

Frequently Asked Questions (FAQs)

on the UNHCR Cash Assistance in Bulgaria in 2024

Introduction	2
What is UNHCR’s Cash Assistance in Bulgaria in 2024?	2
The different types of Cash Assistance in Bulgaria are the following:	2
Why provide cash assistance rather than supplies and equipment?	2
Who will be eligible for UNHCR Cash Assistance in Bulgaria 2024?	3
What are the eligibility criteria for MPCA and Winterization?	3
What are the eligibility criteria for Children’s Primary and Secondary Education?	3
What are the eligibility criteria for University Grants for Refugees?	3
FAQ: Multi-Purpose Cash Assistance, Winterization and Children’s Primary and Secondary Education	4
I recently arrived in Bulgaria and have not yet registered with UNHCR. Do I need to apply for UNHCR Cash Assistance in Bulgaria 2024?	4
When should I apply for UNHCR Cash Assistance in Bulgaria 2024?	4
I am a registered individual, and I am eligible for MPCA, Winterization and Primary and Secondary Education Assistance programmes. Will I be informed by SMS about the payments to be made to me?	4
FAQ: University Grants for Refugees 2024	4
When should I apply for UNHCR Cash Assistance for University Fee Grants for Refugees in Bulgaria 2024?	4
What are the eligibility criteria for the University grants for refugees?	5
What are the required documents for accessing the University Fee Grants?	5
Receiving the Cash Assistance	5
How much is the cash assistance for UNHCR Cash Assistance for MPCA, Winterization and Children’s Primary and Secondary Education?	5
How much is the cash assistance for UNHCR University Fee Grants for Refugees in Bulgaria 2024?	5
Do I need my own mobile number to receive cash from UNHCR?	6
When will I receive the cash?	6
How will I receive the cash assistance from UNHCR?	6
What should I do if I do not receive the cash through Western Union?	7
What happens if I do not collect my cash in time?	7

Who should I contact if I have any issues related to the payment of the cash assistance? 7

Introduction

What is UNHCR's Cash Assistance in Bulgaria in 2024?

UNHCR Cash Assistance in Bulgaria 2024 will be provided to the most vulnerable individuals and families, alongside refugee students who are eligible for [the different types of UNHCR Cash Assistance](#) and whose presence in the country has been confirmed by UNHCR.

The different types of Cash Assistance in Bulgaria are the following:

1. [2024 Multi-Purpose Cash Assistance \(MPCA\) and Winterization in Bulgaria](#)
2. [UNHCR Cash Assistance for Children's Primary and Secondary Education in Bulgaria 2024-25](#)
3. [UNHCR University Fee Grants for Refugees in Bulgaria 2024](#)

What kind of expenses does the Cash Assistances aim to cover?

UNHCR Cash Assistance in Bulgaria in 2024 aims to cover various needs with a one-time cash transfer for multi-purpose cash, winter expenses, primary and secondary education needs, and university grants. Recipients of cash assistance are free to make spending choices depending on their unique needs.

Why provide cash assistance rather than supplies and equipment?

There is evidence that cash transfers provide refugee families with more freedom of choice in meeting their own needs, in a way that maintains their human dignity. Refugees are the best experts on their own situation, nobody else has a better understanding of what they need. In contrast to the distribution of supplies shipped in from outside, cash transfers enable refugee families to buy products from local suppliers and to support the local economy. This contributes to bringing refugee families into contact with their host communities, which can help overcome a sense of exclusion and isolation at a difficult time.

Eligibility

Who will be eligible for UNHCR Cash Assistance in Bulgaria 2024?

Every individual previously registered with UNHCR who meets the eligibility criteria (detailed below) for Multi-Purpose Cash Assistance (MPCA) and Winterization Cash Assistance and whose presence in Bulgaria has been confirmed by UNHCR and its partners through verification calls, will automatically receive **UNHCR's Cash Assistance** for 2024, after their presence in Bulgaria has been confirmed by UNHCR and its partner through verification. Additionally, starting this year, there are **new programs** that eligible individuals can benefit from:

Cash Assistance for Children's Primary and Secondary Education: Eligible families with children ages 6-17 will receive additional support for their children's education.

University Grants for Refugees: There is a separate program to support eligible individuals who are pursuing higher education. This university grant is distinct from the other cash assistance programs and is designed to help with university tuition expenses.

What are the eligibility criteria for MPCA and Winterization?

- Households with a high dependency ratio. This takes into consideration families who have a high number of dependents such as children, older individuals, or vulnerable adults against independent self-sufficient adult family members.
- Households with at least one specific need (vulnerabilities such as disabilities, serious medical conditions, special needs).
- Households solely consisting of a single older person (aged 60 or over).
- Households with school-age children – between 6-17 years – will be additionally provided with cash assistance.

What are the eligibility criteria for Children's Primary and Secondary Education?

- Applied for or granted international or temporary protection status in Bulgaria.
- Parents or caregivers registered with UNHCR, with children between 6-17 years.

What are the eligibility criteria for University Grants for Refugees?

- Have been granted international or temporary protection in Bulgaria.
- Be under 35 years old at the start of their studies.

- Admitted to or enrolled in a Bulgarian university.
- Not receiving another scholarship.

FAQ: Multi-Purpose Cash Assistance, Winterization and Children's Primary and Secondary Education

I recently arrived in Bulgaria and have not yet registered with UNHCR. Do I need to apply for UNHCR Cash Assistance in Bulgaria 2024?

Currently, there are no cash assistance programmes available for new arrivals in Bulgaria. However, if a new programme becomes available, we will make an official announcement with details on how to apply.

When should I apply for UNHCR Cash Assistance in Bulgaria 2024?

UNHCR is not currently registering new arrivals OR new individuals under the Cash Assistance programme. Eligible individuals are those who are already **registered** in UNHCR's database and with UNHCR partners.

Every registered individual who is eligible for [UNHCR Cash Assistance programmes](#) will receive the Cash Assistance **automatically**. Should additional information or in-person verification be required, UNHCR and its partner the Bulgarian Red Cross will contact you for the required information.

I am a registered individual, and I am eligible for MPCA, Winterization and Primary and Secondary Education Assistance programmes. Will I be informed by SMS about the payments to be made to me?

Every registered individual who is eligible for UNHCR Cash Assistance and whose presence in the country has been confirmed by UNHCR will receive UNHCR Cash Assistance in Bulgaria. You will receive an SMS from our partner, the Bulgarian Red Cross, once the payment for the UNHCR Cash Assistance in Bulgaria 2024 is processed. If you experience any issues, please contact us through this [link](#).

FAQ: University Grants for Refugees 2024

When should I apply for UNHCR Cash Assistance for University Fee Grants for Refugees in Bulgaria 2024?

For UNHCR Cash Assistance for University Fee Grants for refugees, the application process is as follows:

- Fill out the following Kobo form (in English or Bulgarian) – [here](#) and upload the required documents at the time of your application.
- Applications will be accepted until **30 November 2024**.

[What are the eligibility criteria for the University grants for refugees?](#)

- Have been granted international or temporary protection status in Bulgaria.
- Be under 35 years old at the start of their studies.
- Admitted to or enrolled in a Bulgarian university.
- Not receiving another scholarship.

[What are the required documents for accessing the University Fee Grants?](#)

- Refugee status, humanitarian status or temporary protection card.
- Acceptance or enrolment document from a Bulgarian university.
- Declaration of no other scholarship.
- Short motivation letter.
- CV.

Receiving the Cash Assistance

[How much is the cash assistance for UNHCR Cash Assistance for MPCA, Winterization and Children's Primary and Secondary Education?](#)

- Cash assistance for winter needs will be a one-time payment of 900 BGN per household. This includes 400 BGN for basic multi-purpose cash assistance and 500 BGN for winter assistance.
- For the academic year 2024-25, 300 BGN per eligible child (aged 6-17) is provided in one single payment.

[How much is the cash assistance for UNHCR University Fee Grants for Refugees in Bulgaria 2024?](#)

- 3,000 BGN per student for the 2024/2025 academic year (covering two semesters).

Do I need my own mobile number to receive cash from UNHCR?

Yes. Each household eligible for assistance needs a unique phone number to receive information on the cash assistance to be provided by UNHCR. If you are in a household of one individual, you need to register only one 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 number. If you change your phone number, kindly inform the Bulgarian Red Cross by contacting them at +359 882 83 61 37. You can reach them either by phone or via Viber messaging.

When will I receive the cash?

Payment for winter needs will be processed from November to December 2024. The specific payment date is communicated by **SMS** to the Focal Point of each household / eligible individual. Once the payment is processed, you will receive an SMS with the relevant information. This SMS will confirm how you can collect the cash through Western Union branches in Bulgaria.

How will I receive the cash assistance from UNHCR?

Eligible beneficiaries will be able to collect their cash assistance at any **Western Union branch** countrywide. Once you receive the specific details in the SMS from the Bulgarian Red Cross, bring that information with you, in addition to your identity document (passport issued by the country of origin), to the branch to receive your payment.

Western Union recognizes ONLY Passport as acceptable identification document for processing payments. Western Union does not accept the Temporary Protection Document (for Ukrainians), or Registration Card (for asylum-seekers) issued by the Bulgarian Government as an acceptable form of identification. **It is advised to bring ALL your identity documents to the branch for withdrawal.**

Beneficiaries might be eligible for different programmes at the same time. You need to use a different code for each assistance. You will need to withdraw all assistance at once when you approach a branch, and you cannot have partial withdrawals of the same entitlement.

What should I do if I do not receive the cash through Western Union?

If you do not collect the cash within the 20 calendar days starting the day on which you receive the SMS with the Money Transfer Control Number (MTCN), you need to raise a complaint at this Kobo [form](#) for review. Your inquiry will be recorded.

What happens if I do not collect my cash in time?

If you do not collect Western Union payment within 20 calendar days of the day you received the SMS with the MTCN code, your payment will be returned to UNHCR.

Who should I contact if I have any issues related to the payment of the cash assistance?

If you are facing any issues, please fill out the Kobo [form](#) as soon as possible. You can also contact the Bulgarian Red Cross hotline at +359 882 83 61 37. They are available for both regular phone calls and Viber calling/messaging, providing assistance and support.

All UNHCR assistance and services are free of charge.