

Services

04 | 2025



● **LCGB**

One step
ahead
of tomorrow





THE LCGB, A NATIONALLY REPRESENTATIVE TRADE UNION

With the support of over 48.000 affiliates, the LCGB is an innovative and effective union that defends the rights and gains of employees and pensioners.

CONTACT



LCGB Services

Questions about our services

☎ +352 49 94 24-600

🕒 Monday-Friday

8h00 – 12h00 & 13h00 – 18h00

✉ services@lcgb.lu



LCGB Membership Admin.

Changing your contact details

☎ +352 49 94 24-421

🕒 Monday-Friday

8h00 – 12h00 & 13h00 – 18h00

✉ membres@lcgb.lu



LCGB Info-Center

Consultation and information

☎ +352 49 94 24-222

🕒 Monday-Friday

(except Wednesday afternoon)

8h30 – 12h00 & 13h00 – 17h00

✉ infocenter@lcgb.lu

THE LCGB, A NATIONALLY REPRESENTATIVE TRADE UNION

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Strengthening of the purchasing power of employees and pensioners



Fighting for improved benefits in the event of illness, need for care or pension



Negotiation of modern collective agreements



Improvement of professional qualifications by adapting and developing training



Reduction of social inequalities



Safeguarding jobs and social achievements of employees



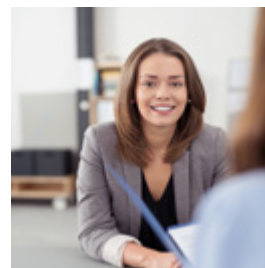
Negotiating effective solutions for better working time arrangements



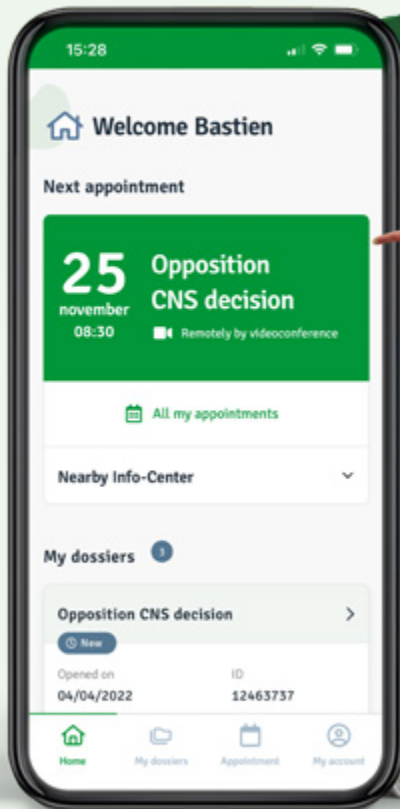
Improvement of the regulations on health and safety at workplace



Human and social support for digitalisation



Fighting against all forms of discrimination and harassment



Visit [YourLCGB.lu](https://yourlcgb.lu) and log in

- Available in English, German, French and Portuguese
- Appointments and video-conferencing
- Follow-up of files in a secure space
- Direct contact thanks to messaging function for LCGB members

tonlcgb.lu - yourlcgb.lu - deinlcgb.lu - oteulcgb.lu

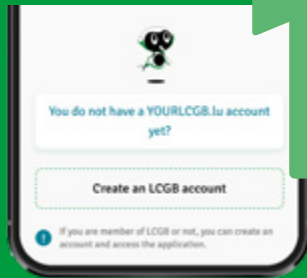
Hotline : ✉ help-app@lcgb.lu or ☎ +352 49 94 24 123
Monday-Friday: 8h30 – 12h00 & 13h00 – 17h00



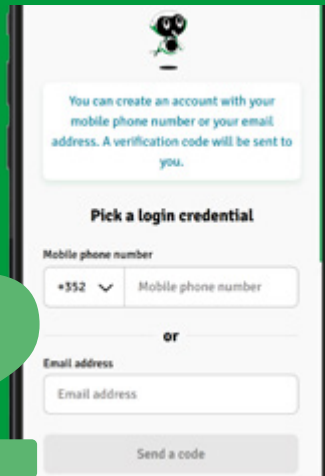
Discover "YourLCGB".

All LCGB services in your pocket

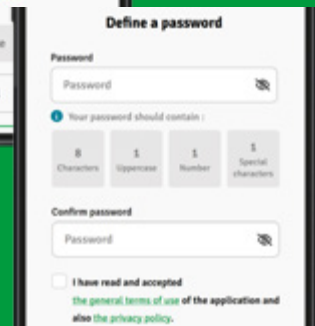
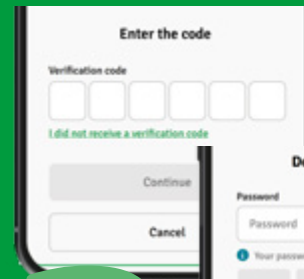
Register, activate and be mobile



Visit YourLCGB.lu or scan the QR code. Then create your member account.



Fill in the required fields.



You will receive an SMS or email with a code to complete the registration and set your password.



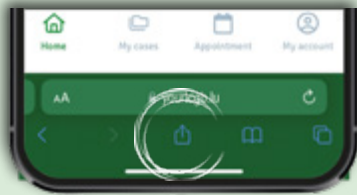
To have access to all the features, validate your membership either by your LCGB number or by your national number.

YourLCGB as an APP?

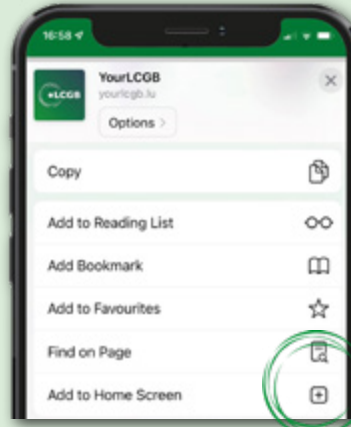
Here is how to access it from the home screen of your smartphone or tablet



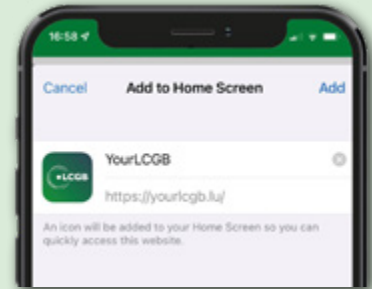
iOS



When visiting yourlrgb.lu, click on your browser icon

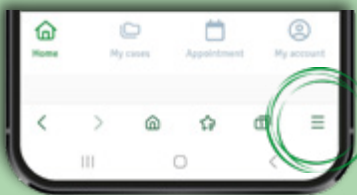


Scroll down and select "On the home screen"

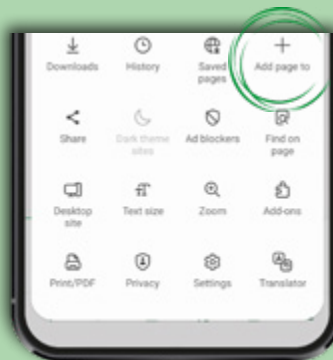


Then click on "Add"!

Android



When visiting YourLCGB.lu, click on the icon at the bottom right (the three horizontal lines)



Then click on "+ Add page to"

Choose "Home screen"

Confirm your choice by pressing "Add"





The LCGB supports you in your everyday work!



LCGB Info-Center
Consultation and information

☎ +352 49 94 24-222

🕒 Monday-Friday
(except Wednesday afternoon)
8h30 – 12h00 & 13h00 – 17h00

✉ infocenter@lrgb.lu

LABOUR & SOCIAL LAW

The LCGB is your first contact point for all questions related to labour and social law. The LCGB offers free help, assistance and consultations in various languages with regards to the health and maternity insurance, unemployment and occupational reclassifications, family benefits, pensions and disability insurances, accident insurances as well as social insurance.

Free legal assistance

- » For labour or social law litigation
- » Within the specified limits (the code of instructions can be consulted via www.lrgb.lu)
- » No initial membership duration required
- » Required to keep the LCGB affiliation for the duration of the entire procedure as well as the following 24 months
- » A resignation within this timeframe requires the member to reimburse all legal fees

COMPLEMENTARY PROFESSIONAL PROTECTIONS

In order to benefit from one of the complementary legal protections, you must be affiliated to the LCGB by paying the full membership dues of 22 € per month. You can download the necessary forms via www.lcgb.lu.



Legal assistance Professional drivers or employees driving as part of their professional activities

Compensation claims based on the legal provisions of the civil liability. Legal assistance and defence in case of a traffic code violation or a legal regulation infringement. In case of imprisonment, requests for appeals or parole are included; max. 2 requests per claim. Legal assistance in case of criminal or administrative proceedings following the prohibition, withdrawal, restriction or renewal of the driver's license.



Legal assistance Employees with bargeman patents

Compensation claims based on the legal provisions of the civil liability. Legal assistance and defence in case of a violation of the legal regulations of the river navigation. In case of imprisonment, requests for appeals or parole are included; max. 2 requests per claim. Legal assistance in case of criminal or administrative proceedings following the prohibition, withdrawal, restriction or renewal of the bargeman patents.



Professional civil liability and legal assistance Health professionals

Valid for health professionals in Luxembourg, which hold the required degrees and, if applicable, the necessary authorisations to practice their profession in Luxembourg. Professional civil liability (non-cumulative with the private civil liability). Legal assistance in case of criminal charges, such as legal counsel fees, judicial fees as well as all fees related to an objection, appeal or revision (cumulative with the private civil liability).



Legal assistance Security agent

This legal assistance applies to professionals of the security sector within the borders of Luxembourg for public or private property surveillance activities/missions.



LCGB Services

Questions about our services

📞 +352 49 94 24-600

🕒 Monday-Friday

8h00 – 12h00 & 13h00 – 18h00

✉ services@lcgb.lu

HELP FOR PRIVATE LIFE PROCEDURES

The LCGB offers professional help in various languages for all private life procedures or in dealing with government agencies such as the renewal of the driver's license or the passport, questions related to excessive indebtedness or general questions related to customs (i.e. vehicle registration).



Pensions

The LCGB offers you an analysis of the professional career for creating a simulation and estimation of the pension. The LCGB offers free help with the procedures to follow when transitioning from work life to retirement.



Legal assistance for private issues

The LCGB offers help and assistance in case of a divorce, guardianship or in case of questions or issues related to tenancy agreements (i.e. dissolving of the tenancy contract, auxiliary costs, etc.) whilst covering parts of the legal fees.



Insurances

The LCGB offers help and assistance in case of questions or problems related to existing or future insurance contracts.



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✉ services@lrgb.lu



Tax return

The LCGB offers its members, affiliated for over 6 months, a free help for filling out their salary income tax return.

Personally

You can hand over the below mentioned documents to your staff delegate or bring them to one of our LCGB Info-Centers.

By e-mail

Send the PDF documents (no photos) to our LCGB Info-Center. You will be informed as soon as the tax return is ready.



LCGB Info-Center

Consultation and information

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8h30 – 12h00 & 13h00 – 17h00

✉ infocenter@lrgb.lu

PATIENTE VERTRIEDUNG

As a member of the LCGB, you can benefit for free from the services offered by the Patiente Verriedung a.s.b.l., including:

- » an information service that advises the patient about his rights and duties;
- » a consultation service for medical problems and care;
- » an assistance service which helps the patient with administrative procedures and which can intervene in case of a dispute between the patient and a care and/or service provider.



PATIENTE VERTRIEDUNG A.S.B.L

1 B, rue Thomas Edison

L-1445 Strassen

☎ +352 49 14 57 1

🌐 www.patienteverriedung.lu

INSURANCES & COMPLEMENTARY SERVICES

LUXMILL Mutuelle

Your membership includes a 0,50 € share for the death benefit fund LUXMILL Mutuelle, that guarantees the payment of benefits to the heirs or legal beneficiaries in case of death.

Scholarships

Incentive bonus for superior or university studies are granted by the LCGB to members (> 20 years), whose children are enrolled in such studies.



LCGB Membership Admin.

Changing your contact details

📞 +352 49 94 24-421

🕒 Monday-Friday

8h00 – 12h00 & 13h00 – 18h00

✉️ membres@lrgb.lu

CMCM

As a member of the LCGB, you are automatically affiliated to the deathbenefit fund LUXMILL Mutuelle, which allows you to join CMCM without paying the FNML annual contribution.



CMCM

32-34, rue de Hollerich

L-1740 Luxemburg

📞 +352 49 94 45 1

🌐 www.cmcm.lu



Tango

100 € discount on all smartphones for all new SMART+ subscriptions and 50 € discount for all SMART+ subscription renewals. All-inclusive packages offering data, with small to unlimited data, calls and SMS throughout Europe.

50 € discount on all smartphones for new customers with an Infinity+ subscription.



Tango

✉️ LCGB@tangoservices.lu

🌐 www.tango.lu



AXA Luxembourg

Benefits for LCGB members:

- **CAR -15%**
The car insurance to suit every driver and vehicle
- **MOTORCYCLE -15%**
Comprehensive cover for you and your motorcycle or scooter
- **HOME -10%**
Everyday protection for your property
- **HEALTH -10%**
Control your health expenses and give yourself the necessary resources to face up to a really hard blow



LCGB Services

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- 🕒 Monday-Friday
8h00 – 12h00 & 13h00 – 18h00
- ✉️ services@lcgb.lu

Are you a member of the LCGB and already a client of AXA Assurances Luxembourg?

To benefit from the LCGB preferential tariffs, simply contact your AXA agent.

Are you a member of the LCGB but not yet a client of AXA Assurances Luxembourg?

Then you are entitled to the LCGB preferential tariffs. Simply contact your AXA agent Philippe Hengen.



AXA Luxembourg Agency Philippe Hengen

33, Boulevard GD Charlotte,
L-1331 Luxembourg
📞 +352 25 00 052

✉️ philippe.hengen.agent@axa.lu

AXA Luxembourg

Solutions tailored to your needs



Habitation

Because accidents are part of life, being well insured is essential

- your home is covered against theft (including garden furniture), and the costs of replacing keys and locks in your home following the loss or theft of keys are covered;
- all your equipment is insured worldwide against theft and breakage: computers, tablets, smartphones, jewellery and watches, sports equipment, electric bicycles and electric micro vehicles;
- lost keys, water leakage? AXA will send an emergency service provider to help you out (included in the Active and Privilège packages).



Health

Services without concessions

- Start formula: essential protection, hospitalisation costs covered in full, controlled budget;
- Active formula: Start formula + extended optical, dental and orthodontic cover + alternative medicine flat rate + home help during and after hospitalisation;
- Privilege formula: Start formula + maximum optical, dental and orthodontic cover + extra-efficient assistance services.



Car

Protect yourself, your vehicle and your passengers on all your journeys

- not fit to drive again? AXA pays for a taxi, 3 times a year, so that you can get home safely;
- accident assistance: to keep you mobile round the clock, seven days a week;
- replacement vehicle in an accident: 10 days, 31 days for write-off;
- Sliding scale tariff according to the age of the vehicle: indemnification if downgraded up to 20% above the market value.



Motorcycle & scooter

Against all the bumps in the road and to the road and feel the hum of your engine without a care in the world, take advantage of protection for you and your motorcycle

- tailor-made packages and your equipment covered up to 1.500 € in the full package;
- is your motorbike less than one year old? It will be replaced as new for 36 months;
- if you have a problem on the road, accident assistance is available free of charge 24/7;
- do you prefer a quiet ride? The cover includes the specific features of an electric motorcycle. In the event of an electrical failure, you are covered by breakdown assistance and your charging cable is covered by theft insurance.

Harmonie Mutuelle : privileged offer for French cross-border workers

The LCGB and the APSTT (Association pour la Protection Sociale des Travailleurs Transfrontaliers) have concluded a partnership in order to grant French cross-border members access to a high-performance health insurance plan at the preferential rate with 3 possible options.

Main members of the LCGB benefit from an additional 10% refund on the annual subscription on the already attractive offer “Santé Frontalier Luxembourg”. When joining the LCGB and the “Santé

Frontalier Luxembourg” simultaneously, you will also receive a gift voucher.

This offer includes quality benefits and services as well as an excellent price/performance ratio:

- excess fees are covered from the first stage;
- insurance specifically for cross-border commuters with reimbursement in France and Luxembourg;
- high reimbursements for visual aids

(up to 740 €), and major bonuses in our network;

- high levels of dental cover, particularly for prostheses and orthodontics, and even a contribution towards implants from the first stage.

Additional guarantees with the KALIXIA network and its 16,000 health professionals at your disposal.



LCGB Services

Questions about our services

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🕒 Monday-Friday

8h00 – 12h00 & 13h00 – 18h00

✉️ services@lrgb.lu



Harmonie Mutuelle

✉️ melanie.berthou@harmonie-mutuelle.fr

✉️ AGTHIONVILLE@harmonie-mutuelle.fr

PROFESSIONAL DEVELOPMENT

You are looking for a job? You want to change your career or reinvent yourself professionally? The LCGB is at your side!

Professional development services are provided in collaboration with RiseSmart / RANDSTAD, depending on the availability of the various courses offered.



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Free trainings for LCGB members (≥ 5 year membership)



Quick Presentation

Knowing how to present yourself efficiently in 1min30



CV & cover letter

Gather a maximum of information in one efficient and worthy CV and make it easily readable



Manage change

Be aware and manage the change process related to a job loss or a career change



Job interview techniques

Interview procedure and techniques. Tips, tricks and advice for a successful application



Personal Branding

Helps candidates highlight the strengths that make them unique for the job market



LinkedIn

Introduction to the social and professional network and demonstration of its functionalities

Free services for LCGB members (≥ 5 year membership)

Individual coaching

Through individual coaching sessions, you can voice your questions as well as any doubts related to your situation and receive useful guidelines adapted to your needs.

Job interview simulation

A simulation of a job interview enables you to train for all occasions facing an unknown speaker in professional conditions. You will receive feedback regarding your verbal and non-verbal communications, your attitude, the quality of your responses, your strengths as well as areas open for improvement. After such a simulation, you will be better prepared and more confident for your job interview and thus have better chances to succeed.

Skill assessment

Assessment of your professional and personal skills as well as your capabilities and motivations in order to establish your strengths or areas for improvement. This service is provided for new job seekers as well as current employees looking for a professional reorientation. A skill assessment offers you a better vision of yourself, your abilities, your value in the job market and you can benefit from individual coaching sessions in order to further strengthen your position (definition of a new objective, action plan, job applications, ...).

Free workshops for LCGB members (≥ 5 year membership)



Balancing your energies

Enabling participants to become aware of the way they function, their potential but also their limits, stress factors and responses to stress. Analyse your energy sources as well as consumers and through exercises and tools find the best means to bring them into balance in order to avoid situations of emotional distress, exhaustion or burn-out.



Contract Negotiation

This workshop draws attention to the different types of salaries and non-statutory benefits and sensitises participants to effective negotiation techniques with an employer. A contract negotiation must take into account multiple factors that need to be analysed and prioritised. Practical exercises and answering questions will be provided.



Self-confidence

This workshop will discuss the theoretical concepts of self-confidence and self-esteem. You will learn to understand how to protect yourself from situations that can have a negative impact on your self-esteem and how to identify activities that can help you build it. You will become more aware of your blockages and their causes and acquire concrete tools to move forward on the road to self-confidence.

INTERNATIONAL COOPERATION

By means of its international cooperation, the **LCGB** also offers you the professional help and services necessary to fight for your rights outside the borders of Luxembourg.

Belgium - Dual membership LCGB-CSC

By paying a single membership fee, you can benefit from the services offered by both unions:

- » Free legal assistance and defence
- » Information, help and support in relation with all your administrative proceedings (family allowances, pensions, health insurance, etc.)
- » The upholding of your rights in Belgium (unemployment, health care, etc.)



LCGB Membership Admin.

Information on dual membership

📞 +352 49 94 24-421

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✉️ membres@lrgb.lu



Austria

Cooperation with the Christian fraction of the Austrian Trade Union Confederation ÖGB (Fraktion Christlicher Gewerkschafterinnen und Gewerkschafter - FCG - des Österreichischen Gewerkschaftsbundes ÖGB) on trade union policy issues and the European Centre for Workers (EZA).



Portugal

Sónia Falcão da Fonseca

If you encounter legal issues in Portugal, you can count on us! The LCGB collaborates closely with the legal offices of Sónia Falcão da Fonseca in order to facilitate your legal contact and defend your interests in Portugal from abroad.

LCGB & UGT-P

A cooperative agreement with the Portuguese trade union UGT-P helps to:

- » Better defend the needs and interests of Portuguese employees, whether in Luxembourg or in Portugal
- » Better protect the rights and the well-being of all working Portuguese nationals, regardless of the country they exercise their professional activities in
- » Better availability of help and services in defending the rights of the immigrant workforce



UGT-P

**União Geral
de Trabalhadores**

 www.ugt.pt

Italy - Collaboration with the INAS / CISL

The INAS (Institut National d'Assistance Sociale) is a social institution of one of the most important Italian unions, the CISL. The INAS and the CISL work in close collaboration with the LCGB in order to offer, amongst others, services related to retirement, disability or survivor pensions, the revision of social contributions, family allowances, unemployment benefits as well as work related accidents and occupational illnesses.



INAS /CISL

‡ **Gabriella FINOCCHIO**

☎ +32 43 42 02 74

☎ +32 47 53 63 604

✉ g.finocchio@inas.it



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8h30 – 12h00 & 13h00 – 17h00

✉ infocenter@lcgb.lu

INFO-CENTER OFFICES

LUXEMBOURG

11, rue du Commerce
L-1351 Luxembourg
☎ +352 49 94 24-222

ESCH/ALZETTE

8, rue Berwart
L-4043 Esch/Alzette
☎ +352 54 90 70-1

ETTELBRÜCK

47, avenue J.F. Kennedy
L-9053 Ettelbrück
☎ +352 81 90 38-1

**Consultation
without an
appointment!**

Opening times on
www.lcgb.lu



Appointments still
possible

via ✉ rdv@lcgb.lu

☎ +352 49 94 24 555

🖨 YourLCGB.lu

Appointment mandatory for
tax service and tachograph
reading

DIFFERDANGE

19, avenue Charlotte
L-4530 Differdange
☎ +352 58 82 89

WASSERBILLIG

Place de la Gare
L-6601 Wasserbillig
‡ Reinaldo CAMPOLARGO
☎ +352 74 06 55
☎ +352 621 262 010



MERZIG

Saarbrücker Allee 23
D-66663 Merzig
☎ +49 (0) 68 61 93 81-778

THIONVILLE

1, place de la Gare
F-57100 Thionville
☎ +33 (0) 38 28 64-070

ST. VITH

Kulturzentrum Triangel
Vennbahnstraße 2
B-4780 St. Vith
‡ Brigitte WAGNER
☎ +352 671 013 610

CSC - ARLON

1, rue Pietro Ferrero
B-6700 Arlon
☎ +32 (0) 63 24 20 40

CSC - BASTOGNE

12, rue Pierre Thomas
B-6600 Bastogne
☎ +32 (0) 63 24 20 40

CSC - VIELSALM

5, rue du Vieux Marché
B-6690 Vielsalm
☎ +32 (0) 63 24 20 40

CSC - ST. VITH

Klosterstraße, 16
B-4780 St. Vith
☎ +32 (0) 87 85 99 32



MEMBERSHIP APPLICATION FORM

(to be completed by LCGB)

PLEASE FILL IN THE FORM IN CAPITALS

I, the undersigned:

Surname:
 First Name:
 Street: Nr.:
 Zip Code: City: Country:
 Date of Birth: /DAY /MONTH /YEAR Social Security Extension:
 Place of Birth: Nationality:
 Private Phone: Private E-mail:
 Employer's Name:
 Address: (Street / ZIP Code / City)

Additional Membership	Status	Recruiter
CSC <input type="checkbox"/> (only for belgian crossborder commuters)	Employee - manuel activities <input type="checkbox"/> Employee - admin. and tech. activities <input type="checkbox"/> Public officer <input type="checkbox"/> Unemployed <input type="checkbox"/>	Student <input type="checkbox"/> Apprentice <input type="checkbox"/> Retiree <input type="checkbox"/>
		Surname: <input type="text"/> First Name: <input type="text"/> LCGB Nr.: <input type="text"/> Employer: <input type="text"/>

Code BIC/SWIFT:

IBAN:

Recurring domiciliation: monthly semestral annual

Mandate Core Sepa Direct Debit
 (with a reduced STARTER monthly contribution of 15,60 € / month for the 1st membership year)

By signing the form of the SDD-CORE mandate, you authorise the LCGB to send instructions to your bank necessary to charge your account and your bank to charge your account conforming to LCGB instructions.

You benefit from a right of reimbursement by your bank. An application for reimbursement has to be made:

- within 8 weeks of the date of bank debit entry;
- within 13 months of the date of bank debit entry for a non-authorized charge.

Creditor LCGB / 11, rue du Commerce / L-1351 LUXEMBOURG

Creditor Identifier LU47ZZZ000000008699001001

I declare to be fully aware of the LCGB statutes, understanding its contents and accepting the contained rules and regulations.

Your signature affixed below authorises the LCGB and LUXMILL Mutuelle to process your personal data in accordance with applicable laws and regulations governing the protection of personal data (as of May 25th 2018, the EU-Regulation 2016/679 dated April 27th, 2016, on the protection of individuals with regards to the processing of personal data and the free movement of such data). More information on the processing of personal data can be found via the terms and conditions published on www.lrgb.lu.

Signed (Place) Date Signature



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✉ services@lcgb.lu

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WWW.LCGB.LU | [f LCGB.LU](https://www.facebook.com/lcgb.lu) | [in LCGB](https://www.linkedin.com/company/lcgb) | [ig lcgb_luxembourg](https://www.instagram.com/lcgb_luxembourg)

THE BENEFITS OF A LCGB MEMBERSHIP

With the support of over 48.000 affiliates, the LCGB is an innovative and effective union that defends the rights and gains of employees and pensioners.

At your workplace, the LCGB:

- negotiates better salaries;
- negotiates better work conditions;
- negotiates work time models in order to improve life quality;
- ensures that health and safety measures are enforced;
- fights all types of discrimination;
- acts against harassment at work;
- ensure the prevention of stress at your workplace.

The LCGB's resources include union actions, collective bargaining agreements and staff representatives within the workforce along with the commitment of all employees to fight for their legitimate interests.

In the field of social security, the LCGB is represented in the management boards and is committed to:

- a good health insurance coverage;
- a good coverage in case of dependency;
- steady and fair pensions.

With regards to the social and labour law, the LCGB participates in the legislative process through:

- its representatives in the "Chambre des Salariés", which analyses and comments draft bills;
- its representatives in labour and social security courts;
- its influence on the Luxembourgish government.

On the economic and employment level:

As a nationally representative trade union, the LCGB is a member of numerous national institutions, such as the "Tripartite", the permanent employment committee, the Economic Committee, the Economic and Social Committee, etc.

For its members:

The LCGB fights for better employability while safeguarding and defending the interests of all employees in the workplace by:

Information, consultation, support

- professional help for all private life procedures or in dealing with government agencies;
- free legal assistance in all matters concerning labour law and social affairs within the specified limits (the code of instructions can be consulted on www.lcgb.lu);
- legal assistance for professional drivers, employees driving for work purposes, employees with bargeman patents and security officers;
- professional civil liability and legal protection for health professional;
- simulation and estimation of the pension;
- help and support in filling out your tax return.

Professional development

- organisation of trade union seminars;
- free trainings for job seekers (i.e. how to draft a resume or cover letter);
- individual coaching (finding a first job, a new job or change careers);
- job interview simulation;
- skills assessment.

Complementary services

- severance payment in case of death (LUXMILL Mutuelle);
- affiliation to the CMC (Caisse Médico-Complémentaire Mutualiste) without annual contribution to the FNML;
- 10% discount on AXA's "Home" and "Health" insurances and 15% discount on AXA's "Car" and "Motorcycle" insurances;
- advantageous conditions for Tango SMART+ and Infinity+ products;
- for FRENCH cross-border commuters: possibility of an affiliation to the HARMONIE MUTUELLE at the preferential rate;
- free access to the services of the "Patiente Vertriebung ASBL" in case of a dispute between patient and care provider;
- scholarships for students;
- 3 months' free subscription to Tageblatt and/or Le Quotidien.

International cooperation

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