

Frequently Asked Questions (FAQs) on the UNHCR-UNICEF Cash Assistance for winter needs in Slovakia 2023

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Introduction

What is the purpose of UNHCR-UNICEF Cash Assistance for winter needs in Slovakia in 2023?

UNHCR and UNICEF, in cooperation with the Slovak Government, will support Ukrainian families, stateless persons and third-country nationals affected by the war in Ukraine, and other refugees and asylum seekers in Slovakia who face protection risks or who are in a situation of extreme vulnerability, with a one-time emergency cash transfer for winter expenses in 2023, such as blankets, winter clothes and shoes, meals, utilities, etc.

What kind of expenses does Cash Assistance for winter needs aim to cover?

Cash for winter needs in Slovakia aims to cover various needs with a one-time emergency cash transfer for winter expenses in 2023, such as blankets, winter clothes and shoes, meals, utilities, etc. Recipients of cash are free to make the spending choices depending on their unique needs.

Why provide cash assistance rather than supplies and equipment?

There is growing recognition 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 - UNICEF Cash Assistance for winter needs?

Every registered refugee [odideneč] who was eligible for UNHCR-UNICEF Cash for refugees with vulnerabilities in Slovakia in 2023 will receive the Winter Cash Assistance automatically and does not need to approach the [registration sites](#). For new arrivals (those who arrived after 01 September 2023), the same [eligibility criteria](#) applied for.

Cash for refugees with vulnerabilities will also apply for the Winter Cash Assistance, as follows:

- You are over 60 years old without sufficient family support; OR

- You or your family member have a disability or serious medical condition; OR
- You are a single parent or a caregiver; OR
- You are a single pregnant or mother with an infant child.

In addition, eligible individuals and families need to be economically disadvantaged (e.g. not having regular employment or a regular source of income or source of income that is insufficient due to, for example, family members with disabilities or health condition). Supporting documents on disability or medical status will be requested during your interview.

I recently arrived in Slovakia and have not yet registered with UNHCR. Do I need to apply for UNHCR-UNICEF Cash Assistance for winter needs in Slovakia in 2023?

If you are a new arrival in Slovakia, received Temporary Protection document on **1 September 2023** and after, you may apply and get registered. Each case is assessed on its merits and the final decision is made by UNHCR based on the outcome of an in-person interview and the review of the supporting documents provided.

When should I apply for UNHCR-UNICEF Cash Assistance for winter needs in Slovakia in 2023?

Applications need to be submitted through this [online form](#) before **30 November 2023**.

What can I do if I am considered not eligible to receive Winter Cash Assistance and I would like to challenge the decision?

Please contact the joint [UNHCR-UNICEF Helpline](#) to record your complaint. Your case will be reviewed, and you will receive further instructions soon.

I am a registered refugee [odidenec] and was eligible for UNHCR-UNICEF Cash for refugees with vulnerabilities in Slovakia in 2023. Do I need to register for Cash Assistance for winter needs?

Every registered refugee [odidenec] who was eligible for UNHCR-UNICEF Cash for refugees with vulnerabilities in Slovakia in 2023 will receive the Cash Assistance for winter needs **automatically** and does not need to approach the registration sites again. If you need to update your data, feel free to visit the sites to do so. If you need to update your phone number, please contact the joint [UNHCR-UNICEF Helpline](#).

I am a registered refugee [odidenec] and was eligible for UNHCR-UNICEF Cash for refugees with vulnerabilities in Slovakia in 2023. Will I also be informed by SMS about the payments to be made to me?

Every registered refugee [odidenec] who was eligible for UNHCR-UNICEF Cash for refugees with vulnerabilities in Slovakia in 2023 will receive Cash Assistance for winter needs automatically and does not need to approach the registration sites again. You will receive an SMS once the payment for the Cash Assistance for winter needs is processed. If you experience any issues, please contact the joint [UNHCR-UNICEF Helpline](#).

I am a registered refugee [odidenec] in Slovakia but I have never applied for any cash assistance with UNHCR-UNICEF. Can I be enrolled with UNHCR for Cash assistance for winter needs 2023?

Eligibility for Cash assistance for winter needs 2023 is based on the following criteria:

- You are over 60 years old without sufficient family support; OR
- You or your family member have a disability or serious medical condition; OR
- You are a single parent or a caregiver; OR
- You are a single pregnant or mother with an infant child.

Individuals who have never applied for Cash for vulnerable refugees in Slovakia must meet at least one of the criteria listed above **and be a new arrival** to qualify for Cash assistance for winter needs.

[How will I know if my application is approved or not?](#)

After your interview for the cash assistance, if the review process determines that you meet the eligibility criteria, you will receive an SMS to confirm that you are eligible. This might take several days. If you do not meet the eligibility criteria, you will receive an SMS informing you of the negative decision.

[Who is considered as a new arrival for the purpose of Cash Assistance for winter needs in Slovakia 2023?](#)

Those received their temporary protection (odidenec) on or after **1 September 2023** and fall under the [eligibility criteria](#) are considered as new arrivals for the purpose of the programme.

Enrolment

Until what day will the online form be active, for me to make my appointment for enrolment with UNHCR for Cash Assistance for winter needs?

The [online appointment form](#) will be active until **30 November 2023**. If you are a new arrival, who has received Temporary Protection on or after 1 September 2023, or if you have ever been registered before with UNHCR and fall under the [eligibility criteria](#), please proceed requesting an appointment.

Where is UNHCR enrolling for 2023 Cash Assistance for winter needs?

UNHCR will be present at the following times

Bratislava: 8:00 – 16:00 from Monday to Friday

Nitra: 8:00-17:00, from Monday to Friday

Zilina: 8:00-16:00, from Monday to Friday

Kosice: 8:00-16:00, from Monday to Friday

Michalovce: 8:00-16:00, from Monday to Friday

Poprad: 9:00–15:00 on Monday & Thursday / 9:00-17:00 on Wednesday / 9:00–14:00 on Friday

Presov: 8:00-16:30 Monday to Friday

Kindly note that you can find the most updated information in [UNHCR Help page](#)!

How do I make an online appointment for enrolment with UNHCR?

In order to get registered, please follow these steps:

- Click the link to [Winterization appointment for enrolment in UNHCR-UNICEF 2023 Cash Assistance for refugees with vulnerabilities in Slovakia](#)
- You will receive an SMS confirming your appointment date and location.
- Ensure that your request an appointment with a unique phone number. Requests for appointments with duplicate phone numbers will be deleted.
- Please do not submit multiple appointment requests!

What do I need to bring to my enrolment appointment?

Please bring the following documents with you:

- ✓ Passport, ID, or any other document proving your identity (if available),

- ✓ Temporary Protection or Asylum Seeker's/Refugee Certificate with your Slovak identification number [rodne cislo],
- ✓ Slovak phone number (one per family),
- ✓ Slovak bank account number/IBAN, or bank contract (if available),
- ✓ Legal guardianship document, authorization letter or any documents showing that you care for a child who is not your biological child (if applicable),
- ✓ Disability card (if applicable),
- ✓ Medical documents (if applicable).

Who needs to be present at enrolment?

The entire family needs to be present at UNHCR's enrolment as UNHCR takes information on each individual and must see them in person, all together.

How to enrol a newborn?

When you have a newborn, you will have to receive a Temporary Protection document from the Authorities in Slovakia. You can approach any UNHCR, without the need of prior appointment, to enrol your newborn family member.

What if I am not able to visit the closest UNHCR Registration Site?

If there is a valid reason why you cannot visit the closest [UNHCR registration site](#), please contact the [UNHCR-UNICEF Helpline](#) to record your inquiry, for alternative arrangements to be made. Having a severe disability, living in a remote area, or having a newborn child, are among the main valid reasons to make such request.

What if I miss my appointment?

If you are unable to be present for your appointment for a valid reason (e.g. doctor's appointment), please visit the closest [UNHCR registration site](#) on any other day at your earliest convenience. You will be assisted on the spot, or you will receive another appointment from UNHCR's registration staff if you cannot be assisted on that day. Information about the opening hours of UNHCR registration sites can be found on [UNHCR's Help site](#).

It is advisable that you visit the UNHCR registration site within 5 working days. In case you do not manage to visit the site within this period, you will receive a new appointment via SMS soon. No further actions are needed from your side.

What happens after I enrol with UNHCR?

After your interview for enrolment in the cash assistance programme, you will receive an SMS from UNHCR-UNICEF with information regarding the payment of the cash assistance.

This might take several days.

Delay in enrolment

If you have already submitted an appointment through the [online form](#), UNHCR has received it and recorded it into its system. Your appointment request will be reviewed by UNHCR, and you will receive an SMS specifying your appointment date and location. This may take several days.

What happens after my appointment?

After your appointment, please wait for an official SMS from UNHCR-UNICEF with information regarding the payment of the cash assistance.

Receiving the Cash Assistance

How much is the cash assistance for Cash Assistance for winter needs?

The amounts of Cash assistance for winter needs will be 150 EUR per one person, with a maximum of 400 EUR per family.

Number of Individuals	Amount
1 individual	150 euros
Family of 2 individuals	300 euros
Family of 3 individuals or more	400 euros

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

Yes. Each household enrolling for assistance needs a unique phone number to receive information on the cash assistance to be provided by UNHCR. If you are a household of 1 person, you need a 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. If you change your phone number, please get in touch with the [joint UNHCR-UNICEF Helpline](#) to declare it or visit the closest UNHCR Registration Site.

When will I receive the cash?

Winterization payment will be processed in November and December 2023. The specific payment date is communicated by SMS to each registered and eligible individual. Once the payment is processed you will receive a SMS with the relevant information. Please note that if you have any issues with your payment you need to

report it to our Helpline immediately, and within a maximum of 20 working days after the planned payment.

How will I receive cash UNHCR-UNICEF?

- If you have a Slovak bank account (IBAN), you will receive the money through a bank transfer on your Slovak bank account (IBAN).; OR
- If you do not have a Slovak bank account (IBAN), you will need to collect the money in cash through Western Union at a Post Office in Slovakia. You will receive relevant instructions via SMS.

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

If you do not collect the cash within the 15 days following the day on which you receive the SMS with the Money Transfer Control Number (MTCN), you need to raise a complaint at the [joint UNHCR-UNICEF Helpline](#) for review. The Helpline will record your inquiry.

What should I do if I do not receive the cash through my Slovak bank account (IBAN) ?

Please contact the [joint UNHCR-UNICEF Helpline](#) to record your complaint. UNHCR or UNICEF will receive your complaint and they will inform you about your case as soon as possible.

What happens if I provided a wrong Slovak bank account (IBAN) number, or if I closed my bank account after I registered with UNHCR?

If it is not possible to send the money to the indicated Slovak bank account (IBAN), you will receive an SMS with instructions to collect your money through Western Union. If you do not collect the cash through Western Union, you will be at risk of losing the money. Please contact the joint [UNHCR-UNICEF Helpline](#) to explain your situation. The Helpline will record your inquiry and will send you your MTCN code, if available, immediately by SMS.

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

If you provided a wrong Slovak bank account (IBAN), or if you do not collect Western Union payment within 15 days of the day you will receive the SMS with the MTCN code, UNHCR-UNICEF will attempt to reach you once again via Western Union. If you do not collect cash in the second attempt to reach you (this will be through Western Union for all cases), you are at risk to lose the payment.

Who should I contact if I have any issues related to the payment of the cash assistance? If you are facing any issues, please contact the [UNHCR-UNICEF Helpline](#) as soon as possible.

General Information

I want to cancel the cash assistance

Please contact the [UNHCR-UNICEF Helpline](#) to record your inquiry. No further action is needed from your side.

I want to update my phone number

Please contact the [UNHCR-UNICEF Helpline](#) to record your new phone number. No further action is needed from your side.

I want to update my data or Slovak bank account (IBAN)

Please visit the closest UNHCR Registration Center in one of the following [locations](#).

In case you need assistance, please contact the [UNHCR - UNICEF Helpline](#):

[0800 22 12 30](#) (toll-free line, call from Slovak tel. number)

[+421 2 22 11 56 50](#) (Regular tel. number)

Monday to Friday, 8:00 AM to 8:00 PM

If you have any questions, comments, suggestions or reports (positive or negative) please write to us at: SVKBRCASH@unhcr.org and/or svkbrprot@unhcr.org Please remember in case of a cash related inquiry share with us your **Full name** and **Rodne Cislo**, so we may assist you immediately.

If you want to know more about why we collect your personal data for the programme and how we keep it secure, please read our [Privacy Notice](#).

For more information on the UNHCR-UNICEF 2023 Cash Assistance for vulnerable refugees in Slovakia, you can find more details on this poster: [UNHCR-UNICEF 2023 Cash Assistance for vulnerable refugees in Slovakia](#)

Related information

- [Cash Assistance](#)
- [Cash Assistance 2023](#)
- [Cash Programme Privacy Notice](#)
- [Registration Centre Locations](#)
- [UNHCR in Slovakia](#)

ALL HUMANITARIAN ASSISTANCE IS FREE!