

How to Access UNHCR Cash Assistance in Moldova

For refugees from Ukraine

FIRST-TIME REQUESTS FOR CASH ENROLMENT ARE CURRENTLY TO BE MADE IN PERSON. VERIFICATION OF EXISTING ENROLLED INDIVIDUALS IS BASED ON APPOINTMENTS ONLY.

1

First-time requests for enrolment for cash assistance are done in-person.

Come to an enrolment center to request cash assistance enrolment. You will be scheduled for a cash assistance appointment via a phone call and/or SMS.

For people with disabilities and/or severe medical conditions who are unable to approach a cash center, please call the helpline - 0 800 10823.

2

Enrol for cash assistance with your information and fingerprints.

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

3

Receive your bank card, PIN and proof of enrolment - at the enrolment center.

Do not change your PIN. You will need to wait for a confirmation message that your card is loaded before using it.

4

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.

5

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

All members of your household will be invited to the nearest enrolment center on a periodic basis.

0 800 10823

Free calls from anywhere in the Republic of Moldova (from national numbers)

Please scan below for details

For more information regarding UNHCR's cash assistance programme, please visit the web page www.help.unhcr.org



Protect yourself and your family from fraud schemes.
All UNHCR services and activities are *always* free of charge.

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. At no point will you be asked to pay for any of the services provided by UNHCR or any of its partners. If you are asked to do so, please report this immediately to UNHCR at mdfeedback@unhcr.org