

M-W, 09:00-17:00; Tuesday, 09:00-16:00; Thursday-Friday, 09:00-12:00

Telephone:

+49-2451-993200

Bring the following documents during in-processing:

- Orders; Medical Records; and Family’s Medical Records, to include Immunization Records
- Tricare Enrollment Form, which a copy is also available at the Tricare Administrative Office
- Known SSN for all Family members

It is sometimes necessary to travel outside the local area to Spangdahlem or Ramstein Air Force Base for medical care. When this occurs, Tricare may cover travel costs. See the unit administrative staff for more information or assistance.

Every 3rd Wednesday of the month, the GK Clinic offers a 'Medical Right Start' meeting for newly reported members. It is from 14:25-16:00 hours. Additionally, the Army Community Services on USAG Benelux-Brunssum offers a Newcomers Orientation Tour for Service Members and their dependents and covers how to access medical services in The Netherlands. The tour will also include traveling by train to a hospital / clinic and

how to register. Most hospitals require registration before going to an appointment. It is highly encouraged to have all vaccinations up-to-date, including Yellow Fever. Bring a vaccination yellow card for you and your dependents.

In the event of an emergency, International SOS London provides a 24/7 support to members and their families anywhere, including Africa, Europe, and the Middle East. You must contact ISOS ASAP to gain authorization if you go to an off-base medical facility. ISOS telephone number is + (44) 20-8762-8384.

For Emergencies in The Netherlands—Call 112

With this number, you can call for an ambulance in case of an accident or life-threatening diseases such as stroke, heart attack, fits, and etcetera.

Emergency Service Call Center—Netherlands

During weekends, on Dutch holidays, and after work from 17.00-08.00 hours, use the medical emergency service for sickness and minor diseases when the local general practitioner is unavailable.

In the region of Limburg Province, there are three points of contact in charge, depending on where you live: Heerlen; Sittard; and Maastricht. They are located directly in the hospital or in a building right next to the hospital. At these locations, you will always find a general practitioner that will decide on follow-on care that is beneficial to your situation.

Southeast Limburg Night Care Heerlen

Address: Henri Dunantstraat 3, 6417 PB Heerlen (at the Zuyderland hospital)

Website: www.zuyderland.nl

Telephone: 045-5778844

Southwest Limburg - Huisartsenpost Maastricht

Address: P. Debyelaan 25, 6229 HX Maastricht (at the Maastricht UMC)

Website: www.mumc.nl

Telephone: 043-3877777

Sittard - Huisartsendienst Westelijke Mijnstreek

Address: Elisabeth van Barstraat Sittard, Walramstraat 23, 6131 BK Sittard

Website: www.zuyderland.nl

Telephone: 046-4009925

In-processing (Page 7/10)

Medical / Dental (Continued)

For German medical facilities, below are some options that are within reasonable driving distance from JFCBS.

Geilenkirchen

Address: St. Elisabeth-Krankenhaus, Martin-Heyden Str. 32, 52511 Geilenkirchen, Germany

Telephone: 0049-2451-622-0

Areas of expertise: internal specialist; surgery, emergency surgery, and orthopaedics; ear, nose, and throat; anaesthesia and intensive care

Heinsberg

Address: Städtisches Krankenhaus Heinsberg, Auf dem Brand 1, 52525 Heinsberg, Germany

Telephone: 0049-2452-188-0

Areas of expertise: internal specialist; surgery; emergency surgery; gynaecology and midwifery; anaesthesia and intensive care; ear, nose, and throat and ophthalmology—eye surgery only on call

Aachen

Address: Uniklinikum der RWTH, Pauwelstr. 30, 52074 Aachen, Germany

Telephone: 0049 / 241 / 80-0 der 0049-241-80-84444

-University hospital with all areas of expertise

Schedule of intake for hospitals listed below and located in Aachen:

During the week 08:00 - 16:00 hrs:

During the week (after hours) 16:00 - 08:00:

Monday: Luisenhospital

Address: Boxgraben 99

Telephone: +49 241 4140

Tuesday: Universitätsklinikum

Address: Pauwelstraße 30

Telephone: +49 241 800

Wednesday: St. Franziskus Krankenhaus

Address: Morillengang 27

Telephone: +49 241 75010

Thursday: Marienhospital

Address: Zeise 4

Telephone: +49 241 60060

Friday: Universitätsklinikum

Address: Pauwelstraße 30

Telephone: +49 241 800

During Weekends and Dutch Holidays (24 hrs a day):

First week of the month: Luisenhospital

Second week of the month: St. Franziskus-Krankenhaus

Third week of the month: Universitätsklinikum Aachen

Fourth week of the month: Marienhospital

Fifth week of the month:
Universitätsklinikum Aachen

Physical Therapy (Fysiotherapeuten) in The Netherlands

Information about Physical Therapists is available in the Gouden Gids (www.goudengids.nl) Fysiotherapeuten. Just select the region where you live and the displayed map will direct you to the location.

Midwives (vroedvrouwen) in The Netherlands

The leading record of midwives in this region is "Safety and Security". Therefore, midwives, nurses, and physicians will provide every necessary support to you and your families. Midwives in The Netherlands are renowned for their good service. They work closely with general practitioners, gynaecologists, and hospitals.

Pharmacy (apotheken) in The Netherlands

Information about pharmacies is available in the Gouden Gids (www.goudengids.nl) apotheken. Just select the region where you live and the displayed map will direct you to the pharmacy (which is "on call"). They will give further information when you call them during working hours.

Address: Henri Dunantstraat 5, Heerlen 6419 PC

Telephone: +31(0)455741004

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Vehicle Pick Up

Shipped vehicles will arrive to the Vehicle Processing Center (VPC) at USAG Benelux-Brunssum. Upon arrival, contact the VPC (below). Provide the VPC with your name and updated contact information. The VPC will notify you as soon as the vehicle is available for pick-up. You can also track your vehicle's movement at

<https://www.pcsmypov.com/>.

VPC Brunssum (USAG Benelux-Brunssum)

Address: Bldg. 7, Room 32, Kranenpool 3, 6443 VA

Hours: MON-FRI, 8:00 a.m. – 4:00 p.m.

**Closed on all American and Local Dutch Holidays*

Telephone: +31 45 2100 400

Fax: +31 45 2100 402

DSN: 597-4190

To pick up a POV, anyone other than the person named on the orders or named as a pick-up agent on the vehicle inspection form will need a power of attorney (POA).

There is no gas station on USAG Benelux-Brunssum. Before picking up your vehicle(s), ensure you set-up the Forax fuel account or be prepared to pay the full fuel price. For more information on the Forax Fuel Card, see **pages 31 and 35 in this guide.*

Driver's Permit / License

You must have a U.S. Army Garrison Benelux-Brunssum POV Drivers Permit in order to pick up a vehicle. Contact the Driver Testing Office at USAG Benelux-Brunssum to conduct the training.

Telephone: +31 45 534 0100

DSN: 597 4100

After obtaining a Drivers Permit, go to the VPC with the Vehicle Inspection Form. You can drive with the U.S. license plates for 14 days. During this time, register the vehicle with the Vehicle Registration Office at JFC Brunssum. If the vehicle is older than three years, it will need to get a safety inspection or "APK" prior to registration (next column).

In the event that the vehicle is missing a license plate, contact the Vehicle Registration Office at JFC Brunssum for specific instructions.

Email: assandregistration@jfcbs.nato.int

Telephone: +31-(0)450526-4301/430

APK Inspection

Vehicles are required to pass a safety inspection known as APK (Algemene Periodieke Keuring) prior to registration. There are two choices to complete the APK inspection: a local inspection service or at the Car Craft Centre at JFC Brunssum. This is normally done by appointment. The inspection on the local economy costs about 35-50 Euros, but this can typically be quick and on demand.

The VPC provides a list of local mechanics that can offer this service. Some of the inspection facilities are familiar with the NATO inspection requirements, but will not have the correct form. If they do not have the form, you can obtain a copy at the Vehicle Registration Office prior to having the inspection done. This inspection is an annual requirement and before you renew the vehicle's registration (unless less than three years old). When purchasing a used car in The Netherlands, the seller should complete the APK prior to the sale (and within three months). It is important to know that the Forax Fuel privileges are tied to the registration (or reregistration) of the vehicle. Every year and after reregistering the vehicle, you must reapply for the fuel privileges at the AAFES store on USAG Benelux-Brunssum.

Car Craft Center (at JFC Brunssum)

Telephone: +31 (0)45 526 3173

Hours of Operation: 8:00 - 16:00 (Drop-off service only); 09:00 - 17:00 WED; 12:00 - 20:00 THU; 08:30 - 16:30 FRI & SAT; Closed Sunday & Monday.

JFCBS Vehicle Registration Office (H102)

Address: Rimburgerweg 30, Building H102

Telephone: +31 (0)45 526 2580

Hours of Operation: 8:15 a.m.-3:00 p.m., MON-FRI

There are three offices that are in-processing stations and are in Building H102 on Camp Hendrik (JFC Brunssum). To schedule appointments with the JFCBS Vehicle and Pass and Registration Offices, as well as the Dutch Customs Office, visit the JFC Brunssum Services Scheduling Portal below or **Appendixes J and K**.

[Schedule Appointment with JFC Brunssum Services Scheduling Portal \(\[acuityscheduling.com\]\(http://acuityscheduling.com\)\)](#)

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JFC Brunssum Vehicle Registration Office

Register vehicles with Brunssum NATO at the Vehicle Registration Office, Building H102. For the entire list of required documents, see **Appendix K: JFC Brunssum Vehicle Registration Application**.

Ensure to hand carry all of the listed documents as the Vehicle Registration Office will not make copies. Follow the strict process. If a single document is missing, the office will kindly ask you to schedule another appointment. This includes the Form 162 and the APK inspection paperwork. The registration fee is about 35 Euros. Once complete, the representative will provide a form that allows you to get a Dutch license plate manufactured and mounted on your vehicle. The representative will also provide a map and contact information for the nearby vendor that will stamp and mount the plates. The location is approximately a 20-minute drive from the JFC Brunssum entrance. If you are going to use a bike rack or trailer on your vehicle, it is necessary to obtain a white plate. A white plate is for anything that will obstruct the view of the yellow, vehicle plate. See **Appendix J** for appointment scheduling.

Maintenance

There are plenty of dealerships around the area for nearly all vehicle types. However, for significant repair or work, parts may have to come from the U.S. The Exchange on USAG Benelux-Brunssum does shelve basic items for automobiles such as oil, air and oil filters, and vehicle batteries. AutoZone is an option as it offers free shipping to Army Post Offices. The NATEX Service Station located on the NATO Air Base in Geilenkirchen (GK) also provides batteries and other supplies. See **Appendix D: Base Maps** for its location.

Insurance

Automobile insurance is mandatory for all military personnel and by Dutch law. Be sure to call your insurance provider to discuss coverage throughout Europe and to request an EU proof of insurance card (required for vehicle registration). If your insurance agency will not cover you, you may either change your insurer or leave your vehicle in storage. Although most U.S. personnel retain their U.S. insurance companies, it is also possible to acquire Dutch automobile insurance. Options for insurance include those stateside like USAA or local agencies like ABN AMRO Bank or those via www.forax.eu.

For example, Forax has a partnership with Turien & Co. Assuradeuren to offer car insurance to NATO staff in The Netherlands. NATO personnel can request an insurance offer without obligation via the FORAX Customer Portal at www.forax.eu. AON Insurance is also available at the Vehicle Registration Office. The AON Office is located in Building H-604 next to the JFC Library. Hours of operation are Monday-Wednesday, 9:00 a.m. - 12:30 p.m. Afternoons and Thursdays are by appointment. **Phone:** +31 (0)45 - 526 2492 (JFC extension: 2492) **Email:** jfc@aon.nl.

Fuel & Status of Forces Agreements (SOFA)

U.S. entitled personnel who own a vehicle registered at JFCBS may request reimbursement of excise duty on up to 400 liters of fuel per month that has been purchased at an ESSO station in The Netherlands. This refund can be processed **automatically** (use of the Forax Card) **or manually** and directly from the tax office on JFCBS at no cost. For Manuel Fuel Claims, fuel can be purchased at any petrol station in The Netherlands. You will pay the retail price displayed at the pump and will need to keep the receipts. On a monthly basis, you can then submit a request for reimbursement of all applicable taxes and charges to the Customs Office at JFCBS HQ. This is done on a "Fuel Tax Rebate Form". Bear in mind that you will need to declare any request for fuel reimbursement submitted through Forax that month. For more information on this program, contact your Sponsor and/or see **page 31, Forax Fuel Card**.

Other Vehicle Requirements

There are a number of vehicle and driving requirements in Europe. Several documents and safety equipment must be stored in a vehicle when driving in Europe. **Pages 19-20** in this guide provide a checklist of the basic items that are mandatory. Prior to travel, it is advantageous that members print and store copies of **Appendix L: Brochure for POV** and accident forms from <https://cartraveldocs.com/> in their vehicle and prior to shipment.

Every country has different rules and requirements for vehicles. You will learn more about these requirements at the USAG Benelux-Brunssum and JFC Brunssum driving courses. It is beneficial to conduct research prior to driving in varying countries.

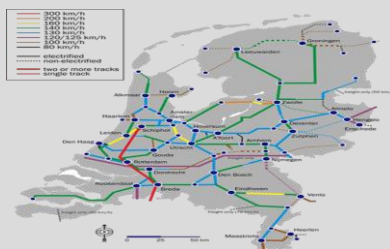
In-processing (Page 10)

Public Transportation



One of the best things about living in The Netherlands is the exceptional public transportation system. Public transportation serves just about anywhere you might need to go, including international destinations. When you first arrive, you may not have immediate access to a vehicle. However, there are numerous other ways to get around. Military personnel rely heavily on the public train system to get to and from the airport. In particular, USCG Inspectors and IPSLOs travel very frequently. This is something to consider when deciding where to live.

Travel on the metro, trolleys/trams, and buses all use the same form of payment. This is a public transport debit card called an OV-Chipkaart. These cards can contain bank information if you want them to automatically refill, or they can be anonymously purchased and preloaded with funds at the RET machines or service counters. Most of the RET machines that recharge OV-Chipkaarts take either coins or Dutch bankcards, but bills can be used if you go to a RET service counter.



Many Service Members use their bike as a primary mode of transportation and on a daily basis. The Netherlands is a very bicycle friendly country. Most Service Members purchased bikes from the U.S. or after arriving. Active Duty Service Members are always required to wear helmets while riding, and dependents are highly encouraged to do so as well. See **pages 18-19** in this guide for more information on Bicycle transportation.

To use the OV-Chipkaart, you simply swipe the card when you get on and off the metro, bus, or trolley. The proper amount then subtracts from the card. Your sponsor will help you purchase the new OV-Chipkaart card and show you how to use it. You will also learn about this system during the Newcomers Brief and Walking Tour conducted by DHR and ACS on USAG Benelux-Brunssum.

Types of public transport (OV) cards in the Netherlands



Anonymous OV card (blue)

- Not linked to your name, can be shared.
- Can be purchased quickly and easily.
- No extra discounts or services.
- Pre-paid: balance must be topped up as you go.
- Good for non-frequent travellers.
- Lost or stolen? Bad luck.



Personal OV card (yellow)

- Held in your name with a photo on the back.
- Ordered online via ovchipkaart.nl
- Allows you to add discounts, season passes, and more.
- Option for automatic reload or monthly invoicing.
- Extra benefits (e.g. hiring bikes)
- Card can be blocked and reissued if lost or stolen.



Dutch trains are relatively reliable, timely, cheap, and frequent. Trains in The Netherlands function in the same manner that many American cities use subways. Travel by train can be local or for inter-city travel. An online travel planner for the train system is available in English at www.ns.nl. An online public transportation planner that includes all forms of public transit is also at <http://journeyplanner.9292.nl/>. Your sponsor will help you navigate the basics of buying tickets and understanding train schedules. An Application for Dutch trains is **Reisplanner**, and **DB Navigator** is for the German trains. These applications are helpful when planning a trip and provide arrival and departure statuses on the minute (including delays from weather, construction, and etcetera).

For frequent travel by train, Discount Cards are available which entitle you to a 40% train fare discount during off-peak hours. Touchscreen train ticket machines offer instructions in English and are located at all major train stations. Most ticket machines do not accept cash, though. Purchasing train tickets at the service window will subject you to a 0.50 Eurocent fee. This is worth the price until you have a Dutch bank card of your own. Another way to buy tickets without a Dutch PIN / Debit card is to purchase the pre-paid OV Chip card. Most convenience stores sell the OV Chip Card.

Other Arrival Considerations

Dependent Employment / Dutch Economy

Working as a U.S. citizen in The Netherlands presents many challenges and many opportunities. There are limited possibilities to find work in the Dutch economy. It tends to be difficult to find positions on the economy because employers must justify hiring a non-Dutch citizen over a Dutch resident as per Dutch Law. Please also note that the command does not expect a sponsor to be responsible for finding employment for dependents. **If spousal employment is critical to your financial or personal situation, another assignment might be a better option than JFCBS.** If there are any questions or concerns about this matter, please contact your sponsor or service POC. Here are some options to consider when approaching this subject:

USAG Benelux-Brunssum is an Army garrison and there are employees from other Department of Defense (DoD) branches. Some open positions might include the following: Cashier Clerk, Mailroom Attendant, Library Assistant, and Morale, Welfare & Recreation Assistant. With the relatively large number of married couples stationed at JFCBS, jobs fill up quickly. The other commands and agencies in the building hire through their respective Human Resource Offices. The positions are generally set-aside for career employees. If work on the garrison may be of interest to your spouse, please check out <https://www.usajobs.gov/> for any available openings. Also, please check out link below for job postings at JFC Brunssum.

<https://www.jfcbunssum.com/about-mwa/jobs>

Is it possible to work in a different city/country and only be home part-time? Working in Belgium, Luxembourg, Germany, or elsewhere in Europe is a possibility depending on job availability and type (i.e., Consulting). Individuals that wish to work in the Dutch economy will first need to acquire a Dutch Social Fiscal (SOFI) number, which is similar in nature to a U.S. Social Security Number. The SOFI number establishes you as a taxable entity.

As of March 2023, non-EU dependents no longer need to obtain a work permit prior to engaging in gainful employment in The Netherlands.

Dependents of staff members at JFC HQ Brunssum / HQ JLSG Brunssum have authorization to work without a permit for the duration of the term of office/tour of duty of the staff members concerned. The time of exemption is again linked to the staff member's tour at JFCBS / JLSGBS. A lifeguard at the JFCBS indoor pool is an example of a possible job opportunity.

The Netherlands Ministry of Foreign Affairs and HQ JFCBS signed the agreement that defines dependents as the following:

- The Spouse (by marriage or agreement of co-habitation at a civil notary)
- Children under the age of 18
- Children until the age of 27 years if attending fulltime education in The Netherlands
- Children under 23 if they are not studying, but still are financially dependent on the staff member

The employment shall be in accordance with Dutch laws and regulations, including labor, fiscal, tax and social security legislation. For more information, please contact the JFCBS LEGAD Office at +31 45 526 2494.

Can you work from home? Yes, and these jobs could be whatever you might make of them. However, the use of the U.S. Army Post Office (APO) on USAG Benelux-Brunssum is strictly forbidden for such purpose (Tupperware, essential oils, and etcetera). While in-processing the Post Office (either on USAG Benelux-Brunssum or on Geilenkirchen NATO Air Base) or beforehand, it is recommended to review the list of items that are prohibited to receive by mail (e.g., rationed items).

Language and Culture

Although Dutch is the language spoken most frequently in The Netherlands, most people speak at least a fair amount of English. Face-to-face communication is not usually a problem. Nearly everyone between the ages of 18 and 50 are fluent speakers. Most people are genuinely friendly and approachable. However, deciphering written correspondence is trickier. A Dutch co-worker, neighbor, or friend can assist in translating bills or other mail items that are in Dutch.

Other Arrival Considerations (Continued)

Language and Culture (Continued)

Another option is to use an online translator service such as Google Translate. Army Community Services on USAG Benelux-Brunssum has local Dutch employees that can assist with translations, too. Recorded telephone trees can be very difficult to navigate through as well. The common situations for this is when contacting a cable or utility company. Again, soliciting the support from a local national or an online translator will help. What can initially come as a surprise is that the majority of daily, non-personal communications are exclusively in Dutch. These types of communications include casual conversation, radio, newspapers, and etcetera. The real difficulty will be reading signs, understanding traffic reports, and information displayed in public (e.g., Grocery Stores, discounts). Language applications are available. Duolingo is an application that offers Dutch for English speakers, and it is free! Reference **Appendix H** for other useful applications.

Morale & Welfare Activities (MWA) on JFC Brunssum also offers language classes throughout the year. These classes normally last 12 weeks. If interested in signing up, click link below for more information!

<https://www.jfcbrunssum.com/life-on-jfc/>

Dining Out

It is an evening out, do not expect to be gone within half an hour. Raise your hand to call the waiter/waitress for drinks.

Tips: The waiters/waitress get paid so tips are not a requirement. Use the "Round up" method: if the bill is 27,50, you can round up to 30,00 Euro for lunch. For dinner, a 5 Euro tip is generally acceptable.

Metric Conversion

1 Mile = 1600 Meters = 1.6 Kilometers
50 Miles = 80 Kilometers
60 Miles = 100 Kilometers

2.2 Pounds = 1 Kilogram
1 Pound = 454 Grams
½ Kilo is called "Pond" in Dutch

68 Degrees F = 20 C
50 Degrees F = 10 C
32 Degrees F = 0 C

Metric Conversion (Continued)

To convert Celsius to Fahrenheit:

Double, take off 10%, add 32 to get Degrees F

Example: Convert 30 C to Degrees F

Double = 60, take off 6 = 54, add 32 = 86F

1 Mile per Hour = 1.609344 Kilometers per Hour (km/h)
18.64 mph = **30 km/h** (speed in most EU housing areas)
31.07 mph = **50 km/h** (speed in most EU cities)
49.71 mph = **80 km/h** (speed on some NLD highways)
62.14 mph = **100 km/h** (NLD highway from 06:00-19:00)
74.56 mph = **120 km/h** (NLD highway from 19:00-06:00)

ABN Amro Bank Appointment Step-by-Step

Phone Instructions*:

1. Call **+31 900 0024**
2. Wait for the Dutch instructions. Press **#2** for English.
3. Press **#1** for "Personal Banking".
4. Press **#6** for "Any other questions".
5. Press **#2** for "No account number".
6. Schedule the appointment for Maastricht with the Bank Customer Service Representative.

**The following information is required before calling:*

1. Full Name; Date of Birth; and Nationality (USA)
2. Physical Address (CMR Box will not suffice)
 - a. Provide sponsor's NLD address if an address is not available yet, or
 - b. Provide address if available
3. Email or Phone# (recommend email). This is for the bank to send a confirmation email.

Email Instructions: Appointment@nl.abnamro.com

JFCBS Newcomers Guide

To access the JFCBS Newcomers' Guide, visit <https://jfcbs.nato.int/community/newcomers/newcomers-guide>

Newcomers Guide Point of Contact

If there are any concerns, errors, or updates since publishing this guide, please let us know. Contact usarmy.shape.hq-usanato-bde.list.a-co-operations@army.mil. Links to websites and phone numbers are current as of February 2025.

Appendices

- A. Prepare to Move Checklist
- B. FAQs
- C. Sponsor Welcome Package Checklist
- D. Sponsor and Inbound Personnel Responsibilities
- E. Base Maps
- F. Tri-Border In-Processing Checklist
- G. Useful Phone Numbers
- H. Useful Applications and Websites
- I. Foreign Bank Allotment Packet
- J. JFC Brunssum Appointment Scheduling Service
- K. JFC Brunssum Vehicle Registration Application
- L. Brochure for POV
- M. Factsheet AEFA-E-2023
- N. NAIL Flyer
- O. Clubs & Organizations
- P. EFMP Contact Information and Flyers
- Q. ACS Culture Days 2025 Flyer

Appendix A – Prepare to Move Checklist

| 1. Before Official Orders | 4. 4-8 Weeks Before Departure |
|--|--|
| <ul style="list-style-type: none"><input type="checkbox"/> Obtain additional Birth Certificates<input type="checkbox"/> Attend moving overseas workshop (if available)<input type="checkbox"/> Gather U.S. Delegation and Sponsor (if known) contact information; establish contact early<input type="checkbox"/> Research the country, Tri-border Area<input type="checkbox"/> Get current on all forms of required identification<input type="checkbox"/> Obtain Wills and Powers of Attorney<input type="checkbox"/> Renew State Driver's License (if able)<input type="checkbox"/> Get started on personal, Tourist/Travel passports<input type="checkbox"/> Purchase new and required uniform items:<ul style="list-style-type: none">- Navy and Marines have zero support to buy uniform items in the local area. Air Force and Army have small troop stores with limited stock on hand.<input type="checkbox"/> Schedule overseas screening for family members <p><i>*Installations may not provide official orders /assignment instructions until screening is complete</i></p> | <ul style="list-style-type: none"><input type="checkbox"/> Contact current utility companies<input type="checkbox"/> Contact insurance companies<input type="checkbox"/> File change of address with current post office. Obtaining new Community Mail Room (CMR) Box can be done 45-days out with the USAG Benelux-Brunssum Army Post Office—Sponsor can assist<input type="checkbox"/> Double check all family members' government ID expiration dates<input type="checkbox"/> Notify children's school(s)<input type="checkbox"/> Update Two-factor Authentication (2FA) for personally-used websites; see page 8 of this guide for more information<input type="checkbox"/> Contact phone service providers for any changes to service plans. See "Internet & Phone Services" section in this guide |
| 2. After Official Orders | 5. 1-2 Weeks Before Departure |
| <ul style="list-style-type: none"><input type="checkbox"/> Schedule appointment with Transportation Moving Office (TMO)—Schedule/Book Flights, moving arrangements<input type="checkbox"/> Apply for Official "No-fee" Passports<input type="checkbox"/> Request a Sponsor (if not assigned already)<input type="checkbox"/> Book Temporary Lodging at new duty station—Sponsor can assist in this process | <ul style="list-style-type: none"><input type="checkbox"/> Arrange for child and pet care for moving days (if needed). New Joint Travel Regulation (JTR), 050108 may cover child care expenses during PCS<input type="checkbox"/> Double check all travel arrangements<input type="checkbox"/> Separate items for various shipments (Unaccompanied Baggage; Non-temporary Storage; and Household Goods)<input type="checkbox"/> Prepare to hand carry important documents |
| 3. 3-6 Months Before Departure | 6. While Leaving Current Location |
| <ul style="list-style-type: none"><input type="checkbox"/> Notify Housing or Property Manager of move<input type="checkbox"/> Contact TRICARE health benefits advisor/provider if you are changing TRICARE regions to facilitate an easy transition<input type="checkbox"/> Develop a relocation spending plan<input type="checkbox"/> Inventory household items<input type="checkbox"/> Determine if your pets can come with you<input type="checkbox"/> Double check legal documents<input type="checkbox"/> Request a port call<input type="checkbox"/> Obtain your child or adult dependent's medical records, including shot records, prescription, and dosages<input type="checkbox"/> Review Medicare, Medicaid, and Supplemental Security Income (SSI) information available at new location, as appropriate<input type="checkbox"/> Connect with local School Liaison to ask for a warm hand-off to the School Liaison at the new installation<input type="checkbox"/> Notify school or early intervention agency of the impending move and request a copy of your child's records, including transcripts and assessments<input type="checkbox"/> Request child's latest Individualized Education Program (IEP) or Individualized Family Service Plan (ISFP), including IEP and IFSP meeting minutes and the most recent progress report | <ul style="list-style-type: none"><input type="checkbox"/> Collect any supplies that child/adult dependents may need upon arrival at the new duty station, including medication refills and supplies. For example, hearing aid batteries and contact lenses<input type="checkbox"/> Hand-carry hard copy of child/dependent adult's medical and immunization records, as applicable<input type="checkbox"/> Hand-carry hard/digital copies of any educational information, including IEP, IFSP, and 504 Plan<input type="checkbox"/> Keep contact information of child's current teacher / early intervention specialist in case there are questions at your new intervention agency<input type="checkbox"/> Provide the staff at your child's current school with the contact information for the special education staff at your child's new school to expedite the transfer of information<input type="checkbox"/> Remain in contact with your Sponsor in order to provide any updates/delays to travel timeline |

Appendix B – FAQs

Q1. What are my sponsor's duties to facilitate a smooth transition to JFCBS?

A1. An assigned sponsor has a list of basic duties. Please refer to Appendix C, "Sponsor and Inbound Personnel Responsibilities" section for the complete list. Ultimately, the Service Member is responsible for their PCS.

Q2. What is the telephone number to call in The Netherlands in case of Emergency (e.g., police, medical, or fire)?

A2. Call **112** for Emergency. 112 is the Emergency number for all European Union countries. For Germany: 110 for (Police). For Belgium: 101 (Police); 100 (Ambulance).

Q3. Can my spouse work out of the house selling Tupperware, Avon, essential oils, etc.?

A3. Yes—But, the use of the U.S. Army Post Office (APO) on USAG Benelux-Brunssum is strictly forbidden for this purpose. While in-processing the Post Office (either on USAG BB or on Geilenkirchen Air Base) or beforehand, it is recommended to review the list of items that are prohibited to receive by mail (e.g., rationed items).

Q4. Are the hotels in the Benelux-Brunssum area accommodating with families with small children?

A4. There are a limited number of family suites available. Try to book reservations as soon as possible, but do so while communicating with a sponsor. If a suite is unavailable, an individual's Temporary Lodging Allowance may be sufficient to pay for multiple rooms for families. See "**Temporary Lodging & Housing**" section starting on **page 10**.

Q5. Will my electric lamps work in The Netherlands?

A5. Generally—transformers are not necessary for lamps. Switching out the light bulbs with 220V bulbs and installing adapters on the plugs will be the minimum that is required. Always reference the lamp's User Manual, original packaging, or the information labels on the item. For more information on electrical equipment, see the "**Utilities**" section in this guide.

Q6. What is the best way to relieve jet lag?

A6. Stay up the first day as long as possible (at least until 21:00) and only take a short nap if needed. Sleep as much as possible on the flight.

Q7. What is the food like?

A7. You can generally find any kind of food in The Netherlands as the culinary scene is diverse. Some Dutch delicacies include fresh, raw, or pickled Herring (seasonal, and usually "halped" on the spot at the Herring stand), Ollie Ballen (fresh cooked donuts made around New Year's), and a huge variety of cheese and dairy products.

Q8. Is the unit helpful to spouses while I am on the road?

A8. It is the command's sincere intention to be as supportive to families as possible. All members of the command are available to provide assistance or information to family members while their Service Members are traveling.

Q9. Does an American credit or debit card work on Dutch ATMs?

A9. Yes. There are ATMs (called "Geldautomaten" or GWK) everywhere. By searching these names in phone applications such as Google Maps, several options and nearest locations will likely appear. The ATMs usually provide a competitive exchange rate, but your U.S. bank may charge an international exchange fee. Some banks will limit the daily ATM withdrawal to \$400 in Euros per day and per card. It is always best to have a solid plan in place to tackle larger purchases or rent payments, especially if cash withdrawals are the primary means for obtaining Euros. If available, request from your bank a chip card for debit/ATMs and a credit card. All ATMs in The Netherlands are transferring to the "Geldmaat." The machine will have a uniformed, yellow appearance, no matter which bank maintains the ATM. For more information, see the "**Finance**" section in this guide.

Appendix B – FAQs

Q10. Can I mail certain items to myself prior to my departure?

A10. Yes. Mail items to your assigned sponsor(s), and they will hold on to the items. During in-processing, the Post Office will assign a Community Mail Room (CMR) box for you to receive mail. See **page 24** for more.

Q11. Do I need a lawnmower?

A11. It depends. Dutch houses typically have small yards that are often converted into patios. If you prefer city or townhouse living, you may be better off leaving your lawnmower in storage. It is possible to negotiate yard maintenance service into a rental contract. In some cases, properties have lawn and garden equipment left over from the previous renter. Also, the Self-Service Department on USAG Benelux-Brunssum offers a limited range of gardening equipment on temporary loan.

Q12. Can I bring my king size bed?

A12. Most houses are too small to accommodate king sized beds. Stairs are often too narrow and steep to accept large furniture and box springs. You often have to move furniture through upper floor windows. A queen size bed can usually fit on the first floor (with zero being the ground floor), but normally it is difficult to get it up to the second (or top floor) without having to disassemble the box spring frame and then connecting it back together with screws or nails. For more information, see the **“Housing and Lodging”** portion in the beginning of this guide.

Q13. Can I use my U.S. Mobile Phone in The Netherlands?

A13. Yes. All newer U.S. phones are unlocked, provided they are not financed or being paid through a plan/contract and can be used with a SIM card from a Dutch carrier. Prepaid SIM cards are available to use from most carriers and will allow you to use your phone immediately. In most cases, you will need to establish a local bank account to set up a long-term plan with a Dutch phone carrier. Your current carrier can tell you if your phone is locked or unlocked. See **“Internet & Phone Services”** section for more information.

Q14. Will my TV work in The Netherlands?

A14. It is possible to use your U.S. TV in The Netherlands, but it will need a transformer and a converter to enable Dutch cable if it is a 120V TV. If it is 220V compatible, an adapter is just required. Another option is to purchase a dual (or multi) system, multi-voltage TV upon arrival. If you recently purchased a TV, it may be a “multi” system—just check the back of the unit. Region 1 (American) DVDs do not play on European Region 2 players. The same is true for some game console (i.e., Game Cube) games; these are also regionally encoded. Basic cable TV is included as part of your basic cable service package. This can include a mix of European channels: BBC; CNN International; Discovery Europe; and National Geographic Europe. Expanded broadband cable services such as digital TV, pay per view, and premium channels are available through local cable providers for an extra fee similar to the U.S. However, the amount of English language programming can be limited. The Armed Forces Network (AFN) satellite network is available at no cost to military families and carries a variety of U.S.-originated network and cable programming. Members need to have a compatible satellite receiver and antenna (available for free on GK). Used systems are also available from personnel rotating out (GK/AFNORTH/JFC Classifieds page on Facebook), and Virtual Private Network (VPN) services will enable you to stream already-purchased cable services.

Q15. What is crime like in The Netherlands?

A15. If you ask someone from The Netherlands, you will hear that crime is on the increase. However, The Netherlands is one of the safest places you could live compared to the U.S. Crime exists, but it seldom involves weapons. Most crime involves property theft such as bicycles, wallets, and cars. Over the past several years, unit members have had their homes and vehicles broken into, specifically during high vacation/travel periods. Always remain vigilant!

Appendix B – FAQs

Q16. Can I bring my computer?

A16. Yes. CPUs and monitors are normally 110/220V capable. Check your machine to confirm. Most laptop computer power supplies are dual voltage, as are some printers. However, you will need to purchase plug adapters. Internet connections are available through both the telephone company (ADSL) and cable television (cable modem) companies. Europe is very Internet savvy, and similar to the U.S., a wide variety of information, shopping, and services are available on the internet. Reference “**Internet & Phone Services**” section for more information.

Q17. What will I need to travel?

A17. Tourist and Official Passports are required to travel outside of The Netherlands. Please refer to **page 5**, “Pre-Arrival Preparations” for more information on passport requirements. A good/durable set of luggage is important, too. It is recommended to not only have a good set of carry-on luggage, but to do some research on European Airlines and their luggage requirements and dimensions. Reference “**Other Pre-Arrival Considerations**” section on **page 24** for more information on luggage transportation.

Q18. What would you tell someone inbound to purchase before leaving the United States?

A18. The following were the most popular answers:

Purchase/Bring Along, however, you may be able to purchase these items on local Facebook pages from members leaving:

- Plug Converter Travel Pack
- Winter Clothes
- Good Camera
- Pet Needs/Supplies
- Medical Supplies
- Eyeglasses, Contact Lenses
- Rain Jacket & Umbrella
- **Service Members: Purchase any and all required uniform items.** There are two small troop stores that can ship in items for the Army and Air Force, but in-stock supplies are limited. There is a CIF and Company Supply Room for the Army, but they have limited uniform items on hand. Closest Army Military Clothing and Sales for Class A uniforms and items is roughly 2 ½ hours away.

Q19. What would you tell them to leave in storage in the United States?

A19. Leave Behind:

Major Electrical Appliances

- Small Kitchen Appliances
- Oversized Furniture

Any items that can come into The Netherlands, but might be troublesome to ship back to the U.S., **OR** items that are **NOT** allowed to be shipped to The Netherlands:

- Any Untreated Wood, (decorations, wine barrels and the like)
- Stuffed Animals
- Alcohol Collections (taxes might apply when shipping back to the U.S.)
- Firearms (unless required)—Please see **page 25**, “**Privately Owned Firearms (POF)**” section
- Antiques—if no proper certificates are available, uncertified antiques cannot be imported into the U.S.
- (combat) Knives, Swords, Stiletto’s made from animal skins, etc.

Appendix C – Sponsor Welcome Package Checklist

Newcomer Requirements (to complete), Sponsor to Send & Advise*

- ☐ Request receipt of PCS Orders. This is required to start some processes (i.e., Post Office)
- ☐ Defense Travel System (DTS) and Government Travel Credit Card (GTCC) Packet:
 - ☐ *AFNORTH DTS INPROC, v2—Required In-Processing Info. and Certificates*
 - ☐ *GTCC Statement of Understanding (SOU), v2*
 - ☐ *Annex G, SOU for Rental Vehicle*
 - ☐ Sponsor to send as supporting documentation to Newcomer:
 - ☐ *“How To –GTCC Application”*
 - ☐ *USNATO BDE Travel Guide 2023, v2*
 - ☐ *Letters of Justification: Personal Funds and Itemized Lodging Memorandums*
- ☐ *DA Form 5960, Basic Allowance for Housing (BAH) Authorization and Dependency Declaration*
 - ☐ This is an Army Form; use your Branch-equivalent form and Sponsor submits to Branch Support Element upon receipt
- ☐ Finance Documents:
 - ☐ Foreign Bank Allotment Packet (this is optional and not required)
 - ☐ *Bunq Online Bank Set-up Procedures* (if Newcomer exercises this option)
 - ☐ *ABN Amro Information Flyer*

Planning/Situational Awareness Products*

- ☐ *JFCBS Peacetime Environment (PE) Structure & Division/Unit PE Structure*
- ☐ Driver's Info. Packet (*European Accident Statements, JFCBS Vehicle Registration Checklist*)
- ☐ *“Buying and Selling a Vehicle during your Tour in NL” Wire Diagram Flyer*
- ☐ *AFNORTH U.S. Section School Year Calendar (if Member has school-aged children)*
- ☐ *AFNORTH International School Transportation Contact Information*
- ☐ Army Community Services (ACS) Event Flyers & Products (i.e., *Culture Tour Calendar, Lending Closet Item(s) List, Trainings, etc.*)
- ☐ Value-Added Tax (VAT):
 - ☐ *VAT Information (Training) PowerPoint Presentation*
 - ☐ *Forax VAT NATO NL Refund Service Client Operating Instructions, July 2024*
 - ☐ *JFC HQ B Form 602, Customs Tax Invoice (Blank)*
 - ☐ *VAT Exemption Form 15-10 Personal Items (Fillable)*
 - ☐ *Fuel Tax Claim, v8 – dated 31 October 2024*
 - ☐ *“NLD Shopping & Tourist Sites”*
- ☐ *“Having a Baby in The Netherlands” Information Slide* (if applicable)
- ☐ Temporary Duty, Leave & Pass:
 - ☐ *FY25 Holiday Observance Policy for U.S. at JFCBS, dated 18 September 2024*
 - ☐ *USAREUR-AF Leave and Pass Policy, dated 22 March 2022*
 - ☐ *Policy Memo #4-7, USNATO BDE, dated 16 May 2022 (Army Only)*
- ☐ *Joint Travel Regulation (JTR) 050107, Pet Expenses Due to a PCS Sheet* (if applicable)
- ☐ *JFCBS Senior National Representative Uniform Memorandum, dated 14 November 2024*

This is not an all-inclusive list of Newcomer Requirements and Planning/Situational Awareness Products. **All documents associated with items listed above can be accessed from the U.S. National Drive, Area 10 Folder.*

Appendix D – Sponsor & Inbound Personnel Responsibilities

Sponsor Responsibilities*

- ☐ Initiate contact with Newcomer via email and phone
- ☐ Confirm Newcomer's receipt of Supporting Element's Welcome Aboard Packet
- ☐ Send Sponsor Welcome Package—consisting of Newcomer Requirements & Planning products according to **Appendix C** in this guide, tailored to the Newcomer
- ☐ Prompt tracking of overseas medical screening with member & Administrative Staff
- ☐ Prompt tracking of passport acquisition process (both Official, "No-Fee" and Tourist)
- ☐ Track completion of required security training and clearance documents
- ☐ Track completion of required DTS and GTTC required training and documents
- ☐ Advise on pack out (using long-term storage), vehicle shipment (vehicle size issues), and pet travel requirements
- ☐ Advise on Value-added Tax (VAT) and Forax online refund services
- ☐ Advise and track DoDDS-Europe Schools Program enrollment
- ☐ Advise and assist reservation of selected hotel or guesthouse for inbound personnel
- ☐ Arrange meeting spot for pick-up at the airport (discuss airport options)
- ☐ Answer questions and act as a link between member and the Command
- ☐ Advise on purchasing any required uniform items (locations are limited or far away)
- ☐ Assist in scheduling appointments according to *Tri-Border In-processing Checklist* found in **Appendix F** of this guide. Some coordination examples, include:
 - ☐ Respective Service Administrative Office (U.S. Delegation)
 - ☐ JFC Brunssum Pass & Registration Office for Badging Requirements
 - ☐ USAG Benelux-Brunssum Housing Services Office & International Housing Office (JFCBS)
 - ☐ Army Post Office
 - ☐ Selected local Bank (if possible)
 - ☐ U.S. Driving Course for Dutch Permit
 - ☐ JFCBS Newcomers Training (JFCBS Assigned Personnel Only)
- ☐ Upon arrival, guide and assist Newcomer in completing the *Tri-Border In-processing Checklist* found in **Appendix F** of this guide

Inbound Personnel Responsibilities*

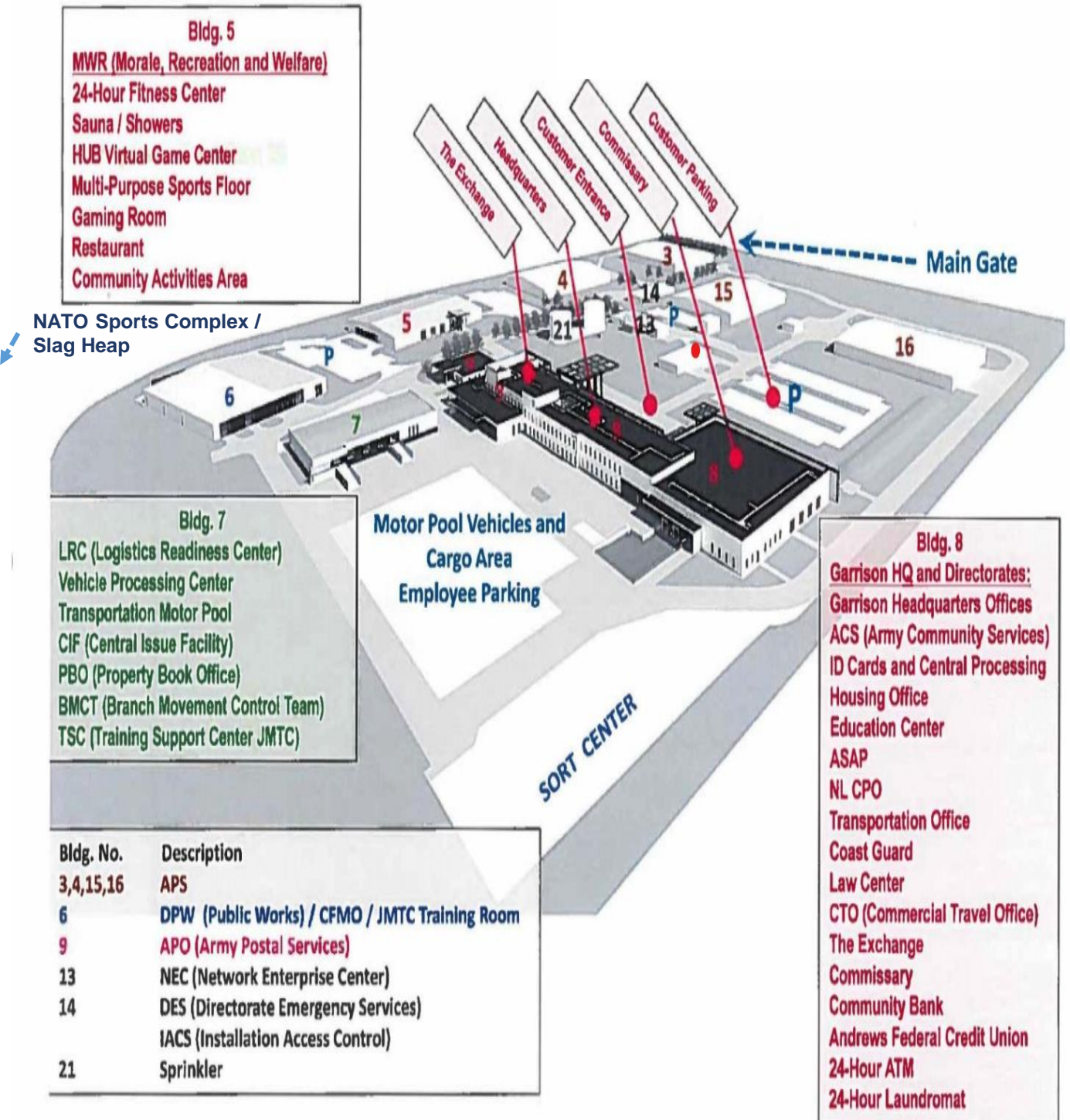
- ☐ **Read both the JFCBS and U.S. Newcomers Guides**
- ☐ Complete overseas medical screening and command sponsorship (Financial Section is required)
- ☐ Research housing options/prices/rates on the internet if Government Housing is not available; review "**Temporary Lodging and Housing**" section in this guide
- ☐ Request and receive Travel and Official, "No-Fee" Passports (reference **Page 5**)
- ☐ Enroll in DoDDS-Europe School Program, or local Dutch/Belgium/German school
- ☐ Research Brunssum and surrounding areas on the internet (reference **Appendix H**)
- ☐ Research and decide on hotel (review "**Temporary Lodging**" section in this guide)
- ☐ Ask as many questions as possible!

* *This is not an all-inclusive list of responsibilities*

Appendix E – Base Maps

USAG Benelux-Brunssum

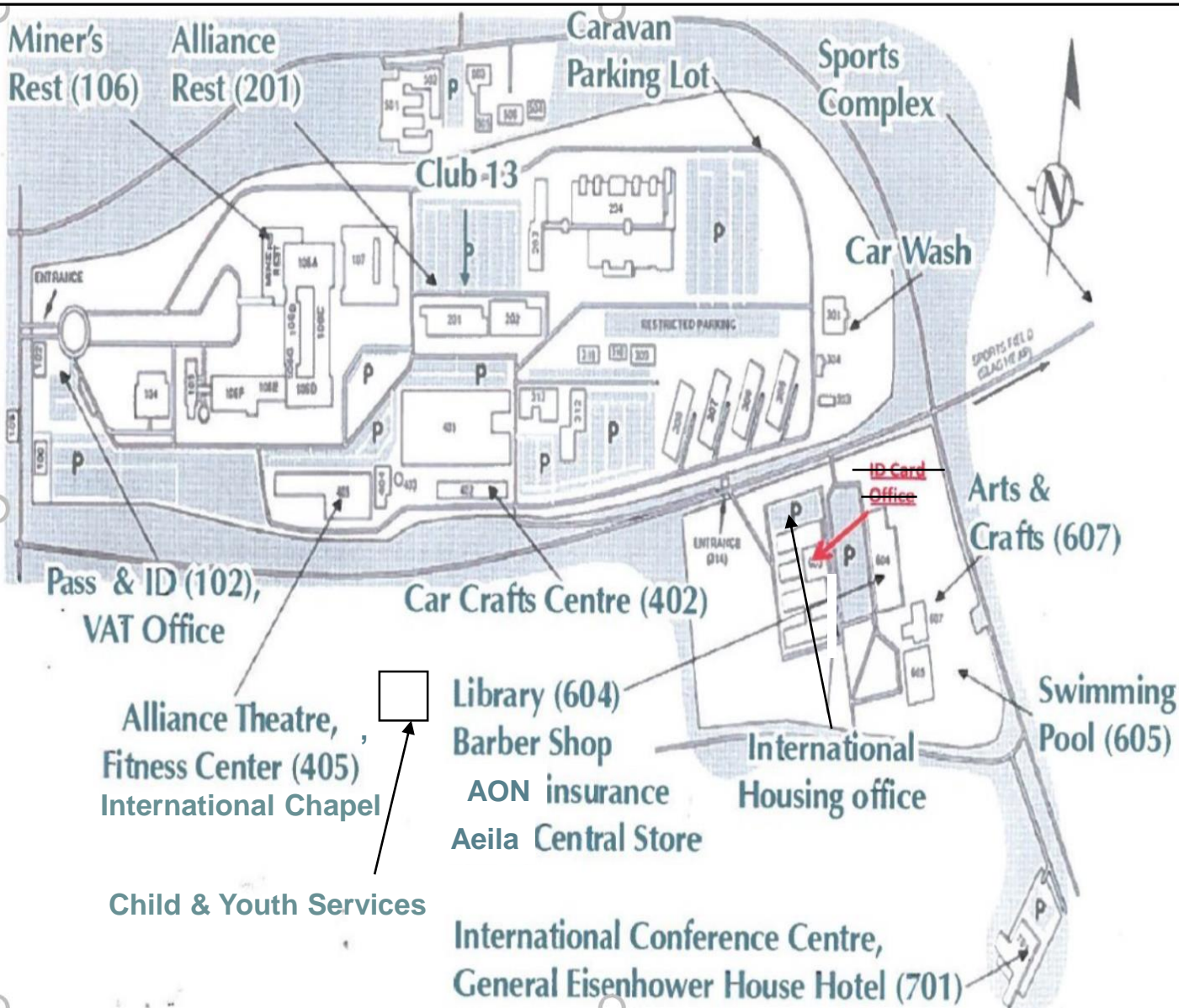
UNITED STATES ARMY GARRISON BENELUX-BRUNSSUM, NETHERLANDS



Appendix E – Base Maps

Camp Hendrik

**JOINT FORCE COMMAND (JFC)
BRUNSSUM, NETHERLANDS**



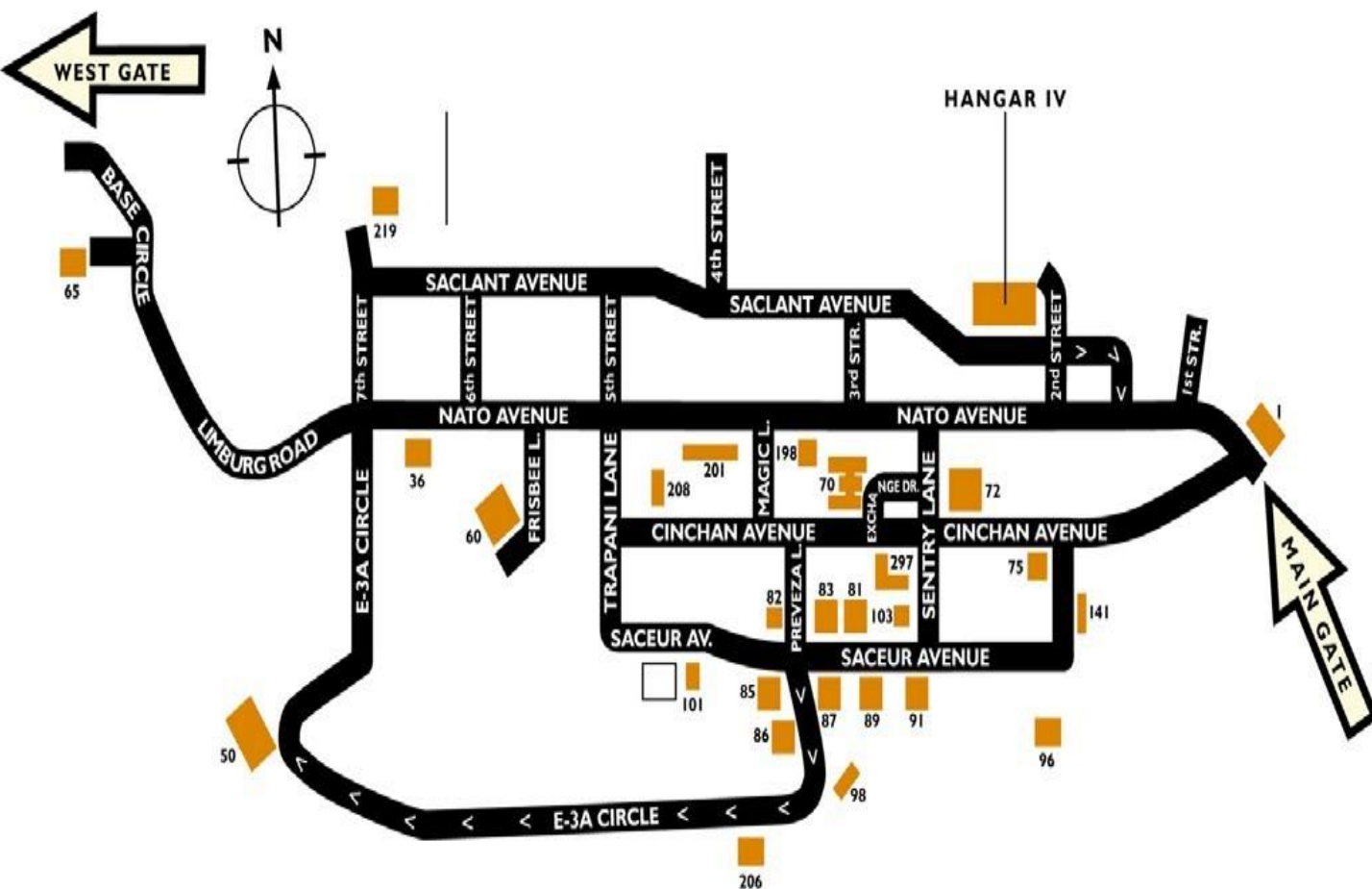
Appendix E – Base Maps

NATO Air Base Geilenkirchen (GK)

NATO AIR BASE GEILENKIRCHEN (GK), GERMANY

NATO UNCLASSIFIED

E-3A COMPONENT DIAGRAM OF MAIN ROADS AND SERVICE FACILITIES



1 MAIN GATE
36 IMP
50 OFFICERS' CLUB
60 FRISBEE CLUB
65 NATEX SERVICE STATION
70 INTERNATIONAL DINING HALL
FLIGHT KITCHEN
NATEX SHOPS

72 SENTRY CLUB
75 NATEX WAREHOUSE
81 GERMAN POST, DRESNER BANK
BARBER SHOP, DRY CLEANERS,
DER TRAVEL
82 US PRE-SCHOOL
83 SUPPORT UNITS GR, NL, NO, PO, TU, BE
85 GE SUPPORT UNIT

86 GE SUPPORT UNIT
87 US SUPPORT UNIT
89 US EDUCATION CENTER
91 US ELEMENTARY SCHOOL
96 LIBRARY, INTERNATIONAL PRE-SCHOOL
98 CA SUPPORT UNIT
101 SWIMMING POOL
103 US MILITARY CLOTHING SHOP

141 BILLETING/HOUSING OFFICE
IT SUPPORT UNIT
198 US DENTAL CLINIC
201 MEDICAL SQUADRON
206 NEW GYM
208 US MEDICAL CLINIC
219 SAFETY DIVISION

HANGAR IV PASSENGER TERMINAL

Appendix F – Tri-Border In-processing Checklist

USAG BENELUX BRUNSSUM (EYGELSHOVEN) IN-PROCESSING CHECKLIST

Please note this is for Military (MIL) and Department of the Army Civilian (DAC) personnel as indicated

| MIL / DAC | Requirement | Purpose | Office | Phone | Bldg./Rm |
|--|---|--|---|---|---|
| MIL | U.S. Delegation Processing *Sponsor Guided & Coordinated | <p>Initial In-Process, Ration Card, AMIS NATO ID Card Application (if not submitted to Support Element before arrival and as part of Welcome Notification requirements)</p> <p><u>Bring the following:</u></p> <ul style="list-style-type: none"> - 2 Copies of Orders (Sponsor or Newcomer can email beforehand) - AMIS NATO ID Card Application <i>Note: if not completed before arrival, J1 needs 5 working days to complete this action</i> - Per Service, submit training readiness certificates (as required). This includes, but is not limited to, OPSEC, INFOSEC, TARP, and etcetera. - GTCC Training Certificates & USNATO BDE SOU <p><u>The following will be issued:</u></p> <ul style="list-style-type: none"> - Ration Card - NATO Security Clearance (if application submitted before arrival) - Value-added Tax (VAT) information Packet | U.S. Delegation Mon – Fri 0900 - 1700 | <p>Air Force COM: +31 45 526 2351 DSN: 606-244-2351 Email: 470ABS.CSS@us.af.mil</p> <p>Army DSN: 314-597-3557 Email: usarmy.shape.hq-usanato-bde.list.a-co-admin@army.mil</p> <p>Navy/Marine DSN: 606-244-3528</p> <p>Coast Guard Email: D05-DG-ACTEUR-TRAVEL@uscg.mil</p> | JFCBS Bldg. H307 (1 st Floor) |
| ALL (DACs must in-process CPF/DHR first) | Pass and Registration Office *Sponsor Guided & Coordinated | <p>Obtain AMIS NATO ID Card (JFC HQ Form 162) passandregistration@jfcbs.nato.int</p> <p>Appointment Required: JFC Brunssum Services Scheduling Portal</p> | Pass & Permits Mon – Fri 0830 - 1445 | COM: 0031 (0) 45 526 2542 | JFCBS Bldg. H102 (App. D) |
| JFCBS Personnel* (*for JFCBS HQ/Facility Personnel) | Headquarters Security Office *Sponsor Guided & Coordinated | <p>Activate AMIS NATO ID Card Pin <i>*Must first have AMIS NATO ID from JFCBS Pass and Registration Office</i></p> | Headquarters Security Office Mon – Thur 0815 - 1500 Fri 0815 - 1200 | COM: 0031 (0) 45 526 2481 | JFCBS Bldg. H106 Rm. I 1.02 |
| ALL | Central Processing Facility (CPF / DHR) | <p>In-Process at USAG Benelux-Brunssum and schedule for next Newcomer's Orientation</p> <p>DAC: Ration Card & AMIS NATO ID Card Application</p> | CPF Mon – Fri 0800 - 1600 | DSN: 597 - 4260 / 4261 COM: 0031 (0) 45 534 0260 / 0261 | USAG Benelux-Brunssum Bldg. 8 Rm. N109 (1 st Floor - |

Appendix F – Tri-Border In-processing Checklist (Page 2/10)

USAG BENELUX BRUNSSUM (EYGELSHOVEN) IN-PROCESSING CHECKLIST

Please note this is for Military (MIL) and Department of the Army Civilian (DAC) personnel as indicated

| | | | | | |
|-----|---|--|--|---|---|
| | *Sponsor Guided & Coordinated | <p>ALL: Bring 2 forms of ID (CAC, Passport, State DL, and/or military retiree card). Bring orders, but Sponsor can email beforehand.</p> <p>DAC: Must get Certificate of Employment from CPAC Representative and ensure new employee has been added into the system before CAC can be issued.</p> <p>Appointment Required.</p> <p>ID Card CAC or Dependent ID Card and DEERS Enrollment (if applicable)</p> <p>Appointment Required.</p> <p>Passport/Visa/SOFA Briefing Appointment Only.</p> | | | ACS entrance) |
| MIL | Finance | <p>For Travel Voucher claims, Service Members submit claims online through Travel Voucher Direct. Visit the Defense Finance Accounting Service (DFAS) website http://www.dfas.mil.</p> <p>For Air Force Service Members, contact 470ABS.FME@us.af.mil</p> <p>Address: 470 ABS, Geilenkirchen Finance Office, Building 87; DSN: 314-458-4039/4134</p> <p>For Navy Service Members, contact usn.benelux.navsupactnaplesit.mbx.usnseb@mail.mil</p> <p>See page 29 in Guide for more information.</p> | For Army, see U.S. Delegation for any questions / concerns | http://www.dfas.mil | N/A. (online or via phone) |
| ALL | Foreign Bank Account *Sponsor Coordinated | <p>Must have Lease/Dutch physical mailing address and Dutch phone number (in most cases). <i>Sponsor can assist this process.</i></p> <p>Appointment Required.</p> <p>See page 38 and Finance sections in Guide for more information.</p> <p>Foreign Bank Allotment, see Appendix H.</p> | Online or at location | | |
| ALL | Installation Access Control System (IACS) | CAC is automatically registered the first time scanned at the gate. If using a DEPENDENT ID card and want to register CAC instead, you must go to IACS to change default card to CAC. | Provost Marshal Office Mon – Fri 0800 - 1200; 1230 - 1600 | COM: 0031 (0) 45 534 0116 / 0117 | USAG Benelux- Brunssum Bldg. 14 (App D) |

Appendix F – Tri-Border In-processing Checklist (Page 3/10)

USAG BENELUX BRUNSSUM (EYGELSHOVEN) IN-PROCESSING CHECKLIST

Please note this is for Military (MIL) and Department of the Army Civilian (DAC) personnel as indicated

| | | | | | |
|---|---|--|---|--|---|
| ALL | Army Leased Housing Office *Sponsor Guided & Coordinated | Register with Army Leased Housing Office <u>Bring the following:</u> <ul style="list-style-type: none"> - Copy of Orders (Sponsor or Newcomer can email beforehand) - Verification of Departure Date from last location/duty station - Verification of Dependents that travelled OCONUS <u>The following will be issued:</u> <ul style="list-style-type: none"> - If Housing is available: Viewing Appointment - If Housing is NOT available: CNA Appointment Required. | Housing Services Office <i>Mon – Fri*</i> 0800 - 1200; 1230 - 1630 <i>*Thu</i> 0800 - 1200 | DSN: 597-4163 / 4165 COM: 0031 (0) 45 534 0163 / 0165 | USAG Benelux-Brunssum Bldg. 8 (2 nd Floor) |
| ALL <i>(if Army Leased Housing is not available)</i> | Privatized Housing Office *Sponsor Guided & Coordinated | Register with Privatized Housing Office <u>Bring the following:</u> <ul style="list-style-type: none"> - Copy of Orders (Sponsor or Newcomer can email beforehand) - Certificate of Non-Availability (CNA) from Army Leased Housing Office - Verification of Departure Date from last location/duty station - Verification of Dependents that travelled OCONUS Appointment Required. | Housing Services Office <i>Mon – Fri*</i> 0800 - 1200; 1230 - 1630 <i>*Thu</i> 0800 - 1200 <i>*Housing In-briefs are in the afternoon</i> | DSN: 597-4149 / 4150 / 4151 / 4152 COM: 0031 (0) 45 534 0149 / 0150 / 0151 / 0152 | USAG Benelux-Brunssum Bldg. 8 (2 nd Floor) |
| ALL | Construction Facility Management Office (CFMO) *Sponsor Guided | For temporary furnishing (CFMO) <u>once quarters are assigned</u> | CFMO <i>Mon – Fri*</i> 0800 - 1200; 1230 - 1630 <i>*Thu</i> 0800 - 1200 | DSN: 597-4156 COM: 0031 (0) 45 534 3156 | USAG Benelux-Brunssum Bldg. 8 (2 nd Floor) |
| ALL | Community Mail Room (CMR) *Sponsor Guided & Coordinated | Set up mailbox/combination information and Change of Address <i>(Go to MAILROOM window, NOT the FINANCE window)</i> <u>Bring the following:</u> <ul style="list-style-type: none"> - Copy of Orders* <i>*Sponsor can send Orders and request a CMR Box 45-days in advance from the APO.</i> | Army Post Office <i>Mon – Fri</i> 0800 - 1700 | DSN: 597-4188 COM: 0031 (0) 45 534 0188 | USAG Benelux-Brunssum Bldg. 9 (Mailroom window) |

Appendix F – Tri-Border In-processing Checklist (Page 4/10)

USAG BENELUX BRUNSSUM (EYGELSHOVEN) IN-PROCESSING CHECKLIST

Please note this is for Military (MIL) and Department of the Army Civilian (DAC) personnel as indicated

| | | | | | |
|--------------------|--|---|--|---|---|
| ALL | Installation Access Control System (IACS) *Sponsor Guided | Temporary Forax Fuel Card (if applicable) <i>*for rental vehicle during in-processing Registration</i> Complete AE Form 550-35B, SEP15. Once signed by IACS personnel, go to AAFES in Bldg. 8 to apply for the temporary fuel card. | Provost Marshal Office Mon – Fri 0800 - 1200; 1230 - 1600 | COM: 0031 (0) 45 534 0116 / 0117 | USAG Benelux-Brunssum Bldg. 14 (App D) |
| ALL | Vehicle Processing Center (VPC) *Sponsor Guided | Confirm POV Shipment Status <i>(Should be checking status on the LAL website)</i> Appointment Required. | LRC Mon – Fri 0800 - 1630 | DSN: 597-4189 / 4190 COM: 0031 (0) 45 534 0189 / 0190 | USAG Benelux-Brunssum Bldg. 7 |
| ALL | Dutch Driver's Permit *Sponsor Guided | Obtain Dutch Driver's Permit <i>Must complete before you register vehicle(s) at JFCBS Vehicle Registration Office and to attend NATO Driver's Course. Also, some Guest Houses require the permit or an International Driver's License to use rentals.</i> Appointment Required for Test. | LRC Mon – Fri 0800 - 1630 | DSN: 597-4100 COM: 0031 (0) 45 534 0100 | USAG Benelux-Brunssum Bldg. 7 |
| ALL | POV/ Motorcycle Registration *Sponsor Guided | Register POV/Motorcycle Mandatory for Vehicle Owners. Appointment Required: JFC Brunssum Services Scheduling Portal | Pass & Permits Mon – Fri 0815 - 1530 | COM: 0031 (0) 45 526 2580 | JFCBS Bldg. H102 (App D) |
| ALL | POV Fuel Card/ STAR CARD/ FORAX | Register for Forax Fuel Card <i>Must have Military STAR account and current NATO POV registration for fuel card. Expect 24 hours for Fuel Card to be ready.</i> | AAFES Mon – Fri 1000 - 1700 | DSN: 597-4324 COM: 0031 (0) 45 534 0324 | USAG Benelux-Brunssum Bldg. 8 |
| MIL (Army Only) | Central Issue Facility (Annex) *Sponsor Guided | Check-in with Central Issue Facility (CIF) <u>Bring the following:</u> - Copy of Orders - Copy of Military Clothing Record | CIF Mon – Fri 0730 - 1600 | DSN: 597-4193 COM: 0031 (0) 45 534 0193 | USAG Benelux-Brunssum Bldg. 7 Rm. 119 (App D) |
| MIL | MEDDAC *Sponsor Guided | Medical Records, for authorized users only. Tricare Office located here. <i>*Bring forward hard copies of dependent(s) immunization records</i> | GK Health Clinic Mon – Thu 0800 - 1600 Fri 0800 - 1400 | COM: 0049 (0) 2451 99 3200 | NATO Air Base GK Bldg. 208 (App D) |

Appendix F – Tri-Border In-processing Checklist (Page 5/10)

USAG BENELUX BRUNSSUM (EYGELSHOVEN) IN-PROCESSING CHECKLIST

Please note this is for Military (MIL) and Department of the Army Civilian (DAC) personnel as indicated

| | | | | | |
|------------------------|---|--|--|--|--|
| MIL | DENTAC *Sponsor Guided | Dental Records, for authorized users only. | GK Dental Clinic <i>Mon – Thu</i> 0800 - 1600 <i>Fri</i> 0800 - 1200 | COM: 0049 (0) 2451 99 3535 | NATO Air Base GK Bldg. 198 (App D) |
| ALL | Transportation Office *Sponsor Guided | Confirm Household Goods Shipment Appointment Only. | LRC <i>Mon – Fri</i> 0800 - 1630 | DSN: 597-4088 / 4089 / 4090 COM: 0031 (0) 45 534 0088 / 0089 / 0090 | USAG Benelux-Brunssum Bldg. 7 |
| ALL | International Housing Office *Sponsor Guided | Check International Housing Office Listings (may differ from U.S. Housing offerings). MUST process rental agreement via U.S. Housing Services Office. | International Housing Office | COM: 0031 (0) 45 526 2135 | JFCBS Bldg. H603 (B.O.1.7) (App D) |
| ALL | The Dutch Marechaussee Office | Obtain Dutch Residency Permits Make appointment after lease is signed. <u>Bring the following:</u> <ul style="list-style-type: none">- Copy of Orders- Copy of Lease Agreement- Identification (U.S. Passports, NATO/Military Identification, and a local studio photo for children less than 1 year old) See page 28 in Guide for more information. | Konig Marechaussee <i>Mon – Fri</i> 0815 - 1500 | COM: 0031 (0) 45 526 3191 / 2650 / 2673 / 2544 | JFCBS Bldg. H103 (App D) |
| ALL | Forax.eu Account | Establish Forax Online Account | See Sponsor for details. | https://www.forax.eu/ | N/A. (online or via phone) |
| ALL (if applicable) | EFMP Briefing | For EFMP Members, please send an email to the address below to notify of arrival to the Tri-border Area. anthony.s.boutz.civ@army.mil | Army Community Services <i>Mon – Fri</i> 0830 - 1630 | DSN: 597-4243 COM: 0031 (0) 45 534 0243 | USAG Benelux-Brunssum Bldg. 8 Rm. N127 |
| ALL | 470 ABS/Customs Office *Sponsor Guided | As part of site orientation, Sponsor needs to show this location to the Newcomer. This is where applications for Temporary Fuel Cards are processed for TDY/Leave travel in DEU. *Fuel Cards issued at Troop Store, Bldg. 103 | 470 ABS/Customs <i>Mon – Thu</i> 0800 - 1600 <i>Fri</i> 0800 - 1200 | DSN: 314-458-4031 COM: +49 2451-9151-4031 470ABS.LGT@us.af.mil | NATO Air Base GK Bldg. 84 (App D) |

Appendix F – Tri-Border In-processing Checklist (Page 6/10)

USAG BENELUX BRUNSSUM (EYGELSHOVEN) IN-PROCESSING CHECKLIST

Please note this is for Military (MIL) and Department of the Army Civilian (DAC) personnel as indicated

| | | | | | |
|---|---|--|---|---|---|
| ALL | The Hub Recreation Center *Sponsor Guided | Conduct Tour and Obtain Gym Access *On Mondays, Fitness Center is open from 0700-1000 | The Hub Recreation Center <i>Tues – Thu 1000 – 1700 Fri – Sun 1000 – 2100 Mon Closed</i> | DSN: 597-4232 COM: 0031 (0) 45 534 0232 COM: 0031 (0) 45 534 0233 | USAG Benelux-Brunssum The Hub Recreation Center Bldg. 5 |
| ALL <i>(if applicable)</i> | AFNORTH International School *Sponsor Guided | Register with AFNORTH School Conduct the following: - Confirm Registration - Turn-in Immunization Records - Bus Route/Lunch Card Procedures <i>*Pre-Arrival Registration is authorized.</i> | AFNORTH International School <i>Mon – Fri 0900 – 1500</i> | https://afnorth-is.com/about-our-school-2/ | Ferdinand Bolstraat 1, 6445 EE Brunssum |
| ALL | Military and Family Readiness Center (M&FRC) *Sponsor Guided | As part of site orientation, Sponsor needs to show this location to the Newcomer. | M&FRC <i>Mon – Thu 0800 – 1600 Fri 0800 – 1400</i> | DSN: 314-458-4015 COM: +49 02451-9151-2372 | NATO Air Base GK Bldg. 78 (App D) |
| ALL <i>(if applicable)</i> | Lemon Lots Visit *Sponsor Guided | If Newcomer is looking to purchase a POV upon arrival, Sponsor needs to show these locations to the Newcomer. | N/A. | N/A. | NATO Air Base GK & USAG Benelux-Brunssum |
| JFCBS Personnel* <i>(*for JFCBS HQ/Facility Personnel)</i> | J1 & J8 *Sponsor Guided | In-process J1 and J8 See JFC Brunssum In-Processing Form (JFCBS Dir 45-2) and Individual Deployability & Readiness Form at the end of this In-processing Checklist (Pages 10-12) | J1 & J8 <i>Mon – Fri 0830 – 1630</i> | Tel Ext.: J1: 3303/4005 J8: 2179 | JFCBS Bldg. H106 (Rm. H2.39 & H2.34) (App D) |

Appendix F – Tri-Border In-processing Checklist (Page 7/10)

USAG BENELUX BRUNSSUM (EYGELSHOVEN) IN-PROCESSING CHECKLIST

Please note this is for Military (MIL) and Department of the Army Civilian (DAC) personnel as indicated

USAG Benelux Brunssum Newcomer's Orientation section below is for ALL. This is scheduled once a month.

| | | | | | |
|-----|------------------------|---|---|---|---|
| ALL | Newcomer's Orientation | Schedule date of next orientation during Department of Human Resources/DEERS in-processing. Mandatory attendance can only be waived by the DGC. | DHR Mon – Fri 0800 - 1600 | DSN: 597 – 4260 / 4261 COM: 0031 (0) 45 534 0260 / 0261 | USAG Benelux-Brunssum Bldg. 8 Rm. N109 (1 st Floor - ACS entrance) |
| | | Overview Briefing | | | |
| | | Value-Added Tax (VAT) Program | | | |
| | | Host Nation Orientation Schedule date of next orientation. 1 st day overview & culture, 2 nd day hands-on orientation Appointment: Rein Odekerken | Army Community Services Mon – Fri 0830 - 1630 | DSN: 597-4243 COM: 0031 (0) 45 534 0243 | USAG Benelux-Brunssum The Hub Recreation Center Bldg. 5 |
| | | Command Brief | | | |
| | | Department of Emergency Services (DES) AT/FP Level 1 <i>If unable to attend orientation, please contact DES for briefs.</i> | DES / MP Station Open 24 hours a day | DSN: 597-4555 COM: 0031 (0) 45 534 0555 | USAG Benelux-Brunssum Bldg. 14 |
| | | Child and Youth Services <i>If unable to attend orientation, please contact Marina Lenzner for briefing.</i> Appointment Required. Must bring dependent immunization records in order to have dependent participate in Sports/Activities. *CYS Early Registration is authorized. | | | |
| | | CYS School Liaison Officer (NLSO) Appointment Required. | NLSO Services Mon – Fri 0900 - 1800 | DSN: 314-597-4277 COM: 0031 (0) 45 534 0277 | JFCBS H-602 (App D) |
| | | Child Abuse & Domestic Violence CSF2 <i>If unable to attend orientation, please contact Byron Wiley for briefing.</i> Appointment Required. | | | |
| | | Emergency Management | Mon – Fri 0730 - 1630 | DSN: 597-4071 | USAG Benelux-Brunssum |

Appendix F – Tri-Border In-processing Checklist (Page 8/10)

USAG BENELUX BRUNSSUM (EYGELSHOVEN) IN-PROCESSING CHECKLIST

Please note this is for Military (MIL) and Department of the Army Civilian (DAC) personnel as indicated

| | | | | | |
|---|---|--|---|--|--|
| | | <i>If unable to attend orientation, please contact John Hopper for briefing.</i> | | | Bldg. 8 Rm S219 |
| | | Religious Support/Strong Bonds <i>If unable to attend orientation, visit JFCBS International Chapel. Walk-ins Welcome.</i> | JFC Brunssum Mon – Fri 0900 - 1700 | DSN: 606-244-2940 | JFCBS H405 Rm. 3.06 (App D) |
| Section below is for DACs only. MIL must complete prior to arrival and submit applicable certificates to U.S. Delegation Training Rep. | | | | | |
| DAC | Ready and Resilient Campaign (R2C) Briefing | Appointment Required. | Army Community Services Mon – Fri 0830 - 1630 | DSN: 597-4243 COM: 0031 (0) 45 534 0243 | USAG Benelux-Brunssum Bldg. 8 Rm. N127 |
| DAC | ASAP/Suicide Prevention Training | Appointment Required – See directorate. | USAG Benelux-Brunssum | | |
| DAC | SHARP Training | Appointment Required – See directorate. | USAG Benelux-Brunssum | | |
| DAC | TARP Training | Appointment Required – See directorate. | USAG Benelux-Brunssum | | |
| DAC | OPSEC Training | Walk-ins Welcome – See directorate. | USAG Benelux-Brunssum | | |
| DAC | Information Assurance | This is done in your account creation. See separate instruction sheet from USAG S6 /IMO. (Should be completed prior to arrival) POC: Danny Tarro or Patrick Delmotte | At work site | DSN: 597-5560 COM: 0031 (0) 45 534 0560 | USAG Benelux-Brunssum Bldg. 8 Rm. S237 |
| DAC | RMO – Resource Management Office | 1. Government Credit Card 2. DTS- Defense Travel System 3. Online training required for GTCC & DTS | USAG Benelux Brunssum (UBB) Mon – Fri 0800 - 1600 | DSN: 597-4068 / 4069 COM: 0031 (0) 45 534 0068 / 0069 | USAG Benelux-Brunssum Bldg. 8 Rm. S208 |
| DAC | EEO | Telephonic Briefing | See EEO for details. | DSN: 597 – 4079 COM: 0031 (0) 45 534 0079 | N/A. (online or via phone) |

Appendix F – Tri-Border In-processing Checklist (Page 9/10)

USAG BENELUX BRUNSSUM (EYGELSHOVEN) IN-PROCESSING CHECKLIST

Please note this is for Military (MIL) and Department of the Army Civilian (DAC) personnel as indicated

Section below is for DACs only.

| | | | | | |
|-----|--|---|--|---|--|
| DAC | CPAC | Contact the CPAC upon arrival to schedule a virtual or in-person employment briefing. This brief will cover conditions of employment, leave administration, allowances, incentives if any, tax information, Insurance and Health benefits elections. Appointment required. | Mon – Fri 0900 - 1200, 1300 - 1600 | DSN: 597-5717 / 5718 / 5701 / 5700 COM: 0032 68 25 5717 / 5718 / 5701 / 5700 | CAB Bldg. 12020 Rm. 8.01 (virtual/ telephonic) |
| DAC | Automated Time and Attendance Production System (ATAAPS) | Complete DD Form 2875 for set-up on ATAAPS TIMEKEEPING SYSTEM | Laurette Mauro Resource Mgt Office- Chièvres | DSN: 597-5511 COM: 0032 (0) 68 25 5511 | N/A (online) |
| DAC | Security | Clearance Verification, Complete Security Questionnaire/DD Form 2875 Processing, and Security Brief | Security Office Location: UBB Mon – Fri 0900 - 1500 | DSN: 597-4073 COM: 0031 (0) 45 534 0073 | USAG Benelux-Brunssum Bldg. 8 Rm. S217 |
| DAC | Workforce Development | Briefing with Workforce Development Officer | See DHR for details. | DSN: 597 – 5581 COM: 0032 (0) 68 25 5581 | N/A (online) |

Appendix F – Tri-Border In-processing Checklist (Page 10)

USAG BENELUX BRUNSSUM (EYGELSHOVEN) IN-PROCESSING CHECKLIST

Please note this is for Military (MIL) and Department of the Army Civilian (DAC) personnel as indicated

(JFCBS Assigned Personnel Only)

JFC Brunssum In/Out Processing Form (JFCBS Dir 45-2)

Section 1 - Personal Data

| | | | | | |
|------------------------|---|-----------|---------------------|----------|--------|
| Family Name: | First Name: | Initials: | Date of Birth: | Post No: | Grade: |
| Nation and Service: | Start Date: | End Date: | Security Clearance: | Expiry: | |
| Organisation (NSU/DEL) | Grade/Name/Tel no of person preparing form: | | | Date: | |

Note: In/Out Processing sequence in numerical order is mandatory.

Section 2 - In-Processing Check List

| In | Agency | Tel Ext | Applies To | Initials | Date and Stamp |
|----|--|------------|---|----------|----------------|
| 1 | National support Elements (National Delegations) | | All - Send AMIS Pass Application form to JFCBS SPT J1 MPB (Ext 3308) or CPB (Ext 4125) | | |
| 2 | Pass and Registration Section (Bldg 102) | 4302 | All - Appointment required - Issuance of AMIS ID (AMIS ID Req'd before Vehicle reg(see notes)) | | |
| 3 | HQ Security Office (Bldg 106 H102) | 2481 | All - Security clearance and ACO Form 107 required. Issuance of AMIS PIN to get access to Bldg H106. | | |
| 4 | JFCBS J1 (Bldg 106 H2.39) | 3303/4005 | All - Language certificate and deployability form required (Can be provided by NSE by email) | | |
| 5 | Divisional CIS POC Divisional Security Officer (DSO) | Div/Branch | All - Collect CIS hardware (N2B laptop, Smartcard and peripherals) Initial security brief | | |
| 6 | IKM PTT CORE TOOLS (Bldg H106 D3.10) | 3758 | All - Collect NS and NU credentials | | |
| 7 | JFCBS JB (Bldg 106 Rm H2.34) | 2179 | All - Provide FinS Registration form | | |
| | Foreign National Registration Office (FNRO) (Bldg 100) | 3191 | Only for Non-EU dependants and Non-EU NIC | | |
| 8 | Municipal Registration Office (Bldg 100) | 3191 | All non NLD citizens and relatives. Appointment required (See note). Issuance of Citizen Service Number (BSN) | | |
| | Firearms Registration (Bldg 100) | 2544 | If applicable | | |
| 9 | ACCI (Bldg 201) | 3396 | All | | |
| 10 | Reprographics | 2608 | Branch Heads and above - Photo | | |
| 11 | Chairperson Civilian Staff Association | 3070 | NICs | | |
| | Chairperson LWR Works Council | 3181 | LWRs | | |
| 12 | International Housing Office (Bldg 603) | 2017 | If required | | |
| 13 | National Support Element(National Delegation)/JFCBS J1 CPB (NATO Civilian) | | All - Turn in completed Form 403 | | |

Note that all vehicles must be registered at the Vehicle Registration Office within 14 days of the vehicle's arrival. An appointment is required for this. For Pass and Registration appointments, click the link below and go to:

[https://app.acultyscheduling.com/schedule.php?owner=19649488&location=JFCBS%20Pass%20and%20Registration%20\(Bldg%20H-102\)](https://app.acultyscheduling.com/schedule.php?owner=19649488&location=JFCBS%20Pass%20and%20Registration%20(Bldg%20H-102))

[Book Appointment](#)

Are you interested in being kept up to date on family events, physical and hobby classes, and job opportunities in the JFCBS community? Scan the QR code to subscribe to the



HQJFCBS Form 403 Automated (Jan 21)

Appendix F – Tri-Border In-processing Checklist (Page 11)

USAG BENELUX BRUNSSUM (EYGELSHOVEN) IN-PROCESSING CHECKLIST

Please note this is for Military (MIL) and Department of the Army Civilian (DAC) personnel as indicated

(JFCBS Assigned Personnel Only)

| Section 3 - Out-Processing Check List | | | | | |
|---------------------------------------|--|------------|---|-------------------------|--|
| In | Agency | Tel Ext | Applies To | Initials Date and Stamp | |
| 1 | JFCBS J1 (Bldg 106 H2.39) | 4005 | All | | |
| 2 | JFCBS Library (Bldg 604) | 2469 | All (Closed Mondays) | | |
| 3 | Driver Training and Accident Section (Bldg 301) | 3391 | All staff who took driver training | | |
| 4 | NCIA INFOSEC COMSEC CDA (Bldg 204 Rm 0.39) | 3139/2470 | Crypto Hand Receipt owners only | | |
| 5 | ACCI (Bldg 201) | 3396 | All | | |
| 6 | First Responder Office (H313 Rm 1.45) | 2274 | First Responders only | | |
| 7 | Pass and Registration Section (Bldg 102) | 4302 | All - Appointment required - Vehicles must be de-registered before final out-processing (see note) | | |
| 8 | Divisional Document Control Officer | Div/Branch | All - Safe combination change | | |
| | Divisional Coordination Officer | | All - HOTO Form completed | | |
| | Divisional CIS POC/Divisional TASO (Key manager) | | All - CIS eqpm returned (USB sticks), SELLOX access deleted | | |
| | Divisional Security Officer (DSO) | | All - ACO Form 107 (Sect 5) signed. Annex E (For NNE) signed. | | |
| 9 | International Housing Office (Bldg 603) | 2017 | If required | | |
| 10 | NCIA CIS Account Holders/CIS POCs (Bldg 203 Rm 115) | 2690 | CIS Account only | | |
| 11 | NCIA PABX & Mobile Phones (Bldg H106 A-0.61) | 4343 | All | | |
| 12 | JFCBS J8 (Bldg 106 Rm H2.34) | 2179 | All | | |
| 13 | Chairperson Civilian Staff Association | 3070 | NICs | | |
| | Chairperson LWR Works Council | 3181 | LWRs | | |
| 14 | Foreign National Registration Office (FNRO) (Bldg 100) | 3191 | Only for Non-EU dependants and Non-EU NIC | | |
| | Municipal Registration Office (Bldg 100) | 3191 | All non NLD citizens and relatives. Appointment required (See note). Next Home adress to be provided. | | |
| | Firearms Registration (Bldg 100) | 2544 | If applicable | | |
| 15 | HQ Security Office (Bldg 106 H1.02) | 2481 | All - Signed ACO Form 107 required. (Ref: ACO Dir 70-001) | | |
| 16 | Pass and Registration Section (Bldg 102) | 4302 | AMIS ID Hand over | | |
| 17 | JFCBS J6 (Bldg 106 RM H1.01) | 3424 | Iron Key Holders | | |
| 18 | National Support Elements (National Delegations) | | All - Turn in completed Form 403 | | |

Vehicle de-registration must be completed prior to final outprocessing and can happen up to 30 days prior to departure/vehicle shipping date. For Pass and Registration appointments, click the link below or go to:

[https://app.acutyscheduling.com/schedule.php?owner=19649488&location=JFCBS%20Pass%20and%20Registration%20\(Bldg%20H-102\)](https://app.acutyscheduling.com/schedule.php?owner=19649488&location=JFCBS%20Pass%20and%20Registration%20(Bldg%20H-102))

[Book Appointment](#)

Appendix F – Tri-Border In-processing Checklist (Page 12)

USAG BENELUX BRUNSSUM (EYGELSHOVEN) IN-PROCESSING CHECKLIST

Please note this is for Military (MIL) and Department of the Army Civilian (DAC) personnel as indicated

(JFCBS Assigned Personnel Only)

Annex B to
JFCBS Directive 40-04
Dated 15 Oct 2019

INDIVIDUAL DEPLOYABILITY & READINESS FORM

(To be completed by Nation during in processing)

| | |
|--|--|
| Completed Form should be returned to: JFCBS SPT J1 MPB | |
| 1. Name, Rank and Service: | Forename: Surname: Rank: Service: Nationality: |
| 2. PE Post NO: | |
| 3. NATO ID Card NO: | |
| 4. Start of Tour (SoT): | |
| 5. End of Tour (EoT): | |
| 6. Is individual Fully Deployable: (If No go to 6.1.) | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 6.1. Specify the reason: | <p>Medically unfit for more than 30 days <input type="checkbox"/> or the individual has a national restriction that prevents personnel from deployment for more than 30 days</p> <p>Medically unfit for less than 30 days <input type="checkbox"/> or the individual has a national restriction that will prevent personnel from deploying for up to 30 days</p> <p>Requires pre-deployment training <input type="checkbox"/></p> <p>Requires appropriate equipment <input type="checkbox"/></p> |
| 7. Remarks: (Any additional/amplifying comments should be added below, i.e. date individual will be fully ready to deploy) | |
| 8. Authorised by National Delegation/Support Element (rank, name): | |
| 9. Date Completed: | |

B-1
NATO UNCLASSIFIED

Appendix G – Useful Phone Numbers

**NATO Air Base Geilenkirchen, Lilienthal
Allee 100, 52511, Teveren, Germany (+49)**

| | |
|--|---|
| Base Operator | 02451-63-188 |
| Ambulance – Emergency (on base only) | x4444 |
| Emergency (on base only) | x2222 |
| Fire – Emergency (on base only) | x3333 |
| AAFES | 0611-1435460805; DSN: 546-0805; www.shopmyexchange.com |
| Auto Service Center/Car Rental | 02451-484-1853 |
| Barber/Beauty Shop | 02451-63-4087 |
| Chapel | 02451-63-2229 |
| Child Development Center | 02451-63-2216; DSN: 458-6005 |
| Dental Clinic (US) | Bldg. 198; 02451-99-3200 |
| Dining Hall | 02451-63-4935 |
| Dry Cleaners/ Bookstore | 02451-66365 |
| Education Center | Bldg. 89; 02451-63-2244; DSN: 458-6094 |
| GK 470 ABS Medical Clinic (US) | Bldg. 88; 02451-99-3200 (Appointments); 02451-99-3400 (Tricare Office) |
| Gym | 02451-63-4946 |
| Library | 02451-63-4956 |
| Military Clothing Sales (AAFES) | Bldg. 103; 02451-63-2248 |
| MWA Activities | 02451-63-4940 |
| NATEX Auto Service Center | Bldg. 65; 02451-620-7252 |
| Sauna | 02451-63-4947 |
| Swimming Pool | 02451-63-4948 |
| Thrift Shop | 02451-63-4919 |
| VAT Office (NATO) | Bldg. 80; 02451-63-4916 |
| VAT Office (US) | Bldg. 87; 02451-63-2258 |
| Youth Activities | 02451-63-4954/4955 |

How-to-Dial Information

From the USA to The Netherlands

011-31-omit the 0 from the Dutch #

Example: 011-31-45-526-1111

From The Netherlands to the USA

00-1-area code-seven digit #

Example: 00-1-513-555-7777

From the USA to Germany

011-49-omit the 0 from the German #

Example: 011-49-2451-4444

From Germany to the USA

00-1-area code-seven digit #

Example: 00-1-513-555-7777

From The Netherlands to Germany

00-49-omit the 0 from the German #

Example: 00-49-2451-5555

From Germany to The Netherlands

00-31-omit the 0 from the Dutch #

Example: 00-31-45-526-1111

Appendix G – Useful Phone Numbers

U.S. Army Garrison (USAG) Benelux-Brunssum Kranenpool 3, 6443 VA, Brunssum, The Netherlands (+31)

| | | | |
|--|-----------------------------|---|-----------------------------|
| Army Community Services | 045-534-0243; DSN: 597-4243 | Education & Development Intervention Service | 045-534-0252/DSN: 597-4252 |
| Alterations/Dry Cleaners | 06-512-09731 | Employment Readiness | 045-534-0243 |
| Andrews Federal Credit Union | 045-534 0335/DSN: 597-4335 | Equal Employment (EEO) | 045-534-0079, DSN: 597-4079 |
| Army Emergency Relief | 045-534-0243 | Exceptional Family Member Program | 045-534-0243 |
| Army Family Team Building | +32(0)65-32-6833 | Family Advocacy | 045-534-0245 |
| Benelux-Brunssum Exchange | 046-443-7049 | Family Hair Care Exchange (Bldg. 8, #2008) | 06-1930-8598 |
| Central Processing Facility (CPF) | 045-534-0260/DSN: 597-4260 | Housing Office | 045-534-0149/0150/0151 |
| Chapel | 045-534-0300/DSN: 597-4300 | ID Cards | 045-526-2216 |
| Child and Youth Services | 045-534-0266/DSN: 597-4266 | Military & Family Life Consultants (MFLC) | 06-2947-1920 |
| Coast Guard Activities Europe | 045-534-0204 (YN1) | MWR Benelux-Brunssum | 045-534-0232/DSN: 597-4232 |
| Coast Guard Activities Europe XO | 045-534-0201 | New Parent Support | 045-534-0243/DNS: 597-4243 |
| Coast Guard Activities Europe ADMIN | 045-534-0202 | Post Office | 045-534-0188 |
| Commissary | 045-534-0850 | Self Help Store | 045-534-0161/0162 |
| Community Bank | 045-534-0327 | Transportation Office | 045-534-0088/0089/0090 |
| DPW (Work Orders) | 045-534-0129/DSN: 597-4129 | Trips and Tours Office USAG Benelux-Brunssum | 045-534-0035/597-4235 |
| Education Center | 045-534-0253/DSN: 597-4253 | | |

**Services/Offices are organized by physical location*

Appendix G – Useful Phone Numbers

| JFC Brunssum Facilities Rimburgerweg 30, 6445 PA, Brunssum, The Netherlands (+31) | | | |
|--|--|---|------------------------------|
| Base Operator | 045-526-2222 | Emergency Medical Service / International SOS | +(44)20-8762-8384 |
| Fire, Police, Ambulance & Emergency Services | 112; 045-534-0182 | Fitness Center | 045-534-3170/3171 |
| Military Police | 045-526-2616; 045-534-0555 | International Housing | 045-526-2135 |
| Aelia Duty Free Shop | 045-526-4023 | JFC Swimming Pool | 045-526-3172 |
| Alliance Movie Theater | 045-526-2110 | Library | 045-526-2669 or 045-534-0307 |
| Arts & Crafts Center | 045-526-3821 | Miner's Restaurant | 045-526-2925 |
| Auto Hobby Shop | 045-526-3173 | MWA JFC Brunssum | 045-526-2626 |
| Chapel | 045-534-0300/DSN: 597-4300 | NATO ID Office/VAT Tax Relief Office | 045-526-2291 |
| Child and Youth Services | 045-534-0266/DSN: 597-4266 | Pass & Registration Office | 045-526-4301/4303 |
| Curios Thrift Shop | Bldg. 603, JFC Brunssum; open TUES/THURS 10:00 - 13:00 | Volunteer Coordinator | 045-534-0234/DSN: 597-4266 |
| Customs Office | 045-526-2681 | Work Orders | 045-534-0444 |
| CYS School Liaison Officer | 045-534-0277/DSN: 314-597-4277 | | |

**Services/Offices are organized by physical location*

| OTHER | |
|--------------------------------|--|
| AFNorth Elementary School | 045-527-8251 |
| AFNorth Middle School | 045-527-8261 |
| AFNorth High School | 045-527-8261 |
| AFNorth School Liaison | 045-526-2023 |
| Finance Office (SHAPE) | 0032-65-75-7892/DSN: 597-7892 |
| U.S. Consulate | 020-664-5661; https://nl.usembassy.gov/embassy-consulate/Amsterdam/ |
| U.S. Embassies | http://www.usembassy.gov/ |
| Victory Services Club (London) | 0207 616 8335 or 020 7723 4474 |

Appendix H – Useful Applications and Websites



AroundMe

Using GPS, provides information on local establishments (fuel stations, hospitals, banks, etc.)



Digital Garrison

Create an account to receive information on USAG Benelux community



DECA

Commissary App contains information on all DoD commissaries and coupons for local stores



Dutch Banking Apps (ABN-AMRO, ING, etc.)



One of several VPN companies available to protect your online information



Information on FLiX Bus system and stations throughout Europe



Green-Zones

Maintains information on pollution stickers required to put on your windshield and avoid fines when traveling throughout Europe



Google Translate

Allows one to translate text, images, or verbal conversation



Milleu App

Provides trash collection information (regular, green/compost, recyclables, PMD); thrift store locations



NS

Trip planner for Dutch national train system



Reisapp BZ

Travel App; gives reliable travel information and immediate notification when the travel advice of your favorite country changes



RyanAir

Budget-friendly offers to travel throughout Europe



Re-open EU

Publishes information on travel and health measures in EU and Schengen Associated countries (Iceland, Liechtenstein, Norway, Switzerland)



TextNow

Establishes a U.S. number with your mobile phone; allows you to call toll-free numbers and landlines in the U.S.



Thuisbezorgd

Food delivery/order ahead app (accepts US credit cards and local cards)



Transfer money online securely

Appendix H – Useful Applications and Websites

Activities Europe USAG Benelux: <https://home.army.mil/benelux/index.php>

ACS at USAG Benelux:

<https://home.army.mil/benelux/index.php/about/Garrison/directorate-human-resources/army-community-service>

MWR

- Facebook @BrunssumMWR
- IG @Beneluxmwr
- YouTube @USAGBeneluxMWR
- [Brunssum.armymwr.com](https://www.brunssum.armymwr.com)



Military OneSource: www.militaryonesource.com

JFC HQ Brunssum Regional Headquarters: <http://www.jfcbs.nato.int>

JFCBS Newcomers Guide 2024:

<https://jfcbs.nato.int/community/newcomers/newcomers-guide>

Facebook Local Pages:

- Search “GK/AFNORTH/JFC Classifieds”
- Search “GK/AFNorth/JFC FRIENDS AND FAUX”
- <https://www.facebook.com/USAGBenelux/>

Netherlands Board of Tourism: www.holland.com

- Zuid-Limburg Tourism Center: <https://www.visitzuidlimburg.nl/>

Belgium Board of Tourism: <http://www.visitbelgium.com>

Germany Board of Tourism: <https://www.germany.travel/>

Expatriate Info Holland: [Dutch Home Insurance Policies | ExpatriateINFO Holland](#)

Victory Services Club: Free membership to all Commonwealth and NATO military members. Located in London, the club has reciprocal agreements with other clubs in San Francisco, Vancouver, Singapore, Hong Kong, Australia, and New Zealand

<https://www.vsc.co.uk/>

- You can join online as a serving/reserve member at [Victory Services Club - Application \(infodata.uk.com\)](#)

Appendix H – Useful Applications and Websites

[Official list of Embassies from the U.S. Department of State \(usembassy.gov\)](https://usembassy.gov/)

U.S. Consulate General Amsterdam

Museumplein 19
1071 DJ Amsterdam
The Netherlands

U.S. Embassy The Hague

John Adams Park 1
2244 BZ Wassenaar The Hague
Phone: +31 70 310-2209

Appendix I – Foreign Bank Allotment Packet (Page 1/5)

FOREIGN BANK ALLOTMENT PACKET (All Services)

Since MyPay does not allow you to complete an allotment to a foreign bank account, we will complete your initial set-up for you. After the allotment is initiated, up you will then be able to change the amount yourself via MyPay.

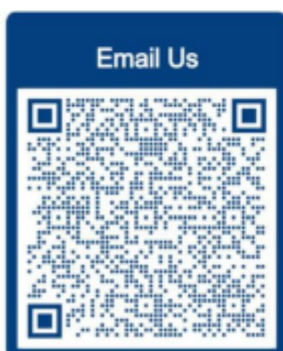
Steps:

- ☐ **Choose a foreign bank and open your account**
 - account **MUST** be active before setting up an allotment
- ☐ **Ask the bank to complete Page 2 (1199-I)**
 - this form **MUST** be completed by a bank official
- ☐ **Request a print-out from the bank showing your account information (Swift/IBAN)** - this can be a welcome or confirmation letter
- ☐ **Complete the DD 2558** - this is prefilled for \$100.00 as you will be able to change the amount on MyPay **AFTER** the allotment is initiated
- ☐ **Complete Statement of Understanding** - on final page (**Army & Air Force**)

Please Note:

We will initially setup your allotment for \$100.00 to ensure everything goes through as it should. Once the foreign currency equivalent of the USD amount shows in your foreign bank account, you can then go into MyPay and adjust the allotment amount.

PLEASE DO NOT MAKE ANY OTHER ADJUSTMENTS, EXCEPT TO THE AMOUNT YOU WANT TO BE ALLOTTED.



If you do not see the funds in your foreign bank account 5 -10 business days after they are deducted from your LES, please let us know so we can research and correct your allotment if needed.

When complete, please drop off or email your Foreign Bank Allotment packet to:

Army: DSN: 314 597 7893 or Commercial: +32 65 75 7893

Email: usarmy.shape.266-fisc.mbx.266fmc-bfo-milpay-customer-service@army.mil

Navy/Marines: Email to Navy Element Administrator

Air Force: Email to AF Finance GK – 470ABS.FMF@us.af.mil

DoD Civilians: Community Bank and Andrews FCU on USAG-BB can support

Appendix I – Foreign Bank Allotment Packet (Page 2/5)

CUI (when filled in)

| AUTHORIZATION TO START, STOP OR CHANGE AN ALLOTMENT | | | |
|--|---|---------------------------------------|---|
| PRIVACY ACT STATEMENT | | | |
| <p>AUTHORITY: 37 U.S.C. Section 701, Members of the Army, Navy, Air Force, and Marine Corps; contract surgeons.</p> <p>PRINCIPAL PURPOSE: To permit starts, changes, or stops to allotments. To maintain a record of allotments and ensure starts, changes, and stops are in keeping with member's desires.</p> <p>ROUTINE USES: To the Federal Reserve banks to distribute payments made through the direct deposit system to financial organizations or their processing agents authorized by individuals to receive and deposit payments in their accounts. It may also be disclosed to the Treasury Department, Internal Revenue Service, Social Security Administration, Department of Veterans Affairs, Federal, state and local agencies for civil or criminal law enforcement. Additional routine uses may be found in the applicable system of records notices: T7340, Defense Joint Military Pay System-Active Component; M01040-3, Marine Corps Manpower Management Information System Records; and T7347b, Defense Military Retiree and Annuity Pay System Records. They can be found at http://dpcid.defense.gov/Privacy/SORN/Index/DOD-Component-Notices/</p> <p>DISCLOSURE: Voluntary; however, failure to provide the requested information may result in the member not being able to start, change, or stop allotments.</p> | | | |
| TO BE COMPLETED BY ALLOTTER | | | |
| 1. BRANCH OF SERVICE (X one) <input type="checkbox"/> AIR FORCE <input type="checkbox"/> MARINE CORPS <input checked="" type="checkbox"/> ARMY <input type="checkbox"/> NAVY | 2. NAME OF ALLOTTER (Last, First, Middle Initial) (Print or type) | 3. DoD ID NUMBER | 4. PAY GRADE |
| 5. ADDRESS OF ALLOTTER (Street or Box Number, City, State, ZIP Code) | 6. DAYTIME TELEPHONE NUMBER (Include Area Code) | 7. EFFECTIVE DATE (YYYYMM) | 8. MONTHLY AMOUNT OF ALLOTMENT \$ 100.00 |
| 9. NAME OF ALLOTTEE (First, Middle Initial, Last) | 10. ALLOTMENT ACTION (X one) <input checked="" type="checkbox"/> START <input type="checkbox"/> STOP <input type="checkbox"/> CHANGE | | 11. TERM IN MONTHS |
| 12. CREDIT LINE (If applicable) | 13. ALLOTMENT CLASS AUTHORIZED (X one) <input type="checkbox"/> C - CHARITY/CFC <input type="checkbox"/> D - DISCRETIONARY ALLOTMENTS (Includes dependent support, payment to financial institution, insurance, repayment of home loan, rent, etc. (Notes 1 and 2)) <input type="checkbox"/> F - CHARITY - EMERGENCY/ASSISTANCE FUND CONTRIBUTION <input type="checkbox"/> L - REPAYMENT OF LOAN TO SERVICE ORGANIZATION (Red Cross, Relief Society, etc. - Navy and Marine Corps only) <input type="checkbox"/> N - NSLI OR USGLI INSURANCE PREMIUM <input type="checkbox"/> T - PAYMENT OF DEBTS TO U.S., DELINQUENT STATE OR LOCAL INCOME/EMPLOYMENT TAXES <input checked="" type="checkbox"/> OTHER (Specify) | | |
| 14. ALLOTTEE'S MAILING ADDRESS (Street or Box Number, City, State, ZIP Code) | 15. IF FOREIGN ADDRESS COMPLETE AS FOLLOWS (Province, Country) | | |
| 16. REMARKS | FOREIGN BANK ALLOTMENT | | |
| 17. COMPANY CODE/FINANCIAL INSTITUTION/ROUTING TRANSIT NUMBER SWIFT CODE | 18. ACCOUNT NUMBER/POLICY NUMBER IBAN | | <input type="checkbox"/> CHECKING <input type="checkbox"/> SAVINGS |
| 19. TOTAL CLASS L AMOUNT \$ | | 20. TOTAL CLASS T AMOUNT \$ | |
| STATEMENT OF UNDERSTANDING | | | |
| <p>I understand that this allotment is legal and that by voluntarily completing this form, I am responsible for:</p> <ul style="list-style-type: none"> - Ensuring that the information is correct; - Reviewing my Leave and Earnings Statement to ensure the allotment stops, starts, or changes as directed including amount and payee; - Collecting overpayments from the receiver (payee) of the allotment, if I do not change or stop the allotment after a loan is repaid; - Contacting the receiver (payee) of the allotment, at my expense, to obtain monthly statements for my personal records. <p>I also understand that any problems once the allotment is delivered to the receiver (payee) are beyond the control of the Defense Finance and Accounting Service (DFAS) and that DFAS is only responsible for ensuring proper delivery of any voluntary allotment for the period directed. I further understand that pursuant to conditions listed in the DoD 7000.14-R, Volume 7A, changes can be made by DFAS to an allottee's name, address, or account number.</p> <p>Under penalty of the Uniform Code of Military Justice, I certify that this allotment is NOT for the purchase, lease, or rental of personal property or payment toward personal property.</p> | | | |
| 21. SIGNATURE OF ALLOTTER | | | 22. DATE (YYYYMMDD) |
| <p>NOTE 1. Must be different address than allotter. Each dependent allotment must have a different credit line. Only one support allotment per dependent is allowed.</p> <p>NOTE 2. This is a voluntary allotment and can be to any payee you desire.</p> | | | |

Appendix I – Foreign Bank Allotment Packet (Page 3/5)

International Direct Deposit Enrollment

Sign-Up Form

Directions

Please refer to the information on the reverse side before completing this form.

You must complete a separate form for each type of federal payment (social security, supplemental income, veterans benefits, etc.).

You are responsible for keeping the paying agency informed of any name or address changes.

A. Person to Receive Payment

NAME: _____
Last First Middle initial

NAME OF PERSON ENTITLED TO PAYMENT:
(if different from above) _____

ADDRESS: _____

TELEPHONE NUMBER: _____

SOCIAL SECURITY NUMBER OR
FEDERAL TAX ID NUMBER: _____

B. Type of Payment (check only one)

- | | |
|---|---|
| <input type="checkbox"/> SOCIAL SECURITY | <input type="checkbox"/> CIVIL SERVICE RETIREMENT |
| <input type="checkbox"/> SUPPLEMENTAL SECURITY INCOME | <input type="checkbox"/> VA COMPENSATION OR PENSION |
| <input type="checkbox"/> RAILROAD RETIREMENT | <input type="checkbox"/> MILITARY ACTIVE |
| <input type="checkbox"/> MILITARY RETIRED | <input type="checkbox"/> MILITARY ANNUITANT |
| <input type="checkbox"/> OTHER (Specify) _____ | |

C. Bank Information

NAME OF BANK: _____

BANK PHONE NUMBER: _____

ADDRESS: _____

COUNTRY: _____

BANK CODE: _____

BRANCH CODE: (if necessary) _____

ACCOUNT NUMBER OR IBAN _____

THIS ACCOUNT IS:

- ☐ MY OWN ACCOUNT ☐ A JOINT ACCOUNT

THIS ACCOUNT IS:

- ☐ CHECKING ☐ SAVINGS

THIS ACCOUNT IS:

- ☐ US DOLLAR ACCOUNT ☐ LOCAL CURRENCY

PRINT NAME OF BANK OFFICIAL: _____

SIGNATURE OF BANK OFFICIAL: _____

DATE: _____

D. Certification

I certify that I am entitled to receive the payment identified above, and that I have read and understand the back of this form. In signing this form, I authorize this payment to be sent to the financial institution named in Part C above, to be deposited into the account above.

Signature _____ Date _____

E. For Joint Account Holders

I certify that I have read the SPECIAL NOTICE TO JOINT ACCOUNT HOLDERS on the back of this form.

Name (print) _____

Signature _____ Date _____

Appendix I – Foreign Bank Allotment Packet (Page 4/5)

PLEASE READ THIS CAREFULLY

PRIVACY ACT NOTICE

Your social security number and the other information requested will allow the federal government to make payments to you by electronic funds transfer. This collection of information is authorized by Title 31 of the United States Code, Section 3332(g). Also, Executive Order 9397, November 22, 1943, authorizes the use of your social security number. Your social security number is requested to ensure the accurate identification and retention of records pertaining to you and to distinguish you from other federal recipients.

This information will be disclosed to the Department of the Treasury or another disbursing official to process federal payments to you by electronic funds transfer. This information may also be disclosed to a court, congressional committee or another government agency as authorized or required by federal law and your financial institution to verify receipt of your federal payments. Although providing the requested information is voluntary, a federal law may require that you receive your federal payments by electronic funds transfer. If so, failure to provide any part of the requested information may delay or prevent the federal government from making payments to you.

SPECIAL NOTICE TO JOINT ACCOUNT HOLDERS

If your receiving bank and issuing agency allow a joint account with a person who receives U.S. government issued payment(s) and that person dies, you must immediately contact your bank and the American Embassy/Consulate in your country and/or the U.S. government agency that issued the payment. Any U.S. government payment deposited into a joint account after the death of a recipient must be returned to the agency that issued the payment.

IF YOUR ADDRESS CHANGES

If your address changes, you must inform the U.S. government agency that issued the payment. If the agency needs to contact you and cannot locate you, your payment may be stopped.

CHANGING BANKS OR BANK ACCOUNTS

If you change your bank or your account number, you must notify the U.S. government agency that issues your payments.

You may need to fill out a new sign-up form. Do not close your old account until payments have started coming to your new account.

BURDEN ESTIMATE STATEMENT

The estimated average burden associated with this collection of information is 10 minutes per respondent or record keeper, depending on the individual circumstances. Comments concerning the accuracy of this burden estimate and suggestions for reducing this burden should be directed to the Financial Management Services, Facilities Management Division, Administrative Programs Division, Records and Information Management Program, 3700 East-West Highway, Hyattsville, MD 20782. **This address should only be used for comments and/or suggestions concerning the amount of time spent to collect the data. Do not send the completed paperwork to the address above for processing.**

Appendix I – Foreign Bank Allotment Packet (Page 5)

AETS-FCZ

SUBJECT: Foreign Bank Account Allotments

Enclosure 3

DATE: _____

MEMORANDUM FOR RECORD

SUBJECT: Allotment to a Foreign Bank Account – Soldier's Individual Responsibilities

I, (rank) _____ (name) _____, understand the following:

- I am personally responsible for stopping my allotment to a foreign bank account no later than the beginning of the month in which I no longer want the allotment to go out.
- I have attached my completed OF 1191-1 with a print out of the required data from my financial institution along with a completed DD 2558.
- I understand the intent of this program is to permit me to obtain foreign currency for my rent and utilities and the amount of my allotment should be commensurate with these requirements.
- If my allotment isn't stopped prior to my departure to my new duty station and funds are sent to the foreign bank, it is my responsibility to obtain those funds from the foreign bank.
- If my tour is extended beyond the DEROS date listed below, it is my responsibility to notify the local Finance office. If I do not, my allotment may be subject to cancellation.
- The local finance office is not obligated to recover funds that are deposited to my foreign bank account because I failed to stop my allotment.
- Bank laws vary by country and may impact the process of obtaining funds once transmitted to a foreign bank.

Printed Name: _____

Signature: _____

DEROS Date: _____

Appendix J – JFC Brunssum Appointment Scheduling Service (All Services & DoD Civilians)

[Schedule Appointment with JFC Brunssum Services Scheduling Portal
\(acuityscheduling.com\)](https://acuityscheduling.com)



Welcome to the JFC Brunssum Services Scheduling Portal

Please ensure to enter your email address during the booking process to receive an appointment confirmation

Please do not book multiple appointments/services in the same time slot

If you do not receive a confirmation message within 10 minutes, contact either Pass & Registration or Morale & Welfare for assistance -- do not attempt to book additional appointments

For Pass & Registration questions email: passandregistration@jfcbs.nato.int

For Morale & Welfare questions email: moralewelfare@jfcbs.nato.int

Vehicle Registration Requirements: <https://share.jfcbs.nato.int/jfcbs/mgt/bsg/ses/pr/...>

1 Choose Appointment

Choose a category...

| | |
|-------------------------|--------|
| 1. ID Card | Select |
| 2. Vehicle Registration | Select |
| 3. VAT Paperwork | Select |
| 4. Fitness Center | Select |
| 5. Indoor Swimming Pool | Select |
| | |

Appendix K – JFC Brunssum Vehicle Registration Application (All Services & DoD Civilians)

HEADQUARTERS JOINT FORCE COMMAND BRUNSSUM
VEHICLE REGISTRATION APPLICATION



SURNAME: _____ NAME: _____

UNIT: _____ NATO ID NUMBER: _____

| | | | |
|---|---|-----------------------------------|---|
| <input checked="" type="checkbox"/> | COPY OF: | QTY | REMARKS: |
| <input type="checkbox"/> | Copy of the sponsor's NATO ID | 1 | Front & back |
| <input type="checkbox"/> | Copy of the vehicle title or current registration | 2 | All pages if multiple pages |
| <input type="checkbox"/> | Copy of the vehicle's certificate of conformity (COC) | 2 | If available or use supplied form |
| <input type="checkbox"/> | Copy of the invoice with the value of the vehicle | 2 | Only if the vehicle is purchased tax-free |
| <input type="checkbox"/> | Copy of the Technical Inspection Report (APK) | 1 | *For benzine vehicles older than 4 years *For diesel vehicles older than 3 years |
| <input type="checkbox"/> | Copy of national driving license | 1 | Front & back |
| <input type="checkbox"/> | Copy of a valid insurance | 1 | NL or USAA / LVM |
| Vehicle Make: Vehicle Model: | | Year Built: | |
| VIN / Chassis Number : | | Location of VIN / Chassis Number: | |
| Vehicle Color : Interior : <input type="checkbox"/> Leather <input type="checkbox"/> Cloth <input type="checkbox"/> Other | | Vehicle imported from (country): | |

License Plate Fees: Car 30€ / Scooter 25€ / Motorcycle 20€ / Trailer (>750kg) 15€

Appendix L – Brochure for POV



Deze informatie is bestemd voor de politieagent. Het voertuig dat u nu controleert is eigendom van een NAVO medewerker, toegewezen in Nederland. Het voertuig is conform het NAVO status verdrag op een andere wijze geregistreerd als gebruikelijk en daarom niet regulier voor u te bevragen. Neem contact op met het voertuigregistratiekantoor als u de registratiestatus van dit voertuig wilt bevestigen. Als u zich wilt overtuigen van een geldige verzekering voor dit voertuig dan wil ik u verzoeken om contact op te nemen met de verzekeringsmaatschappij die dit voertuig in verzekering heeft. De bestuurder kan u een brief overleggen waarin de contactgegevens van de verzekeringsmaatschappij zijn vermeld. Met dank voor uw begrip en uw medewerking.



Cette information est destinée à la Police. Le véhicule que vous inspectez est utilisé par un membre de l'OTAN, affecté aux Pays Bas. Conformément au traité sur le statut de l'OTAN, le véhicule est enregistré différemment et donc, ne peut être contrôlé par vos soins. Si vous souhaitez vérifier l'enregistrement de ce véhicule, veuillez contacter le Vehicle Registration Office. Si vous souhaitez vérifier la validité d'assurance de ce véhicule, veuillez contacter directement la compagnie. Le chauffeur peut vous fournir un courrier indiquant les coordonnées de cet assureur. Merci pour votre compréhension et votre coopération.



Questa informazione è destinata agli ufficiali di polizia. Il veicolo sul quale viene eseguito il controllo è utilizzato da un membro della NATO, assegnato nei Paesi Bassi. In conformità con il trattato sullo status della NATO, il veicolo è immatricolato in modo diverso dal solito e pertanto non è possibile eseguire le ordinarie verifiche. Se si desidera constatare lo stato di immatricolazione di questo veicolo, si chiede di contattare il Vehicle Registration Office. Se si desidera ricevere una conferma sulla validità della copertura assicurativa, si prega di contattare la compagnia assicurativa. Il conduttore potrà fornire una lettera con i dettagli di contatto dell'assicuratore. Si ringrazia per la disponibilità e la collaborazione.



Ta informacja jest przeznaczona dla policjanta. Pojazd, który kontrolujesz, jest używany przez członka NATO wyznaczonego na stanowisko w Holandii. Zgodnie z traktatem o statusie NATO pojazd jest zarejestrowany inaczej niż wszystkie pojazdy rejestrowane w Holandii. Jeśli chcesz potwierdzić status rejestracji tego pojazdu, skontaktuj się z biurem rejestracji pojazdu. Jeśli chcesz potwierdzić ważną polisę ubezpieczeniową dla tego pojazdu, skontaktuj się z firmą ubezpieczeniową. Kierowca może dostarczyć Ci dane kontaktowe firmy ubezpieczeniowej i biura rejestracji pojazdu. Dziękujemy za zrozumienie i współpracę.



This information is intended for the policeman. The vehicle you are inspecting is used by a NATO member, assigned in The Netherlands. In accordance with the NATO status treaty, the vehicle is registered in a different way than usual and cannot be regularly questioned by you. If you wish to confirm the registration status of this vehicle, please contact the Vehicle Registration Office. If you wish to confirm a valid insurance policy for this vehicle, please contact the insurance company. The driver can provide you with a letter stating the contact details of the insurance company. Thank you for your understanding and cooperation.



Diese Informationen sind für den Polizisten bestimmt. Das Fahrzeug, dass Sie inspizieren, wird von einem NATO-Mitglied in den Niederlanden verwendet. Gemäß dem NATO-Statusvertrag ist das Fahrzeug anders als gewöhnlich zugelassen und kann von Ihnen nicht standardmäßig abgefragt werden. Wenn Sie den Zulassungsstatus dieses Fahrzeugs möchten, wenden Sie sich bitte an die Zulassungsstelle. Wenn Sie eine Bestätigung über die gültige Versicherungspolice für dieses Fahrzeug möchten, wenden Sie sich bitte an die Versicherungsgesellschaft. Der Fahrer kann Ihnen ein Schreiben mit den Kontaktdaten der Versicherungsgesellschaft zusenden. Danke für ihr Verständnis und die Kooperation.



Esta información está destinada al policía. El vehículo que está revisando actualmente es un vehículo que usa un miembro de la OTAN, asignado en los Países Bajos. De conformidad con el tratado sobre el estatuto de la OTAN, el vehículo está asegurado de una manera diferente a la habitual y, por lo tanto, no puede ser cuestionado regularmente por usted. Si desea confirmar el estado de registro de este vehículo, comuníquese con la Oficina de Registro de Vehículos. Si desea convencerse a sí mismo de una póliza de seguro vigente y válida para este vehículo, me gustaría pedirle que se ponga en contacto con la compañía de seguros que tiene esta compañía de seguros. El conductor puede proporcionarle una carta que indique los datos de contacto de la compañía de seguros. Gracias por su comprensión y cooperación.



Disse oplysninger er beregnet for politiet. Køretøjet, du kontrollerer, ejes af et NATO-medlem udstationeret i Holland. I henhold til NATO aftalen er køretøjet registreret på en anden måde end normalt. Køretøjets registreringsstatus og gyldige forsikringspolice kan bekræftiges af køretøjets registreringskontor og forsikringselskab. Føreren af køretøjet kan give dig kontaktoplysningerne på henholdsvis registreringskontoret og forsikringselskabet. Tak for din forståelse og samarbejde.

NATO HEADQUARTERS JOINT FORCE COMMAND BRUNSSUM THE NETHERLANDS



REGISTRATION & INSURANCE EXPLANATION

Instructions for the driver:

- Keep proof of valid insurance in your vehicle
- Keep contact information for your vehicle insurance company with you at all times
- Keep this brochure in your vehicle

Vehicle Registration Office:

- Telephone: +31 (0) 45 526 4302
- Email: passandregistration@jfcbs.nato.int

Appendix M – Factsheet AEFA-E-2023



Welcome to the “AMERICA-EUROPE FRIENDSHIP ASSOCIATION- AEFA”

A Transatlantic Network of Friends!

Our Vision

Stronger by Friendship – Amicitia Fortior- which is also our motto and our coin. Based on Loyalty, Respect, Mutual Trust, and Support. Friendship is THE CEMENT that keeps the World together and is a stepping stone to lasting relationships and Alliances.

Our Mission

To promote, build, strengthen, and maintain strong friendship ties between North America and Europe citizens, especially those working and living in the EUR Region. The AEFA was founded in 2017 and registered in Limburg as an independent, nonpolitical and nonprofit trans-Atlantic network of Friends. We have currently over 700 members of 14 different nationalities.

Key Objectives

- Promoting, stimulating, building, and strengthening the Social, Cultural, and Friendly ties between the citizens of America, Europe, and The Netherlands, particularly in the EUR Region
- Promoting, stimulating, and building Friendly, Mutual Relations and Cooperation with like-minded Organizations, Institutions, and Networks that have related objectives
- To promote a better understanding of and appreciation for the core activities of Alliances and International organizations such as the North Atlantic Treaty Organization and the European Union concerning Freedom, Democracy, Peace, Security, and Stability
- Working towards lasting Honoring and Commemorating Allied fallen, Veterans and Victims in a dignified and respectful manner (Lest We NEVER Forget)

Appendix M – Factsheet AEFA-E-2023

- To serve as a Platform of Information, Sharing Experiences, Collaborative efforts bridging cultural challenges, Informative Briefings to promote and to strengthen Mutual Understanding, Similarities, Comradery and Friendship

Activities

The AEFA organizes 7-9 events per year such as Meet & Greets, informative briefings, the Annual Allied Memorial Dinner event, family visits or excursions to epic locations, family boat trips, beer calls, whiskey, wine/beer tastings, and the Annual Castle summer BBQ with music. Furthermore, AEFA participates in at least 15 Allied Commemoration Ceremonies such as US Margraten Memorial, US Wreath Memorial, Liberation March, and Liberation Thorn.

For further information, please consult our public website:

<https://www.america-europe-friendship-association.com>

Board Honorary Patrons

- The AEFA installed Honorary Patrons to represent a truly trans-Atlantic alliance
- Her Excellency Razdan Duggal, Ambassador of the United States of America
- His Excellency Giorgio Novello, Ambassador of Italy

Board of Association Ambassadors

The AEFA installed “Association Ambassadors” to strengthening and promoting the Association’s Key Objectives and spirit of connecting and bonding!

- Mrs. Wilma Van Der Rijt, Mayor of Brunssum, the only NATO Municipality in the Netherlands
- Brigade General Royal Dutch Army Ronald Rietbergen, JFC Assistant DCOS J4
- Mr. John Santurbano (Lux), Director EUROCONTROL, Maastricht Upper Area Control Centre

Interested in joining a fun and international organization?

Membership costs are limited to 25 Euro per person. Paid ONCE! Dependent children are included in membership. There is no annual membership fee. All activities are voluntary and are charged at cost price.

To register online as member, see our public website:

“Activities”: <https://www.america-europe-friendship-association.com>

Appendix N – NAIL Flyer



NETHERLANDS AMERICA INSTITUTE LIMBURG

What is the NAIL?

Following World War Two (WWII), the Netherlands-America Institute Limburg (NAIL) was founded in 1952. Similar groups established after the Second World War elsewhere in the Netherlands have ceased to function, but the NAIL remains strong. Why? Because of two key reasons:

First, the special bond formed between the people of Limburg and the USA in the wake of the liberation of this region in 1944-45 *inter alia* by American troops. There are still NAIL members today who, as children, personally witnessed the arrival of US troops in their towns, housed US soldiers in their homes, and care for the graves of the thousands of US soldiers interred in the war cemetery at Margraten. More graves of US soldiers have been “adopted” by ordinary citizens at Margraten than at any other US war cemetery. The fact that so many local people continue to visit Margraten, including Dutch schoolchildren, underscores the region’s continuing commitment to US-Dutch relations.

Second, the NATO and US military presence here in the region has established strong ties with US senior commanders, military personnel and civilians. Thanks to their continuous support and commitment the NAIL remains strong.

The NAIL is a non-political organization and most members are, or have been, part of military and/or civilian national and/or international entities. Over time, membership regulations have been relaxed such that, although the US and Dutch remain the core of the organisation, the NAIL now extends an invitation to Europeans of other nationalities to join. Today the NAIL has more than 100 members consisting of American and a wide variety of European nationals. We have established strong ties with

Appendix N – NAIL Flyer

the US Embassy and its Consul General in The Hague, the US communities of US Army Garrison Brunssum, Joint Force Command Brunssum, NATO Air Base Geilenkirchen, AFNORTH International School, the Limburg Veterans Day Foundation, the SHAK 1944 Foundation and the Foundation of the Adoption of American Graves Margraten.

What are NAIL's Objectives?

The key objectives of the NAIL are:

- + to maintain & strengthen social, cultural and economic ties between United States of America and the Netherlands;**
- + to promote friendship between citizens of the United States of America, NATO military personal and the Netherlands, especially the Limburg population.**

What do we do?

Essentially the NAIL is a platform facilitating people to connect, to identify synergies and to establish networks resulting in mutual understanding and appreciation. This platform generates a wide range of activities. Major NAIL events are the annual Memorial Eve Dinner gathering and participation in Memorial Day Services the following Day and the NAIL Family Christmas Dinner. Other activities include themed dance events, beer calls, meetings, excursions/visits to local breweries, lectures international organizations such as factories, historic sites, museums, castles and selected regional restaurants. The NAIL also sponsors special guest lectures on topics of interest.

But, we should not forget that we aim to promote & preserve the cultural, economic and social contacts between the Netherlands and the United States of America. Furthermore, the provision of information & assistance

Appendix N – NAIL Flyer

How is the NAIL organized?

The NAIL has a Board that is fully accountable for its actions to its members. To ensure transparency and accountability a General Membership Meeting is held annually.

How Do I Join?

Are you interested to join, but would appreciate additional clarification and/or information? Please contact our Secretary to discover more.



Police Lt. Roger Schijven

Tel – 06 26200254

Email – info@naillimburg.com

Appendix O – Clubs & Organizations

Tri-Border Clubs/Organizations

(JFC, USAG, GK, AFNorth)

**No federal endorsement implied*

If a particular club/organization is not listed below,
please email usarmy.benelux-brunssum.id-europe.list.pao@army.mil

Allied International Marching Team

Email: jfcbstamt@gmail.com

Facebook: [Allied International Marching Team](#)

**See Nijmegen 4 Days March in next column*

America-Europe Friendship Association

Website:

www.america-europe-friendship-association.com

Facebook:

[America-Europe Friendship Association Limburg NL](#)

American Legion Post NL01

Email: al.post.nl01@gmail.com

Facebook: [American Legion Margraten Post NL01](#)

American Spouses of Geilenkirchen

Email: asgk.contact@gmail.com

Email: asgk.scholarships@gmail.com

Facebook: [American Spouses of Geilenkirchen](#)

Cooking Club by JFCB IC

Email: cookingclub.jfcbic@gmail.com

Crafter's Corner

Email: jfcbBrunssumChapel@gmail.com

Facebook:

<https://www.facebook.com/JFCBrunssumChapel>

Scouting America

Scouts BSA Troop 100

Boys and Girls Troops

6th Grade and Up

Email: TAC.TROOP100@gmail.com

Facebook: [BSA Troop 100, The Netherlands](#)

Cub Scout Pack 100

Family Pack (boys and girls)

Kindergarten through 5th Grade

Email: tac.pack100@gmail.com

English Morning Conversation by JFCB IC

Email: jfcbseenglishconv@gmail.com

English Evening Conversation by JFCB IC

Email: Conversationgroupjfc@gmail.com

F.I.R.E. Youth Group (Middle/High School Age)

Facebook: [F.I.R.E. Group – Tri-Border Youth](#)

French Conversation by JFCB IC

Email: jfcbfrenchconversation@gmail.com

GK Flyers (Adult ice hockey)

Email: gkflyers@gmail.com

Facebook: [GK Flyers Hockey](#)

International Golf Association

Email: info@iga-golf.club

Website: www.iga-golf.club

Italian Conversation by JFCB IC

Email: italianconversationjfc@gmail.com

JFC Brunssum International Club (JFCB IC)

(Activity groups: Coffee & Culture, Arts & Crafts, Books & Coffee, Cooking, Dog Walking, Foreign Language Conversation, Mindfulness Meditation, and Nordic Walking)

Email: jfcbic@gmail.com

Email: activity.jfcbic@gmail.com

Email: itpublicity.jfcbic@gmail.com

Website: www.jfcbic.com

Facebook: <https://www.facebook.com/jfcbic>

JFCBS Cycling Club

Website: <https://www.strava.com/>

Facebook: [Brunssum Cycling Club](#)

JFC Golf Society

Email: jfcgolf@gmx.com

Website: <https://jfc-golf-society.webnode.page>

Mindfulness & Meditation Club by JFCB IC

Email: longlifefitness@gmail.com

Minglers & Makers by JFCB IC

Email: minglersmakerscraftclub@gmail.com

Nijmegen 4 Days March (July)

Email: usdodmil.4daagse@gmail.com

Website: www.usdodmil-4daagse.com

Appendix O – Clubs & Organizations (Continued)

Tri-Border Clubs/Organizations (Continued)

(JFC, USAG, GK, AFNorth)

**No federal endorsement implied*

Orcas International Swim Team

Email: orcas.swimteam.president@gmail.com

Website:

<https://www.teamunify.com/team/efslgo/page/home>

Facebook: [Orcas International Swim Team](#)

Parent Teacher Association

(AFNorth Middle/High School)

Email: afnorth.pta@gmail.com

Facebook: [Afnorth US Middle/High School PTA](#)

Parent Teacher Organization

(AFNorth U.S. Elementary School)

Email: afnorth.is.es.pto@gmail.com

Facebook: [AFNORTH International Elementary Parent Teacher Organization\(PTO\)](#)

Protestant Women of the Chapel –

Geilenkirchen NATO Air Base Chapel

Email: pwocgk.de@gmail.com

Facebook: [Geilenkirchen NATO AB PWOC](#)

Protestant Women of the Chapel – JFC

Brunssum Chapel

Email: jfcpwoc@gmail.com

Facebook: [Brunssum PWOC](#)

Sailing Club

Email: ntsc@web.de

Website: www.sailnato.org

Tri-Border Haunted House

Email: triborderhauntedhouse@gmail.com

Facebook: [Tri-Border Haunted House](#)

Instagram: @triborderhauntedhouse

Tri-Border Walking Club

Email: triborderwalking@hotmail.com

Facebook: [Tri-Border Walking Club](#)

Appendix P – EFMP Contact Information & Flyers

EXCEPTIONAL FAMILY MEMBER PROGRAM

Ask your **EFMP Family Support Office** about the **DD Form 3054**
Exceptional Family Member Program (EFMP) Family Needs Assessment

WHAT IS THE DD FORM 3054?

A tool that guides the family needs assessment process by which the EFMP Family Support provider, in partnership with the family, assesses, documents and prioritizes the unique needs of the family.

The **DD Form 3054** supports consistent, enhanced and continuous EFMP Family Support and has three sections:

① FAMILY NEEDS ASSESSMENT

Organizes family information and contains open-ended questions to help the EFMP Family Support provider gain an understanding of a family's needs.

② FAMILY SERVICES PLAN

Outlines strengths-based and family-centered goals and strategies to help a family meet goals and objectives, as mandated by the NDAA 2010.

③ INTER-SERVICES TRANSFER SUMMARY

Documents current needs and goals to enhance a warm handoff with a gaining sister-service EFMP Family Support office to maintain continuity of services.

WHEN SHOULD THE DD FORM 3054 BE COMPLETED AND WHO COMPLETES IT?



A family can request a DD Form 3054 when they want more than Information & Referral from EFMP Family Support.



The EFMP Family Support provider completes the DD Form 3054 through collaboration with families.



The DD Form 3054 is a living document and can be updated to reflect a family's changing needs.



Visit your local installation **EFMP Family Support Office** to learn more about the **DD Form 3054**, and how it can help your family!



EFMP Family Support

Appendix P – EFMP Contact Information & Flyers



EFMP

Exceptional
Family Member
Program

USAG Benelux EFMP Contact Information Sheet

EFMP Family Support

Helps Families navigate, advocate and connect through non-clinical case management, and information and referrals for military and community services, early intervention and local school services.

Anthony Boutz
Army Community Services
USAG Benelux, Shape
DSN: 314.597.7373
Comm: +32/(0) 65 75 7373
From US: 011/32.65 75 7373
anthony.s.boutz.civ@army.mil

Appendix Q – ACS Culture Days 2025

ACS Culture Tour 2025



| | | | |
|--------------|-----------|-------------|-----------|
| Jan | 24 | July | 25 |
| Feb | 21 | Aug | 29 |
| March | 21 | Sep | 26 |
| April | 11 | Oct | 31 |
| May | 16 | Nov | 21 |
| June | 13 | Dec | 19 |



Email us



CHECK OUR FB



BrunssumMWR

BeneluxFMWR

Brunssum.armymwr.com