

Important information payment process

You have been enrolled on cash assistance for refugees and asylum seekers from Ukraine because you meet the eligibility criteria agreed by humanitarian partners and the Ministry of Labor and Social Protection. This cash assistance programme is managed by UNHCR through Catholic Relief Services (CRS) and its partners Caritas Moldova and Diaconia.

Receiving and Use of Cash Assistance

How much money will I receive?

Each member of the household will receive a **monthly payment of 2,200 Moldovan Lei**. If your family consists of three members, you will receive 6,600 Moldovan Lei on your card.

The bank card is empty when you receive it and will be loaded later.

When will the cash be available on my card?

You will receive an SMS message notification on the mobile phone to inform you that the cash assistance has been loaded onto your card.

The card you are receiving is loaded with a standard amount of cash on a monthly basis.

You can check the card amount in a Moldova-Agroindbank (MAIB) ATM.

How can I use my cash card?

You can use your cash card for payments at any shops and to withdraw money from any ATM within the Moldovan territory. There is no cost for using the cards in shops or supermarkets. Cash cards cannot be used for online purchases. Even if you have spent all the money, you need to keep the card for future reloads.

The card is pre-paid and is not linked to a bank account. You cannot load it with cash.

You will receive a bank card and a PIN code. Please keep your **bank card with you** safely and **remember the PIN code (bank does not allow PIN codes to be changed)**.

Lost Card or PIN code

What can I do if I lost my card?

If You know your bank card number call the MAIB Helpline – 1313 (requesting to block the card).

If You do not know your bank card number call the Cash Assistance Helpline – **080010823**.

Please visit the enrolment points/centers to receive a new card.

What should I do if I forgot/lost/damaged my PIN code?

The head of household will address the enrollment point/center to receive a new card.

The new card will be issued only after returning the first one/initial card.

Important note: The PIN code cannot be replaced in case you forget or lose it. Your card will be lost.

Please note that there may be a significant delay in transferring the funds to a replacement card.

For any inquiries about the cash program or your card:

Please contact

Moldova Cash Assistance Helpline

Monday to Friday: 9:00 - 17:00 **Excluding holidays*

0 800 10823

Free call from any place in the Republic of Moldova
(from national numbers)

+373 22 955 823

For calls from abroad with non-national numbers
(International fees apply)

Impact of Cash Assistance on Status

Does the access to cash assistance change my legal status?

Receiving cash assistance does not mean you are registered as a refugee or in any way change your legal status. At the Enrollment Center you will receive a Proof of Enrolment document. It will facilitate your access to assistance and services by humanitarian partners in case of further assistance. This is not a legal document and does not replace any documentation issued by the Government of Moldova.

Privacy and Data Use

Who has access to my personal data?

Your personal data will be treated confidentially and only those who need to see it will have access. Please note that your fingerprints will not be shared with anyone.

Under no circumstances, we will not share your personal data with the Ukrainian Government or any entities other than those indicated above without your consent.

To help with coordination of assistance your personal data may be shared with CRS and its partner, Caritas Moldova and Diaconia, MAIB, the Government of Moldova and other humanitarian organizations in Moldova which provide assistance to refugees.

You have the right to access your personal data and relevant information concerning how we use it. If you have questions or concerns about the use of your personal data, please contact: mdfeedback@unhcr.org.

Why are you taking my fingerprints?

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. F

Cash Assistance Funding

The assistance is being provided by member states of the United Nations including but not limited to European Union, United States of American, and Japan.

For more information about sources for the Ukraine situation please refer to the [Refugee Funding Tracker](#).

Complaints or feedback

If you have any complaints or feedback, please write us an email at mdfeedback@unhcr.org, or visit the web page for more information <https://help.unhcr.org/moldova/green-line/> or visit [Feedback Form Short – Moldova \(unhcr.org\)](#).