

C Co, AFNORTH BN, USANATO BDE NATO Force Integration Unit Estonia (NFIU EST) Tallinn, Estonia

Admin Agent and Newcomers' Support Guide

(Last Updated MAR 2021)



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Welcome

I would like to take this opportunity to welcome you to NATO Force Integration Unit (NFIU) Estonia, Charlie Company, Allied Forces North Battalion (AFNORTH), and United States Army North Atlantic Treaty Organization (USANATO) Brigade. We have a very unique organization. The NFIU Estonia is located in Tallinn, Estonia and our company is located in Szczecin, Poland. The Battalion Headquarters is in Mons, Belgium and the Brigade Headquarters is at Sembach, Germany.

NATO Force Integration Unit Estonia's mission is to ensure that NATO member countries can deploy quickly and effectively to assist Estonia in order to fulfill NATO obligations. The obligations include Article 5 response, disaster assistance, training exercises and coordination.

C Co.'s mission is to enhance the well-being of individual Soldier and Family readiness through human resources, training, and logistical support. C Co HQs delivers support to members assigned to Poland, the Baltics, Czech Republic, Hungary and Slovakia.

All Family members, of qualifying age and Command Sponsored are required to travel with a no-fee passport. We also highly encourage you to hand-carry your training records, obtain "**copies**" of your medical and dental records, and documents required to in-process (i.e., PCS orders, DA Form 31, marriage certificate, birth certificate(s) for the children, household goods, vehicle shipping documents, and travel expense receipts). Also, it is best to bring at least 90 days of prescribed medication until you are enrolled in the TRICARE Overseas Program Prime Remote (TOP PR).

To financially prepare for this move, it will be important to allocate savings to cover initial PCS expenses upon arrival. These expenses will include housing security deposit, first month rent, realtor fee, fuel ration deposit, immediate-use household goods, annual insurance premium payment, vehicle inspection, registration and repairs, utility and internet deposits and cellular phone contracts. These initial costs can be in excess of \$5,000. Advances for housing security deposit and first month rent are available through the finance office. If you require additional financial information or support please contact your NSE NCO. After in-processing is complete, submit vouchers for reimbursable expenses, Move-In Allowance and Dislocation Allowance can be submitted. Please note, these payments may take several weeks to process.

The information below is not all inclusive and may change over time. It is especially important to check and verify a country's requirement for passport and visa.

Challenges

Estonia borders Russia, Latvia, the Gulfs of Finland and Riga. We are part of the Eastern edge of the NATO border with Russia. Estonia has many islands in addition to mainland. Estonia is a country with a small military requiring substantial outside assistance to maintain protection. NATO member countries provide force rotations in Estonia to ensure modern air power and land forces remain present at sufficient levels to assist in potential future conflict. Procuring US equivalent standards of medical care, education for school aged dependents and overall quality of life are three of the foremost challenges that come with being posted at this remote location. Most quality of life services including housing leases, auto services, utility bill management, banking and cellular or internet require local language translation support.

Routine Admin Support

All admin support such as actions, awards, evaluations, DD Forms 93, SGLV, leave and passes, SRB updates, rating scheme, MEDPROS updates, FVAP, and all other routing HR related actions are handled by the National Support Element (NSE) which is the company headquarters at Szczecin. The NSE supports their assigned personnel and BN's mission by ensuring individual Soldier and Family Readiness through administrative, HR, logistics, operations, and

communications support. They receive direct guidance from company leadership. NSE personnel will coordinate with the supporting Company and BN headquarters for all national support requirements for Army personnel.

NATO requirements will be coordinated through appropriate J sections.

In-processing

C Company HQs NSE will issue you an in or out-processing checklist. You will need to coordinate with your local NSE to ensure all requirements are met for these actions. Please follow each of the steps in the checklist and work closely with your sponsor and C Co NSE in submitting your required documents to start/stop your overseas entitlements, and establish your network access (in the USRAEUR domain). Your NATO installation will also have their own in/out-processing requirements with each staff section (J1, J2, J6, etc).

Resources

Garrison Support

US Army Garrison Bavaria – Grafenwoehr Germany Training Area is the closest Army Installation to Eastern European/Baltic countries. Often, C Co personnel will visit the DEERs office, Health and Dental Clinic, Passport Office, Finance, Housing Office, MWR, PX and Commissary. C Co HQ staff will be sending your in-processing documents to these respective offices during your transition. C Co utilizes USAG Bavaria as our servicing installation.

Medical/Dental

You are required to complete all PHA and dental requirements prior to arriving to the unit. Requirements include annual PHA, dental exam, immunizations, HIV, etc.

Dental care for the Soldiers must be done on the local economy through TRICARE International SOS (ISOS). Family members will receive dental care through enrollment in the TRICARE Overseas Dental Program managed by United Concordia.

TRICARE Overseas Program Prime Remote provides health care through International SOS to Active duty Service Members (ADSMs) and command sponsored Family members residing with them in designated overseas locations.

Website: <http://www.tricare.mil/PLANS/HealthPlans/TPRO.aspx>

[Phone number: +44-20-8762-8384](tel:+44-20-8762-8384)

Family members will need to be enrolled in TRICARE Overseas Program Prime Remote. It is best to contact the TRICARE Service Center at ++44-20-8762-8384 to enroll by phone.

Soldiers and Family members will be referred to local health care providers by International SOS. International SOS maintains a list of local hospitals, clinics, and providers who speak English. However, once you arrive at your scheduled appointment, it will not be guaranteed that you will be speaking to an English-speaking receptionist or nurse. ISOS can provide live translations during your appointment, via telephone, if coordinated prior to your visit.

NON-EMERGENCY CARE

NFIU military members receive their Role 1 medical service from Cyber Command Medical Center. That includes routine sick-call, primary dental care, referrals for specialist care. Military medical service is free of charges, costs raised by third parties should be borne by receiver and can be reimbursed according to own national regulations. Military medical service can provide services for active duty members only.

If a member has any significant medical history, then respective medical documentation should be presented for Cyber Command medical center.

Cyber Command Medical Center appointments: +372 717 2480

Cyber Command Dentist appointments: +372 717 2485

Cyber Command address: Filtri tee 12, Tallinn

Major hospitals in Tallinn are:

North Estonia Medical Centre / Põhja-Eesti Regionaalhaigla

<http://www.regionaalhaigla.ee/en>

J.Sütiste 19, Tallinn

Appointments: 617 1049

East-Tallinn Central Hospital / Ida-Tallinna Keskhaigla

<http://www.itk.ee/en>

Ravi 18, Tallinn

Appointments: 1900

West Tallinn Central Hospital / Lääne-Tallinna Keskhaigla

<http://www.keskhaigla.ee/?lang=en>

Paldiski mnt 68, Tallinn

Appointments: 6670679 or 1314

Tallinn Children's Hospital / Tallinna Lastehaigla

<http://lastehaigla.ee/en/>

Tervise 28, Tallinn

Appointments: 697 7200

EMERGENCY CARE

Emergency phone number 112

In Estonia and elsewhere in the European Union (as well as in Island and Georgia) there is one emergency phone number (112) in use for calling the ambulance, police and rescue workers.

Ambulance is free of charge, including 112 service. The additional information about healthcare in Estonia, financing the healthcare services etc. is available at <https://www.haigekassa.ee/en>

NFIU members who are EU citizens need to take the following steps in applying for Estonian Health Insurance for themselves and their dependents:

Inform your employer about the need to complete form E106 or S1 (EU posted workers).

Visit the nearest local office of the Estonian Health Insurance Fund (<http://www.haigekassa.ee/eng/ehif/contact>) and fill in the application form for registration. Enclose two copies of your E106 or S1 form and a copy of your Estonian ID card or passport.

If there are any Family members living with you in Estonia, write their names and birthdates on the application form. Enclose copies of their Estonian identity card or residence card. If you do not yet have an Estonian ID card, but you do have a stamp in your passport, then make copies of the stamped page (take it with you).

According to the Regulation (EC) No 883/2004 of the European Parliament and of the Council article 17, an insured person or members of his family who reside in a Member State other than the competent Member State shall receive in the Member State of residence benefits in kind provided, on behalf of the competent institution, by the institution of the place of residence, in accordance with the provisions of the legislation it applies, as though they were insured under the said legislation.

According to the Estonian Health Insurance Act and Social Tax Act a legally married dependent spouse of the insured person has the right for state health insurance coverage if he or she:

- is raising at least one child under 8 years;
- is raising a child of 8 years of age until the completion of the 1st grade;
- is raising at least three children under 16 years of age;
- has less than five years to the pensionable age.

Family physician

The NFIU members and their dependents covered by Estonian health insurance should choose a family physician. The family physician is the first person to consult with in the case of illness. The family physician sends the person to a medical specialist, provides advice concerning the prevention of diseases, takes preventive measures and issues health certificates, certificates of incapacity for work, and prescriptions.

The visit to family physician is always free. The family physician can ask a fee only for home visits. The fee payable for a home visit of the family physician is up to 5 EUR. The family physician may also demand a reasonable charge for the issue of documents (except for certificates of incapacity for work and prescriptions). If the family physician refers you to a specialist, you must pay a fee of 5 euros. **NFIU members who are not EU citizens** should either have medical insurance purchased by their employer or pay for the medical services used in Estonia the same way as uninsured locals.

In certain instances when specialty care is not found in the Tallinn community, ISOS will refer Soldiers and Family Members to the most appropriate location where the specialty care can best be provided, which may be Grafenwoehr Medical Facility or Landstuhl Military Medical Center.

Graf Medical & Dental Clinic Hours of Operation:

Mon-Fri 0730-1630, closed for federal holidays.

Appointments +49 6371-9464-3000

Schools

There is no DoD school in Tallinn, but there are a multitude of international schools across the city. Many of these are multicultural international learning communities using English language instruction, with other languages available. We encourage you to contact the schools and request a consultation to determine which school will meet your child's needs. Please work with your sponsor and the company to set up your NDSP (non-DoDEA) packet to process tuition costs. The full cost of these private schools are covered by DoDEA. For more information, please visit

<https://www.dodea.edu/nonDoD/>

There are 3 levels of school education in Estonia: elementary level (algkool; up to 6th grade, ages 7-12), basic school level (põhikool; 7th to 9th grade), and upper secondary school (gümnaasium; 10th to 12th grade).

English-language education is offered in the following schools:

1. The International School of Estonia. Their admissions policy can be accessed at the school's webpage <http://www.ise.edu.ee>
2. The Tallinn English College offers an International Baccalaureate Diploma Programme in English <https://tik.edu.ee/p/232-ib-in-tallinn-english-college>
3. The Tallinn European School <http://www.est.edu.ee>

Hobby education schools

Tallinn municipal education system includes a number of voluntary hobby education schools that offer a selection of extra-curricular activities and courses in many areas of interest, e.g. art, music, dance, technology, sport, nature and languages. The admission ages for different courses vary, but the programs are generally available for ages 6 to 18.

Higher education

The largest universities/academies: located in Tallinn (the link refers to their English website:

- Estonian Academy of Arts (public) <http://www.artun.ee/en>
- Estonian Academy of Music and Theatre (public) <http://www.ema.edu.ee/?lang=eng>
- Estonian Business School (EBS) (private) <http://www.ebs.ee/en>
- International University Audentes (private) <http://audentes.ee/ib>
- Tallinn University (public) <http://www.tlu.ee/en>
- Tallinn University of Technology (public) <http://www.ttu.ee/en>

In addition <http://www.tallinn.ee/eng/Colleges-and-universities>

Part-time study opportunities are also widely available: look for the title "Open University" (usually under "Admissions") at the different institutions' websites.

CHILDCARE FOR PRE-SCHOOLERS

As for the daily schedule and curriculum of a kindergarten, they usually open between 07:00 to 07:30 (varies by kindergarten) and stay open until 18:00-19:00. Basic education in language and speech, math, arts and music, and physical activity is taught through playful activities, and play time (outdoors at least once a day if the weather permits), three regular meals (breakfast, lunch, and afternoon snack) and a 1.5-2 hour naptime are provided. Several kindergartens also have extracurricular voluntary activities available for children, sometimes for a small extra charge.

Further information on kindergartens in Tallinn can be found on the Tallinn City webpage. Generally, the description also corresponds to the situation of the municipalities around Tallinn.

There are several privately owned English language kindergartens in and around Tallinn.

SM's ARE REQUIRED TO REGISTER SCHOOL AGED DEPENDENTS WITH THE NON*DOD SCHOOLS PROGRAM, NDSP. ACCESS THE STUDENT ON LINE REGISTRATION (SOR) AT THIS LINK: [HTTPS://WWW.DODEA.EDU/NONDOD/PROCEDURES/INDEX.CFM](https://www.dodea.edu/nondod/procedures/index.cfm) FOR ASSISTANCE WITH REGISTRATION, EMAIL NDSP.MANAGEMENT@HQ.DODEA.EDU OR CALL CIV 571-372-5863/1897 DSN 312-372-5863/1897.

Housing

There is no Government Quarters/Housing available. Families must reside in Private Leased Housing. Many of the local quarters may be smaller than what some Americans are accustomed to, but there are suitable housing available. The housing office in Ansbach, Germany will be processing

your request to reside on the economy, lease agreement, realtor fee and other documents. Please contact the following personnel and the C Company HQs NSE when you arrive to anticipate their administrative requirements.

Kirstin Boynton, GM
NATO/Remote Site Manager
USAG Ansbach Housing
E-mail: Kirstin.s.boynton2.ln@mail.mil
DSN: 314-467-3696
Comm: +49 9802-83-3696

Claudia Price, GM
NATO/Remote Site Customer Assistant
USAG Ansbach Housing
E-mail: claudia.price.ln@mail.mil
DSN: 314-467-3696
Comm: +49 9802-83-3696

You will find housing without closets, yet the overall living quarters are comfortable and accommodating. Having a positive outlook and considering ways to adapt to a completely different culture will enable you to overcome cultural differences. Many electrical appliances you currently own cannot be used on the European 220 voltage systems. However, most smart devices like cellphones, laptops and tablets can be plugged in to the wall via an adapter. Additionally, other 120v appliances will require a step-down transformer, which you can purchase after you arrive. It will be possible to order transformers via amazon and have them delivered to your new APO. Please see the mail information regarding timeliness and size restrictions. Other host nation online retailers may be a good option to obtain compatible electronic devices or transformers. Unfortunately, Furniture Management Office (FMO) lending is not available due to the distance from the Ansbach Housing Office. Real Estate offices typically require a fee equal to one month's rent excluding VAT.

Recommended databases for searching apartments and accommodation are:

www.city24.ee

www.kv.ee

www.ekspresskinnisvara.ee

EST NFIU is located in Central Tallinn, to the south of the Old Town, in Juhkentali district. Most of the city center (Kesklinn) is in walking distance from NFIU.

The map below gives you an overview of the different parts of Tallinn, with the red arrow pointing to NFIU.

rather posh area of Kadriorg,

In case you are looking for a living environment near the seaside in a lovely private residence close to Tallinn, you should keep an eye on the **Viimsi** and **Tabasalu** areas. The only downside, if you need to be connected to the Centre, is the traffic jams during rush hours.

Furniture

While looking for an apartment, you should keep in mind that most of the properties in Estonia are rented out fully furnished. Non-furnished properties usually cost around 10% less compared to fully furnished ones. In newer buildings (built in 2005-2015) prices are higher than in the old ones.

[IKEA](#)

Payments

It is not unusual that the landlord only accepts cash payments regarding rent and utilities. If this is the case you have no reason to be suspicious as long as the landlord will agree to prove receiving the payment with their signature every time. It is worth mentioning that utility costs come as an extra to the rental price you see in the advertisements and are calculated monthly on the basis of water, heating and electricity consumption.

The first payment usually consists of the first month's rent in advance and a deposit. The renter usually also pays the real estate commission (in the amount of one month's rent + VAT 20%), unless otherwise agreed.

NFIU does not have quartermasters position, however if necessary NFIU J1/J4 will assist you.

Passports/Visa

Family members and US Government civilians traveling overseas are required to have passports. "No-fee passports" can be obtained at Government expense. The application process may take 4 to 6 weeks, so, you should begin the passport application process as soon as you receive your travel orders.

Tourist passports are needed for personal travel in Europe. You may apply for tourist passports on arrival, but for convenience it is recommended that you apply for the tourist passport while you're still residing in the United States. You can find more information on tourist passports from your local personnel services detachment, passport office nearest you, or from the U.S. State Departments official website at <http://travel.state.gov>.

Mail

U.S. mail will be supported through the U.S. Embassy in Tallinn. Your sponsor will be able to assist you in gaining your Embassy access and mail box swap. Size restrictions do apply for parcels, which is often 18" by 18" to allow for room in a plastic mail delivery bag. However, we have seen larger items be delivered, but it is not guaranteed.

Banking

Banking in Estonia is well developed, and financial matters are quite straightforward and convenient. Opening a bank account is very simple – you can do so at the nearest bank office; all you need for this is an ID card or passport.

Swedbank

<https://www.swedbank.ee>

SEB Bank

<http://seb.ee>Luminor Bank

<http://www.luminor.ee>

Krediidipank

<http://www.krediidipank.ee>

LHV Bank

<https://www.lhv.ee/en/>

In addition to cash, debit and credit cards are also accepted in most shops, restaurants and companies. The ATMs of the larger banks can be found in branch offices, petrol stations, larger supermarkets and other frequently visited places. VISA and MasterCard are widely accepted. Internet banking is very popular. When transferring money between countries, check the additional service charges, as these can be rather expensive.

ATM/cash point machines operate in three languages (Estonian, English and Russian).

Vehicles

License: To legally operate your POV, you will need to apply for, and purchase an international driver's license. Many U.S. personnel in NATO accomplish this through AAA. Please reach out to your sponsor for alternatives if AAA is not available to you. Other licenses can be acquired, depending on agreements with the local government.

Registration: All private vehicles that are brought into Estonia for permanent or temporary use are subject to registration. Registration of a vehicle is necessary if the continuous stay exceeds one year. Vehicles imported from non - EU Customs Union states can be registered as temporarily imported vehicles (a state fee around 335 euros must be paid). Vehicles brought to Estonia from EU Customs Union member states or bought in Estonia can be registered using an Estonian representative (a state fee of ~61 euros if the car has previously been registered in Estonia and ~130 euros, if not). The best place for registering your car is ARK at Mäepealse tn 19, as there is a technical review office nearby and you can find an insurance company in the same building (IIZI). You can also make an appointment, so you don't have to wait in line: <http://www.mnt.ee/index.php?id=11451>
More information about vehicle registration can be found at <http://ark.ee/index.php?id=10776>

Before the registration of the vehicle and receiving the registration certificate plus registration plate, the owner has to go through pre-registration inspection at the inspection station. At this location, vehicle documentation and adherence to the established standards of Estonia is verified, as well as the vehicle's compliance with the national technical requirements.

Pre-registration inspection is followed by the registration procedure. A vehicle can be registered under the name of only one person. But a person can name other drivers authorized to drive the car. If the vehicle is jointly owned, it will be registered under the name of only one of the owners.

After registering the vehicle and receiving the Estonian registration plate, it is obligatory to have Estonian 3rd party liability insurance. The amount and duration of car insurance is a matter of a particular insurance policy.

Information about the insurers in Estonia

http://www.realtoreurope.com/search-company/?country=EE&category=7&search=1.show_form?plang=ENG&plink=0

Driving License: Estonia recognizes the driving licenses of both NFIU members and their dependents, provided that they satisfy the driving age requirement of 18 years.

If your driving license expires during your stay in Estonia then you should visit the traffic register office ARK at Mäepealse tn 19 Tallinn, 12618

The following must be submitted to the traffic register office to exchange (renew) the driving license:

- A personal identification document (passport, ID)
- The stamp in your passport
- The driving license to be exchanged issued by a foreign country. Your previous license will be taken away and ARK will return it to the institution who issued it
- A valid health certificate (issued by family physician)
- A state fee of ~26 EUR must be paid
- An electronic photo taken at the traffic register office

Using an age-appropriate child seat is mandatory.

Fuel: Fuel in Europe can cost up to three times the cost in the U.S. It is important to plan trips according to authorized fuel stations. Tax exemptions on petrol and fuels for privately owned vehicles is authorized, but limited to 100-400 liters per month, depending on the engine size of the registered vehicle or motor cycle, and the distance between home/work. The exact amounts exempted from tax will be laid down in NFIU regulations.

Transportation

The Transportation office located on USAG Bavaria – Grafenwoehr. The arrival of Household Goods (HHG) will be coordinated through this office. Your sponsor will assist you in working with transportation personnel to ensure the delivery of your HHGs after you find a home. Once your housing contract is complete you can track your move at: <http://www.move.mil/> website. Upon notification of a shipment's arrival, you must schedule a delivery date and be at your quarters on that date to accept delivery. HHG shipments for newcomers to your location should not include Personally Owned Firearms (POF). Host nation law is to absolutely minimize the import of weapons. The need to have a weapon must be proven by the local authorities and there is no guarantee request will be approved. Newcomers will not have the option to store POFs in the unit arms room due to the limited available space or prohibition of POFs in your orders.

IT Support

IT support is not available at Tallinn. Instead this service is found at the C Co HQ at Szczecin. The company will process NIPR account requests and issue NIPR computers and hotspot devices. VPN access can also be requested from the C Co HQ if needed. Most of your emails will be on NATO Secret servers; the VPN can be used to access your .mil emails.

Reassignments

When a SM out-processes from C Co their main POC is the C Company HQs NSE in Szczecin, Poland. The Company coordinates issuance of PCS orders from the BN MPD/S1 at Mons, Belgium and coordinates all out-processing requirements such as transportation and housing with the USAGs in Ansbach and Grafenwoehr.

Clearance

The NATO Secret, SF86 renewals, and other clearances are process by the AFNORTH Bn S2 through the NSE at C Co HQ in Szczecin. If fingerprints are required, the Service member must travel to Grafenwoehr on TDY.

Hand Receipts

The property books are controlled by the Company Commander at C Co HQ Szczecin, Poland.

UCMJ

UCMJ Company Grade is held by the Company Commander at Szczecin Poland C Co HQ.

UCMJ Field Grade is held by the AFNORTH Battalion Commander at Mons, Belgium.

GCMCA is held by the 7th ATC at Grafenwoehr

SCMCA for E1 through E7 will be held by the AFNORTH Battalion Commander at Mons, Belgium.

SCMCA E8 and above will be held at 7th ATC at Grafenwoehr.

Required Documents to Carry With You

- PCS orders.
- Medical, dental, and Immunization Records.
- Marriage Certificates, Divorce Decrees, and Birth Certificates
- Passports (Soldier and family members).
- Social Security Cards.

- Wills and Powers of attorney.
- Education Records.
- Car titles and shipping papers, car registrations, car insurance policies and driver's license.
- Household goods and shipping inventory.
- Employment records and references.
- Pet records.
- Proof of citizenship, if a naturalized citizen.