

1. Reserve Service Benefits

The NII pays this benefit to any person who is called up for reserve duty under the Security Service Law, as well as to those drafted for training under the Emergency Labor Service Law. The NII also pays grants to working youths up to the age of 18 who are absent from their jobs due to participation in pre-military education (on condition that they participated in this activity for at least two consecutive days, and that they worked at least 30 days during the three preceding months).

The NII may, after consulting with the Public Committee on Reserve Duty, provide grants for the development of welfare services for those serving in reserve duty, and their families.

Participating in the Welfare Basket Project

Since 1999, the NII has participated in an extensive IDF project to increase social cohesion and create a sense of identification with and appreciation for, those serving in the reserves by participating in the funding of a **Welfare Basket**, run by the IDF Manpower Directorate (known by the abbreviation AKA). The Welfare Basket, includes recreational activities, evening gatherings for units, tribute evenings, and other group bonding activities. The total of the grants will not exceed 0.25% of the estimated overall annual total of reserve service benefits paid by law, and the entire budget for this sector is funded by the Ministry of Finance as part of the defense budget. In 2012, approximately NIS 10 million was paid in grants for these welfare activities, an amount constituting the budget for the years 2011 and 2012. In 2014, NIS 6.5 million were transferred for the budgets of each year from 2014-2016.

Payment of Advances in Emergency Situations

During emergency situations, the Reserve Service Division of the NII in partnership with the IDF and the defense establishment, pays advances on reserve service benefits

to all employers whose employees were called up to reserve duty, and to all unsalaried reserve duty soldiers: the self-employed, students, the unemployed, etc. Thus for example in 2014, during Operation Protective Edge, 78% of those drafted were salaried workers whose employers received advances worth an overall total of NIS 184 million, and 22% were unsalaried and received personal advances at an overall total of NIS 44 million.

2. Benefit Rate and Payment Amounts

The daily benefit rate is determined pursuant to the worker's gross salary (liable to insurance contributions) in the three months preceding the 1st of the month in which the service began, divided by 90 days. For the purpose of the calculation, reserve duty benefits, unemployment, injury allowance at work and maternity allowances are taken into consideration. The benefit will not be less than the minimum – 68% of the base amount divided by 30 (as of January 2015: NIS 196.02 per day, NIS 5,881 per month), and shall not exceed the maximum: 5 times the base amount divided by 30 (as of January 2015: NIS 1,441.33 per day, NIS 43,240 per month).

The payment amounts for those serving in reserve duty is subject to fluctuations in accordance with security events. In 2010-2012 it increased, however in 2013 it decreased (see schedule below). In 2009 there was a real realistic increase of 35.8% in comparison with 2008, due to payments during Operation Cast Lead. In 2010 payments decreased by 14.9% and in 2014 again increased realistically by 22.5% resulting from Operation Protective Edge, and reached approximately NIS 1.4 billion. In 2015, again there was a realistic decrease of approximately 24% in comparison with 2014; the payment amount in this year was approximately NIS 1 billion.

Payments to Reservists (Thousands of NIS), 2010-2015

Year	Current Prices	2015 Prices	Realistic Change Rate (Percentages)
2010	1,005,979	1,072,895	-14.9
2011	1,045,343	1,077,694	0.4
2012	1,124,500	1,139,837	5.8
2013	1,103,003	1,101,243	-3.4
2014	1,357,530	1,348,944	22.5
2015	1,021,479	1,021,479	-24.3

TAKE-UP OF RIGHTS IN RESERVE DUTY

One of the main objectives of the NII's service charter is the take-up of rights. The goal is that every insured person receives what he/she deserves by law. Accordingly, in 2015 considerable resources were invested in enhancing the take-up of rights.

Encouraging Take-Up of Rights

The Reserve Duty and Research Departments, and the NII's Telecommunications and Information Systems Administration joined forces to find insurees who had not taken advantage of their entitlement to payment. To this end, several actions were taken:

- **Letters were sent** to whoever was identified as not having claimed payment, and to their employers.
- **The Personal Area** on the Institute's website was improved so that those serving can see their service periods, whether they claimed for those periods or not, and submit a claim if necessary.
- An option to download the military authorization form (**3010**) was added, so as to submit it to employers or attach to a personal claim.
- A **study** was carried out to pinpoint the reasons for not submitting claims with the intention of reducing the phenomenon in the future.

Characteristics of the Non-Take-Up Population

The IDF service periods file was integrated with the NII's payments file for 2013¹ and the following information was found:

- Approximately 16% of the service periods (approximately 11% of reserve duty days) have yet to be claimed.
- Approximately 90% of those who had not take up their rights were men and nearly one half of them were at the start of their working life.
- Approximately 62% of the periods that were not claimed were a half-day or one day; less than 4% were for periods of 8 days or more.

For different types of reserve duty, claims are filed in different ways and therefore it was decided to make a distinction between the types of duty in the study questions also, and to represent each group separately.

1 2013 was chosen in order to examine the most recent service period so that reservists and their employers would recollect why a claim was not filed. In addition, we wanted most of the claims for this year to have been already filed (although there is no prescription period in the Reserve Duty Law applicable to a reserve duty claim).

Reservists Not Claiming Payment for Service Periods during 2013 According to Age and Gender (Percentages)

Women	Men	Total	Age
100.0	100.0	100.0	Total
87.7	40.4	44.9	19-29
9.9	43.3	40.1	30-39
2.3	16.3	15.0	40 and over

- 89.5% of reserve periods that were not claimed were employees, kibbutz members, or whoever was defined as an employee and self-employed. These reservists file the military authorization with their employers and should claim the benefit from the NII.
- 9% of reserve periods were for those defined as non-salaried employees, self-employed or students, who should claim directly from the NII. The self-employed (0.7% of the periods) should receive the payment automatically and they are sampled separately.

The Study Findings

In the study, 380 persons were sampled, 278 of whom answered the questions. In 96 cases, telephone numbers could not be found or the number that was given was incorrect, in six cases there was no reply, and one refused to cooperate.

Common Reasons for Non-Take-Up of Rights were: reservists forgot to file a claim (37%); problems with the military authorization form - they had not received it or had mislaid it (10%); they did not know they had to give the military authorization form to their employers (17%); a feeling that the bureaucracy was complicated (self-employed, not working, working for more than one employer - 28%); not interested in the payment, or in a small amount (4%); thought they had filed the claim and received the payment (8%).

The participants were asked how, **in their opinion, take-up of rights to payment could be increased:**

53% responded by means of a reminder to file a claim (in a text message, in a letter or email), 4% by increasing the payment, 21% - by less bureaucracy, 22% - other means (more information about the law, receipt of a one-day authorization on the day, receipt of military authorization by mail).

These findings show that there is a need to increase awareness of the fact that the process of filing a claim is not complicated (for example in a letter to be sent during service or upon discharge).

What Will Encourage You to File a Claim for Reserve Duty Payment Next Time?



