

## FAQ on UNHCR Emergency Cash assistance in Slovakia

### When is UNHCR enrolling for emergency cash assistance at Registration Centers?

- UNHCR is aligning workhours with the MoLSAF (UPSVR) staff and will be present at the following times:
  - From 08:00 until 3:30 pm

### Who is UNHCR enrolling at Registration Centers?

- From 2-15 May, UNHCR is only enrolling those that apply for Temporary Protection in the Registration Centers **on same the day** and immediately come to the UNHCR/MoLSAF desk to enroll for emergency cash assistance.
- All others who have already applied for Temporary Protection and are **NOT** already enrolled with MoLSAF for Material Needs can make **an appointment on-line** to come back to the nearest Registration Center and enroll at a later date. After applying for an on-line appointment, a SMS will be sent to notify of the time and date of their appointment to enroll with UNHCR.

### UNHCR and UNICEF are both supporting cash assistance to those enrolled by UNHCR. Who is eligible for UNHCR/UNICEF Emergency Cash assistance?

- Ukrainians that have applied for Temporary Protection or Asylum and arrived after 24 February, that are unemployed and apply for assistance. *Note: if someone in your family is employed, your family is not eligible for emergency cash assistance.*
- Ukrainian Non-Temporary Protection holders with disability

### Who needs to be present at enrollment?

- The entire family needs to be present at UNHCR's enrollment as UNHCR takes information on each individual and must see them in person, all together.

### I have enrolled with MoLSAF/UPSVR for Material Needs benefits, can I enroll with UNHCR for emergency cash assistance?

- NO. If you have already enrolled for Material Needs support, there is no need to enroll with UNHCR. UNHCR/UNICEF will provide the cash for June, July and August instead of MoLSAF. MoLSAF will share your information with us for this purpose.
- UNHCR will check with MoLSAF to see if you are already registered for Material Needs cash. There will only be one payment a month per family.

### I have received a cash card from Slovak Red Cross, can I also enroll with UNHCR for emergency cash assistance?

- NO. If you have already enrolled or are receiving cash from Slovak Red Cross, you are not eligible to receive cash from UNHCR.
- UNHCR and Slovak Red Cross will share information on who has enrolled with each other to ensure no family is enrolled with both. If you are enrolled on both, you will be taken off the UNHCR list.
- There will only be one payment a month per family.

### **Do I need my own mobile number to receive cash from UNHCR/UNICEF?**

- Yes. Each household enrolling for assistance needs a unique phone number to receive information on their cash assistance to be provided by UNHCR. If you are a household of 1, you need a unique phone number, you may not use someone else's phone number as information on how to access your cash assistance will be sent to this phone.
- Slovak SIM cards are free and available in Registration Centers- all are encouraged to obtain a Slovak SIM.

### **How much emergency cash assistance does the programme provide?**

If you are eligible, you will get a set amount of EUR each month. This amount will be calculated based on the number of members in your family and their ages as per the table below up to a maximum amount of 380 Euro per month as set by the government of Slovakia.

<b>Category</b>	<b>Definition</b>	<b>Amount per individual per month</b>
Adult	Age 18 and over	€ 80.00
Child (Infant and toddler)	<3 years	€ 160.00
Child	3+yrs to <18yrs	€ 60.00

The set amount for each family member has been agreed with the Government and will be the same for all people enrolled in the emergency cash assistance programme, even if they receive it from different organisations. If you receive a different amount than another family in the same programme, this is only because their family composition is different.

For families with a member with a disability, it may be possible to receive additional cash assistance. UNHCR will refer these families to UNICEF and IOM who will conduct assessments and based on this, provide support.

### **What happens after I enroll with UNHCR?**

- You will receive a SMS to the number provided to UNHCR with information on how you will access your payment

### **When will payments be made?**

- Emergency cash payments will be made by UNHCR on 15 June, 15 July and 15 August

### **What other services are available from Ministry of Labour, Social Affairs and Family (MoLSAF)?**

- Child protection service
- Job placement
- **UNHCR is only providing enrollment for emergency cash assistance**

### **What if I am the legal Guardian (with court documents) of an unaccompanied minor?**

- Please proceed to discuss with MoLSAF. MoLSAF is providing child protection services and cash support to Guardians.

- UNHCR is not enrolling legal Guardian's of unaccompanied minors as MoLSAF is supporting these Guardians.

**If a family member has a disability, do we get additional cash assistance?**

- UNICEF and IOM are supporting children and adults with disabilities with additional support.
- UNHCR will collect information on the individual (including disability card from Ukraine) and will share this with UNICEF and IOM for their assessment and potential support.

**What do I need to bring to enrollment to demonstrate my Slovak bank account number?**

- A bank account number/IBAN is required along with the contract paper with the bank to check the name on the account.

**How will I receive cash from UNHCR?**

- UNHCR will send an SMS to the phone number you provided with information on how to collect your cash payment. If you provide a Slovak Bank Account we will try to deposit this in your bank account. If you do not have a Slovak Bank Account, there will be another way to collect cash from a money agent. Details will be provided in the SMS to your phone.
- 1<sup>st</sup> payment will be on 15 June.

**I arrived in Slovakia a month ago but only applied for Temporary Protection today, will I receive cash for the past month?**

- No. You will receive cash for the time from when you enroll with UNHCR.

**How long will UNHCR/UNICEF provide emergency cash assistance?**

- UNHCR/UNICEF will make 3 payments: 15 June, 15 July and 15 August after which all Temporary Protection holders will be transferred to the Government system for future payments if eligible.

**How can I be ensured that MoLSAF has transferred the data and humanitarian agencies have processed it to ensure future payments?**

- UNHCR has a Data Sharing Agreement with MoLSAF for the sharing of this data to ensure UNHCR/UNICEF can provide payment for this short-term period.

**For more information about the emergency cash programme, visit the following website or scan the QR code below <https://help.unhcr.org/slovakia/cash-assistance/>**

