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MINISTRY OF MIGRATION AND ASYLUM
GREECE CASH ASSISTANCE PROGRAM TO APPLICANTS OF INTERNATIONAL PROTECTION



IMPORTANT INFORMATION



Important Notice:

CRS will cease all operations on **June 30th, 2025**. The **last payment** we will process will be for **March 2025 eligibility**. After June 30th, if you need any information or assistance regarding the cash project, please contact the **accommodation actor in your camp**.

Important information

The Greece Cash Assistance program is provided to applicants of international protection who are residing in formal accommodation provided by the Greek authorities. These are open reception facilities, reception and identification centers (RICs), and shelters cooperating with the Ministry of Migration and Asylum.

The program is managed by Ministry of Migration and Asylum through Catholic Relief Services and its partner, Caritas Athens. The cash assistance is provided to you to help you cover basic needs, such as food, clothing, footwear, personal hygiene items, telecommunications, travel within the place of residence, as well as basic school expenses and medicine. The assistance is intended to cover these needs for one month from the date on which you received your payment code to collect your assistance.

1. How will I receive the financial assistance?

You can collect it from a partner agency directly **after you receive the payment code on your mobile phone.**

2. When will I be able to receive my cash assistance?

- You will receive an SMS or Viber message on your mobile phone number to inform you that the Cash Assistance is available for collection at a partner agency.
- **Do not share your payment code.** It is important to keep this information secret. Do not share it with anyone.

3. How can I collect the financial assistance from the partner agencies?

When your payment has been completed, you will receive a **payment code** to your mobile phone. You will need to provide this code along with your **official identification document**, to a partner **agency** to collect your financial assistance. The cash assistance **may only be collected by the recipient of the payment code themselves**, and not by anyone else.

4. What can I do if I didn't receive my payment code, I lost my code, or the agency is closed?

Please contact the Helpline:



Phone 210 330 0170

Monday - Friday* 9:00am – 5:00pm

*Excluding holidays



Visit greecehelpline.crs.org/

or use the QR code to fill in and submit your inquiry



Important Notice:

Caritas Athens Helpline will **cease operations on June 30th, 2025**. After this date, if you need any **Cash-related assistance**, please contact the **Accommodation Actor in your Camp** to record your request.



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5. How many days do I have, to collect my financial assistance from the partner agencies?

You will have **30** days to collect the financial assistance. If you are not able to collect it within this timeframe, please contact your accommodation actor.

6. How will I know where my nearest partner agency is?

You will receive a link with the nearest partner agencies on your payment message and you can also contact your accommodation actor to assist you with transportation details. Payments are not linked to any specific agency, and you can collect it from any available partner location that is convenient to you. Your accommodation actor and the Helpline **210330 0170** will also be able to help you locating the nearest partner agency.

7. What can I do to confirm that my payment details are correct?

You can contact your accommodation actor to verify your biodata details (name, last name, DIKA, date of birth and Greek phone number) so you will not face any delays on your payments.

8. Where can I register my Viber phone number?

Along with your biodata verification, your accommodation actor can register your Viber contact details. In case you have already verified your information you can contact the Helpline to add your new phone number.

9. What should I do prior to visiting a partner agency?

Before you visit a partner agency make sure you have a valid identification document and your payment code. **You will not be able to collect your payment without your identification document (Asylum card).**

10. Will the agency request for any additional information from my side?

Usually, the agency will only ask for your **identification document** and the **payment code**. However, the agent may also ask:

- Your full name (as per legal ID)
- Date of birth
- **Purpose of this transaction: a donation from CRS and Caritas Athens under cash assistance program**
- **Relationship between Sender and Receiver: a beneficiary registered by CRS and Caritas Athens**
- Sender name: CRS and Caritas Athens
- Place of birth
- Nationality
- Your address
- Amount to be received
- Your father's full name
- Your Grandfather's full names
- Your Occupation



Protect yourself and your family from fraud schemes!

Your personal information and identity documents should always be kept safe and confidential. Only share your personal information with trusted aid agencies and authorities when asked. Never give away your personal information on social media and untrusted websites.