

# How to Access UNHCR Cash Assistance in Moldova

For refugees from Ukraine

**CASH ENROLMENT AND VERIFICATION ARE ON APPOINTMENTS ONLY.  
DO NOT COME TO THE ENROLMENT CENTRE WITHOUT AN APPOINTMENT.**

Please scan below for details

1



Receive an SMS for your appointment to come to an enrolment center.

Enrol for cash assistance with your information and fingerprints.

This helps protect your information in a secure data-base and avoid fraud. It is only for cash assistance. UNHCR is not registering you as a refugee.

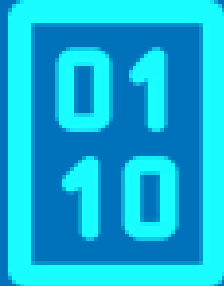


2

At the enrolment center, receive your card, PIN and proof of enrolment.

Do not change your PIN and wait for a confirmation message that your card is loaded before using it.

3



After enrolling: receive an SMS confirmation that your card is loaded (2,200 MDL/person). Use your cash assistance in Moldova for purchases in shops or withdraw money from ATMs. Keep your card and PIN safe for future assistance.



4

5



To be eligible for more payments, UNHCR and its partners will conduct in-person verification.

All members of your household will be invited to the nearest enrolment center.

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.

# Why do I need to provide my fingerprints to receive cash assistance from UNHCR?



When you come to a UNHCR Cash Enrolment Point, you will be **asked to provide your fingerprints** to enrol in the cash assistance programme.

Enrolling with your fingerprints helps to protect **your unique access to cash assistance** and **guard against fraud**.

This is because it is very difficult for someone else to copy your fingerprints and pretend to be you.

**UNHCR is not collecting your fingerprints as part of any refugee registration or status determination.**

**It is only for humanitarian assistance.**

**All of your information, including your fingerprints, will be stored in a secure UNHCR database.**

For general information on asylum-seeker and refugee assistance in Moldova,  
[visithelp.unhcr.org/Moldova](https://visithelp.unhcr.org/Moldova)

**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.**