

An aerial photograph of a winding asphalt road through a valley. The road curves through a landscape of green trees and greyish-brown rocky terrain. The overall color palette is dominated by blues and greys, with a red brushstroke effect behind the main title text.

xelvin

*The ultimate Xelvin*

**RELOCATION**

**GUIDE**



# YOUR INTERNATIONAL ROADTRIP *With Xelvin!*

*Welcome aboard!*

*Flight*  
**X3LV1N**

**AND EVERYTHING YOU  
NEED TO KNOW...**



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# Dear Xelvin Employee,

First of all, we wish you a warm welcome to Xelvin and we hope that you will be very happy with us as your new employer. We hope that the Netherlands will be a great new beginning in your new adventure. We are here for you when you need guidance in the relocation process and this is why we compiled this guideline in order to find your way around the Netherlands.

This is a relocation guide to make your process as smooth and as stress-free as possible. Please take the time to read all of the information provided in this document as it may answer most of your questions regarding everything that needs to be done, how to settle in, and everything in between.

So, sit back, and enjoy this informative guide!



## YOUR ARRIVAL IN THE NETHERLANDS

We are now on the journey to take you to your new home and you can ask all the questions you want. Hopefully this booklet, serves as a good guide to answer all of your questions and to help you get settled in.

## YOUR APPOINTMENT AT THE EXPAT CENTER

### Only for non-EU employees:

We already made an appointment for you at the expat center. You'll get your residence permit at the expat center. This will be valid for as long as your Xelvin contract is valid. Once you get a contract from the company that you are working for directly, you will be getting a new residence permit based on your new contract.

### What documents do you need to bring with you for this:

- A valid passport.



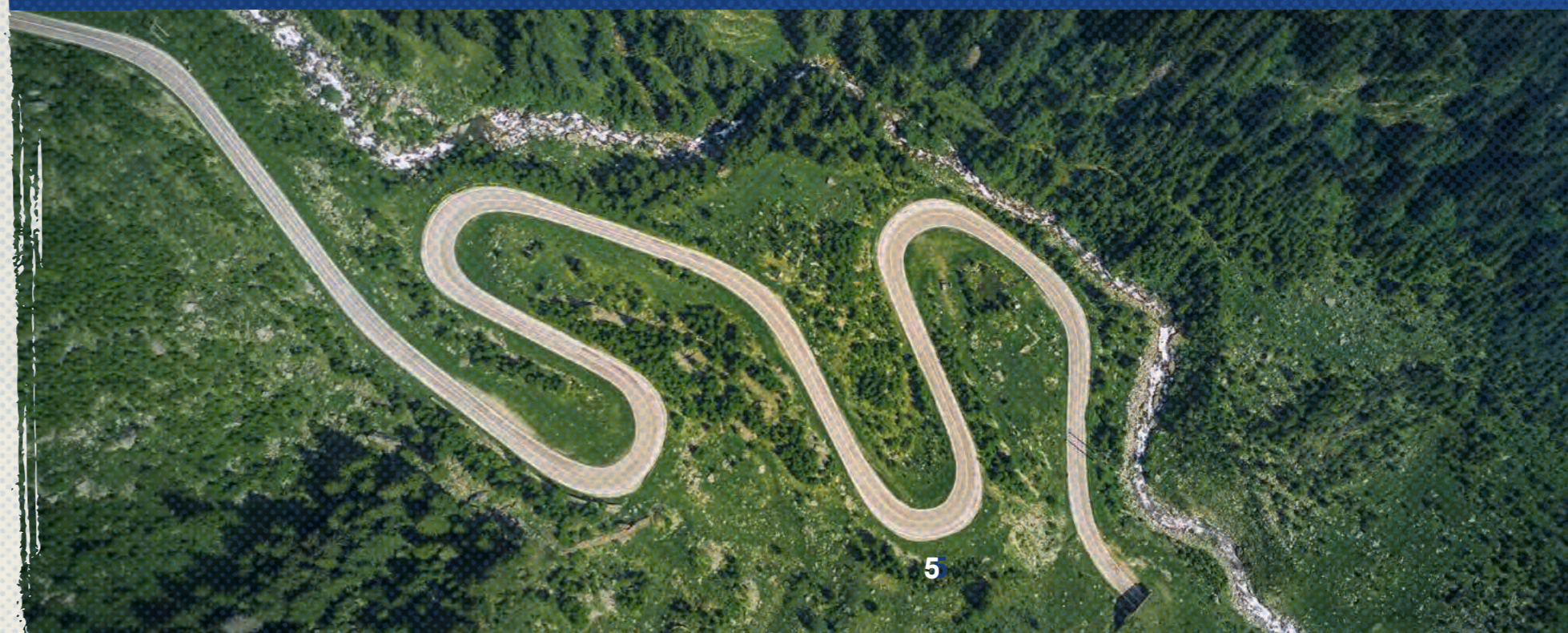
## BSN NUMBER

We have already made an appointment for you at the municipality in the town where you will be living. During this appointment, you will register at your new Dutch address in order to obtain a BSN number. The registration takes approximately 30 minutes, and receiving your BSN number may take up to three weeks.

You will receive your BSN number by mail at your apartment or house. Once you have received your BSN number, you can apply for a DigiD, health insurance, the 30% ruling, and other Dutch government services.

### What documents do you need to take with for this appointment?

- A valid passport.
- In addition, **non-EU employees** must also bring a valid residence permit.
- Documents proving that you live here. For example, a rental contract, proof of ownership or statement from the main occupant of the property.
- Official documents from your country of origin. For example, an unabridged birth certificate with apostille. Other documents, such as a marriage or divorce certificate, are usually not required but may be requested.



## HOW TO REGISTER FOR HEALTH INSURANCE

When you arrive in the Netherlands, you are temporarily covered for urgent medical care, but it is very important that you take out Dutch health insurance within three months. This is mandatory. If you don't, you risk a fine and may have to pay for medical costs yourself.

For every month that you do not sign up, you will have to pay back, so do this ASAP for your own benefit. You can scan the QR code or go to [www.independ.nl](http://www.independ.nl) to compare different health insurances and choose what you would like to cover.



You can choose what health insurance you would like to sign up with. Once you have signed up for health insurance, you need to register at a doctor. This works differently than you may be used to. You need to google which doctor's practice (Huisartsenpraktijk) is the closest to your apartment/house.

You then need to go there and register yourself or you can register online if the practice allows it. Your BSN number and residence permit will be needed for this.

After you have been registered, you can ask the practice which pharmacy (Apotheek) is the closest to register at them as well.

Once this is done, you can Google if there is an App for your practice and download this. Usually, all doctor practices has their own App where you can make appointments, etc. This makes it really convenient



## HOUSING AND UTILITIES

Once you have registered at your local 'gemeente', you will receive a letter to set up payments for local taxes, such as bin collection and other cleaning taxes.

Only if your rental agreement includes the utility costs (Gas, Water, Electricity) you don't have to register for this. In any other case you will have to register for these utilities. Please reach out to your rental agency if you need help.

You can arrange your water, electricity and internet with Easynuts. They will arrange everything for you if it is not included in your rent.



← Easynuts

Please scan the following QR code for important information about how the recycling and waste system works in the Netherlands:



← Recycling and trash

Your rental agreement will also contain information if your TV/internet is already included in the rental price. If not, you can set this up yourself by choosing one of the main suppliers or you can have Partner Pete help you with this as well:



← TV/internet

If you rent an unfurnished apartment, you will need to organize basic furniture. This can be delivered on your chosen date and time, for example ikea.nl. We can also help you with this.



← Ikea

## IMPORTANT/USEFUL APPS



This is an app that you will need for all government related issues that you can deal with on your phone or computer



Tikkie is an online payment app that allows you to forward payment requests to people via WhatsApp, or paythrough a QR code.



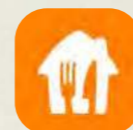
A health insurance app allows you to manage your policy, submit claims, and check reimbursements easily from your phone.



Flitsmeister is a Dutch mobile app that alerts the user to speed cameras and other road obstacles as well as offers navigation.



9292 is an app that you can use to navigate the public transport in the Netherlands.



Thuisbezorgd is like Uber Eats. You can order takeaways here and have it delivered at your house.



Bol.com is like Amazon. You can use this app to buy almost everything and it gets delivered at your house.



EasyPark NL is an app which you can use to pay for parking in the Netherlands. You can also link it directly to your bank.



Marktplaats is an app where you can buy second hand things for your house for very cheap.



Wise is a money transferring app which you can use to transfer your funds from your Dutch bank account to other accounts.

## TB TEST

If you need a TB test, you must do your first test within the first 3 months of your arrival in the Netherlands. The first test is paid by you; any follow-up tests are covered by the government.

For this, you need to make an appointment with your nearest GGD (Municipal Health Service). You can contact them via email and ask them that you want to make an appointment for a TB test.

They will then send you the rest of the information as well as your appointment, where you need to go and what time you need to be there.

The TB test consists of a chest X-ray and takes less than 10 minutes to complete. The cost of the test must be paid by the employee. Fees vary per location and typically range between €55 and €70.



## PENSION

You are enrolled in the STiPP Plus pension scheme from the moment you start working at Xelvin. For detailed information about the scheme and your pension accrual, please visit [www.stippensioen.nl](http://www.stippensioen.nl)

## 30% RULING AND TAX

The 30% ruling is an arrangement from the Dutch government for expats. With this ruling, the government wants to make it attractive for highly skilled migrants to come and work in the Netherlands. You get a discount on your income tax with the 30% ruling. Be careful: you can get a maximum 30% discount, in your case it could be less.

In practice, international employees benefit from the 30% ruling. Because of this regulation, you keep more net income, although the amounts

are not extreme. The biggest advantage of the 30% ruling is that you can exchange your driving license for a Dutch one within 6 months.

The application for the 30% ruling will need to be done by yourself, but an external party can help you with this. This comes with a cost but is worth the investment to ensure you benefit from the financial gain.

If you want to use the 30% ruling, a decision must be requested from the Tax Office. Within Xelvin, this is done in collaboration with Tax Globalizers. Please contact Alexander Bauwens of Tax Globalizers for this.

### Contact details:

**Contact person:** Alexander Bauwens  
**E-mail:** [alexander.bauwens@taxglobalizers.com](mailto:alexander.bauwens@taxglobalizers.com)  
**Phone number:** 040-8001940

If the ruling is granted to you, Tax Globalizers will notify both you and Xelvin by e-mail.

## PUBLIC TRANSPORT

**How to use the public transport in the Netherlands:**

You can use **OVpay** by downloading the OVpay app and linking it to your debit card or credit card. This allows you to check in and out of public transport easily.



## CELLPHONE / DATA

Once you arrive here in the Netherlands, we gave you a sim card as well as data for your cellphone.

When you want to top up data on this sim card, you can do that on their website or go to any phone store (usually the ones that sell cellphone cases and accessories) to buy bundles from them over the counter.

Once you feel all settled in and you got both your BSN number and have received your first salary, you could go to a KPN store to change your sim card to a KPN one and then get a monthly bundle subscription. This is usually a bit cheaper than buying data bundles for a prepaid sim.

## LEASE CAR

\*only applicable if you have a lease car

Before arrival in the Netherlands, your current (foreign) driver's license must be valid for at least six months.

### Fuelling your lease car:

Fuelling your car in the Netherlands is your responsibility. Visit a gas station and make sure to choose a pump offering EURO 95 (E10) fuel. Fill up with EUR 95 (E10) and pay at the cashier inside.

It's important to swipe the magnetic strip with the Dutch flag through the card reader, enter your PIN code, and when prompted, select "No" for "Vervangend vervoer" (substitute transportation).

Then, input your current mileage reading and complete the payment. For a more detailed explanation, see annex 1.

Please follow these steps carefully. If you don't follow them correctly, for example, by filling up with EURO 98 fuel, the fuel card won't work, and you'll need to cover the expenses yourself. Additionally, you won't be able to use the card for other purchases.

**You cannot use your petrol card outside of the Netherlands unless discussed with your consultant.**

### Maintenance on your car?

Having car troubles or is your car due for a service? Please keep the following in mind.

If you have an accident with your car, please contact Van Mossel (on your petrol card there is an emergency number that you can contact) then tell them what happened and make an appointment to fix the damage.

After you contacted Van Mossel, send [lease@xelvin.nl](mailto:lease@xelvin.nl) an email to also inform us of the accident with a description of what happened.

If your car is due for a service, you can make an appointment via Van Mossel's website. They can also provide you with a replacement vehicle while your car is being serviced.

## HOW TO EXCHANGE YOUR DRIVER'S LICENSE

Make sure to do this within 6 months after you have arrived in the Netherlands. Wait until the tax authorities have issued the decision for the 30% ruling. Once the decision has been made, make an appointment with your municipality (gemeente) to exchange your driver's license.

### You need the following documents to exchange your license:

- Letter from the CBR confirming that you can exchange your driving license. You get this online on the CBR's website
- Health declaration/Gezondheidsverklaring
- 30% ruling approval form.
- Passport photo (45mm x35mm).
- Your original and valid foreign non-EU driving license.
- Your original and valid passport.
- Your original and valid Dutch residence document.

After the appointment has been made with the municipality, you will receive an appointment confirmation by email. This email will inform you about the necessary documents for exchanging the driving license. Check to be sure whether this corresponds to the above, or whether additional information is required.

The application for the exchange of the foreign driving license to a Dutch driving license is submitted by the municipality to the Rijksdienst voor het Wegverkeer (RDW). The processing time is approximately 3 to 6 weeks. If you drive during this period, you risk a fine and you are not insured.

## HOW TO OPEN A BANK ACCOUNT

Once you get your residence permit in the Netherlands, you can open a bank account without a BSN number at ABN AMRO/BunQ.

It's relatively easy: you download the ABN AMRO/BunQ mobile app and follow the on-screen prompts to open a bank account.

Please note that for some banks, a residence permit is required to open a bank account. With certain banks, such as online banks, it may be possible to apply earlier. You will receive your bank card by mail.



## CALLING IN SICK

If you are sick, you must report this by phone **before 10:00 AM**.

First, inform your employer that you are sick and will be staying at home. After that, you must call the Xelvin call-in-sick line and inform your consultant at Xelvin.

They will ask you for your name, surname and date of birth and how long you think you would need to recover. We hope you feel better soon.

**Please note:** if you do not call in sick, you are not registered as sick. In that case, the hours will be deducted from your leave balance.



## THE CONTRACT

As you are aware, you will be seconded by Xelvin to a client for a specific period. Therefore, your Xelvin contract will be aligned with the duration of the assignment.

After this period, the client will offer you a contract, and you will become a full employee of the client.

## YOUR SALARY

Your salary is paid on the 24th of each month. If the 24th falls on a weekend, the payment is made on the preceding Friday.

Overtime, leave, and other additional items are always paid or processed one month later, as these details are not yet final on the 24th. This helps prevent corrections and confusion.

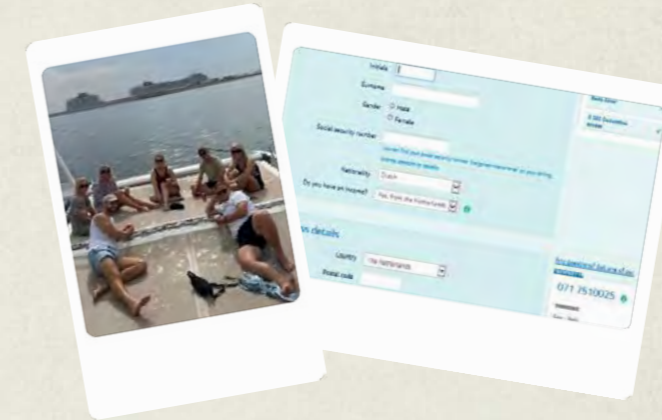
Your payslips are available in AFAS Pocket.

**Call-in-Sick Line**  
**+31 50 700 15 65**

## ANNUAL LEAVE



You are entitled to 25 vacation days per year from Xelvin. You can use these days at your discretion, provided it is approved by the client. You will need to coordinate this directly with your supervisor.



### What will not be covered by your relocation budget and will be paid by Xelvin?

- IND procedure (Immigration and Naturalization Service)
- Dutch language lessons
- Real estate agent fees
- Relocation consultants

If your expenses exceed the amount, the remaining costs will be converted into an interest-free loan. We will discuss with you to determine how this will be repaid to Xelvin based on a loan agreement, which can be spread over the period of your employment.

## TIMESHEETS

Every week, you must report your hours worked in AFAS. You can do this via the link below or to scan the QR code:



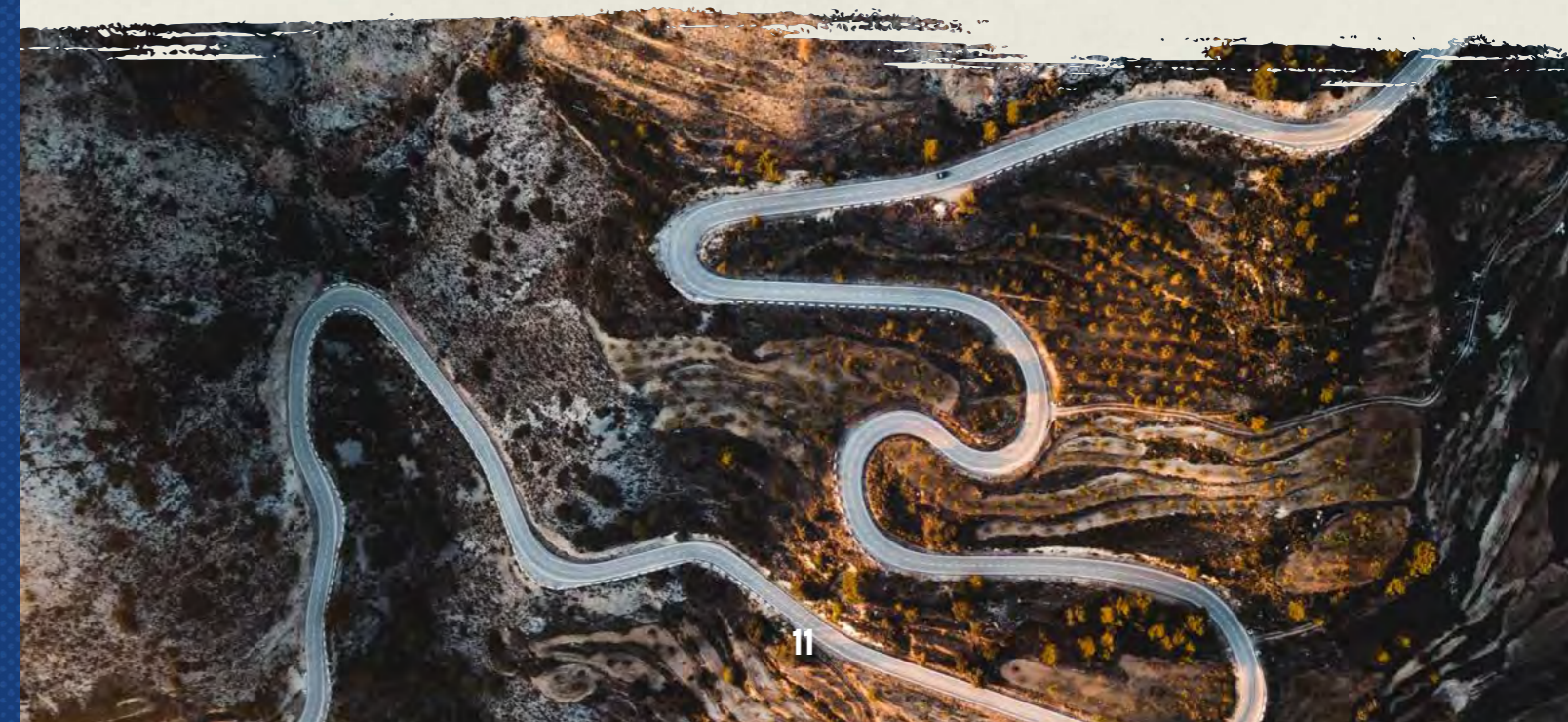
Visit <https://35331.afasinsite.nl/english> and enter your personal e-mail address. A wizard will start to configure your password and 2 Factor Authentication

## THE RELOCATION BUDGET

Within Xelvin, there is a relocation budget in place to facilitate your international transition to the Netherlands as smoothly as possible. In your case, Xelvin provides you with a certain budget. This amount will be converted proportionally into a gift.

### What will be covered by this budget?

The budget is spent as directed by you. For example, the plane ticket and the first month's rent and deposit can be paid with this amount.



# STEP BY STEP TO REFUEL YOUR CAR:

guidance on how to fill up your lease car

## Step 1:

Check and remember your mileage on the dashboard (the mileage on this example is 37.889 km)



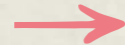
## Step 2:

Choose Euro95 E10 (ongelood) and fill the tank with gasoline.



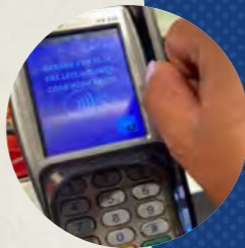
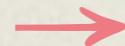
## Step 3:

Go to the desk and turn the card upside down (Dutch Flag down)



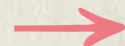
## Step 4:

Swipe the card through the pin machine



## Step 5:

Enter the pin code



## Step 6:

Kilometerstand? Fill in the mileage from the car dashboard (37.889 km, as shown in the photo in step 1.)



# Your Checklist



Become a Xelvin Employee



Expat appointment for your residence permit & BSN number



Sign up for health insurance within 3 months



Register at your nearest doctor and pharmacy



Exchange your driver's license within 6 months



Sign up for a bank account



Apply for the 30% ruling



Download all the important apps on your phone

Enjoy  
the ride!

Questions?

is there anything we didn't answer?  
contact your Xelvin Consultant!



An aerial photograph of a winding asphalt road through a rugged, mountainous landscape. The terrain is covered in sparse vegetation and rocky outcrops. The entire image is overlaid with a semi-transparent blue filter. The text 'EXPECT MORE. EXPLORE MORE.' is centered in the middle of the image.

**EXPECT MORE.**  
**EXPLORE MORE.**

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