

Frequently asked questions

Did SOKA-BAU get my application?

We do not send you a confirmation of receipt for your application. It may take us up to 12 weeks to process your application. Please wait at least 12 weeks before asking us about your application.

I submitted an application. What now?

If you met all the requirements for the disbursement of your remuneration for annual paid leave (as pay in lieu of leave or compensation), you get your money in the next 12 weeks. We send you a letter with an account statement to confirm that we have processed your application.

If you do not meet all the requirements, we return your application to you. We also tell you why we cannot pay you the money. You may be able to submit a new application.

Why did I receive less money than what it says on my account statement?

We prepare your account statement once a year. You receive it in spring. If your employer grants you leave in the meantime, you have to deduct those days and that money from your entitlement in your account statement.

We are also obliged to withhold income tax from your pay in lieu of leave or compensation. In the case of pay in lieu of leave, we also deduct your social security contributions.

Do I still have entitlements?

We send you a summary of your paid leave entitlements every spring. You can also ask your employer about your paid leave entitlements. Alternatively, you can request an account statement from us.

Why have I gained another day of leave since the turn of the year?

If only half leave days (or more) are earned in the current year (January till December), they are rounded down in the current year.

Example: 2.5 paid leave days = 2 paid leave days

It is then rounded up at the start of next year.

Example: 2.5 paid leave days = 3 paid leave days

What is the special income tax certificate? Whom can I contact about a tax refund?

We are obliged to withhold income tax when we pay you money. This lump sum is paid to the tax office in Wiesbaden. If you send us an application for pay in lieu of leave or compensation, we deduct your income tax from the amount.

We send you a special income tax certificate once a year, stating how much income tax we paid to the tax office.

Would you like to know whether you are eligible for a refund?

We are not responsible for tax refunds.

Therefore, send all necessary documents and information by mail to the competent tax office. The responsibility depends on the country in which your employer is based.

What is “PGP” and why do I need it?

Whenever we send you an email containing personal data, we have to encrypt the email in accordance with the General Data Protection Regulation (Datenschutz-Grundverordnung – DSGVO). Some examples of personal data may include a worker’s date of birth or address.

We encrypt the email using a programme called “PGP”. If you ever receive an encrypted email from us, please follow these instructions:

- You first get an email from the PGP Web Messenger. Open the email and click on the link inside.
- This opens a website. Register there with your email address and a new password.
- The password must contain at least 8 characters.
- You come back to your mailbox afterwards. You are now able to read the encrypted email.

Please remember your password. It allows you to open any other encrypted emails that you receive from us.