

Note

International Staff Support Office

Maastricht University is committed to providing its international employees and their families with a warm welcome and a smooth start to their stay in Maastricht or the surrounding areas. As part of the university's People & Development (HR) department, the International Staff Support Office (ISSO) is pleased to offer its services. By acting as an intermediary, ISSO ensures that you can begin working legally at Maastricht University as quickly and efficiently as possible while supporting your transition and adaptation to the Netherlands (or during temporary postings outside the Netherlands).

ISSO Services

ISSO, as an intermediary, provides support and information in the following areas:

- Dutch immigration procedures
- Dutch residence procedures
- Expat Tax rule
- Support for outgoing staff
- Living in the Netherlands/Maastricht
- Cross-border work

Role and Limitations

To act as an intermediary for both employer and employee in navigating Dutch procedures, ISSO collaborates with Third Parties that are legally responsible for these processes. While ISSO strives to advise you and assess your situation to the best of its ability, our advice is based on our research and understanding of current laws, as well as the information you provide.

Please note that in most processes, a Third Party is responsible for assessing the submitted documentation and holds legal responsibility for the outcome.

The final decision regarding matters such as residence permits, or the applicability of the Expat Tax rule lies solely with the Third Party responsible for making that determination. ISSO has no influence over the decision-making processes of any Third Party. If you disagree with a decision made by a Third Party, you must direct your complaint or objection to them.

ISSO, as an intermediary, cannot be held responsible for decisions made by Third Parties or for changes in applicable laws.

The Third Party can entail any of the following Authorities individually or together:

1. **[IND: Dutch Immigration and Naturalisation Service](#)**. The IND takes decisions regarding Dutch (MVV) visa, Dutch residence permits/stickers, biometrics, Dutch return visa etc. The IND works according to the Modern Migration policy under which also Maastricht University as your employer/host and you as foreign employee/guest have obligations. Based on the [Modern Migration policy](#), ISSO is among other things obliged to submit applications for MVV visa and residence permits for its employees/guests on behalf of Maastricht University. The employee/guest is obliged to provide correct and up-to-date information about his situation at all times.
2. **[UWV: Dutch Employment Organization](#)**. UWV is among other things responsible for decisions regarding Dutch work permit applications and matters related to it.
3. **[Dutch Embassy](#)**: At the Dutch embassies abroad the employee has to pick up his Dutch MVV (if applicable) or Dutch visa.

4. **Belastingdienst:** Dutch Tax Authorities. The Belastingdienst decides on Expat Tax rule applications for incoming staff, Dutch taxes and Dutch tax return.
5. **GGD: Dutch Public Health Services.** The GGD is in charge of performing the Tuberculosis test. If you are obliged to undergo a TBC test for your Dutch residence permit application, the GGD is the only recognized organization to take this test.
6. **Municipality:** The municipality is in charge of registrations in the BRP, the municipal records database, through which the Employee, who is relocating to The Netherlands, obtains his BSN number (Dutch Citizen Number).
7. **RNI:** The RNI is a register where people that cannot be registered within the citizens register can get registered and obtain their BSN. The nearest RNI registration point is located at Heerlen Municipality.
8. **SVB: The Sociale Verzekeringsbank (SVB).** The SVB is the organization that implements national insurance schemes in the Netherlands.
9. **CZ:** a Dutch Health Insurance company. Maastricht University has taken out collective health insurance with CZ.
10. **Expat Centre Maastricht Region (ECMR):** ECMR helps highly skilled migrants / scientific personnel, and their families settle into the Maastricht region of the Netherlands. At the Expat Center you can pick up your residence permit, have your biometrics taken and register in your municipality of residence upon your first arrival in the Netherlands.
11. **Cross-border information point:** the Cross-border information point provides advise and assistance to people working across the border in the Dutch-Belgian-German border region.
12. **“Other Third Party”:** any other party than mentioned under this provision.