

Frequently Asked Questions (FAQs) on the Cash Assistance for Refugees with Vulnerabilities in Slovakia UNHCR-UNICEF 2024

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INTRODUCTION

What is the purpose of [Cash Assistance for Refugees with Vulnerabilities in Slovakia UNHCR-UNICEF 2024](#)?

Cash assistance will be provided to the most vulnerable individuals and families to support their basic needs due to their economic disadvantage. In addition, it will aim to ensure that beneficiaries of cash support are linked to additional services they may need and included in the national social protection system. Every case is different from each other; hence every case will be assessed according to their specific needs.

ENROLMENT

When is UNHCR enrolling for Cash Assistance for Refugees with Vulnerabilities in Slovakia UNHCR-UNICEF 2024 at Registration Centers?

UNHCR will commence enrolment for 2024 cash assistance for vulnerable refugees starting on May 20, 2024. However, before visiting the Registration Centers, **please ensure to fill out the [appointment form](#) and await confirmation**, including the date and time of your appointment.

For information regarding Registration Centers, kindly refer to our [Help site](#).

Who is UNHCR enrolling at [Registration Centers](#)?

Refugees/ Temporary Protection holders (“odidenec”), Asylum Seekers, and Stateless persons in Slovakia, **who are considered particularly vulnerable**, through the new cash programme. **(THE REQUEST WILL BE REVIEWED BY UNHCR, INCLUDING THROUGH AN IN-PERSON INTERVIEW).**

[Request to be enrolled with UNHCR-UNICEF but cannot go to the Registration Center.](#)

If you have a valid reason that prevents you from visiting the Registration Center to enroll, you can indicate this in our online appointment form or contact [UNHCR-UNICEF Helpline](#) to record your request. Valid reasons include:

- Severe disability or immobility.
- Exceptional circumstances, mainly related to medical conditions, family composition, or the distance to the nearest [registration centers](#), that prevent you from visiting the Registration centers.

What do I need to bring to my enrolment appointment?

- Passport, ID or any other document that can prove your identity.
- Slovak Number [Rodne cislo] issued when you were granted Temporary Protection or Asylum Seekers/Refugee Certificate.
- Slovak phone number. Each family needs to have their own Slovak telephone number. Please **do not** share phone numbers among families – this may result in cash support being sent to the wrong family.
- Slovak Bank Account Number/ IBAN and bank contract (if you have one and you are the owner).
- Please bring all family members to the enrolment appointment (if a family member has serious mobility issues or disabilities, you can inform us during your interview).
- Slovak Legal guardianship document (if applicable).
- Documents provided by the Labour Office (“Úrad práce”) confirming you are not receiving financial assistance from the Labour Office (rejection letter).
- Documents confirming medical condition and/or disability.

Who needs to be present at enrolment?

All family members must be present for enrolment at the registration center. Everyone’s information is recorded, and they must be seen in person together.

What happens after I enrol with UNHCR?

After your interview for cash assistance, you will receive an SMS confirming your eligibility if you meet the criteria (this may take several days). If you do not meet the criteria, you will receive an SMS informing you of the decision.

Delay in enrolment

If you have already submitted an online appointment request, UNHCR-UNICEF has received it in their system. Your request will be reviewed, and you will receive an SMS with your appointment date and location. This process may take several days.

Missed appointment for enrolment.

If you are unable to attend your appointment for a valid reason (e.g., a doctor's appointment), please visit the registration center on another day for assistance or to receive a new appointments. Ensure you visit the registration center within 5 working days after missing the appointment.

ELIGIBILITY

Who will be eligible for Cash Assistance for refugees with vulnerabilities in Slovakia UNHCR-UNICEF 2024?

1 Eligible individuals and families who arrived in Slovakia after 01 January 2024 and are economically disadvantaged (e.g., not having regular employment or a regular source of income or a source of income that is below the minimum subsistence allowance), OR

2 Not being assisted by the Slovak Labour offices (Úrad práce), **AND**

3 Fulfilling one or more criteria below:

- You are a **single parent** or a **caregiver with 2 or more children**, **OR**
- You are a **family with 3 or more children**, **OR**
- You are a **single parent or family with at least one child below 3 years old**; **OR**
- You or a child in your family is considered a person with a **disability**, **OR**
- You are **60 years** old and above without a working adult family member; **OR**
- You have a **serious medical condition**.

UNHCR and UNICEF will prioritize those individuals and families who are newly arrived and fall under the categories above.

[What can I do if I am considered not eligible to receive Cash Assistance for Refugees with Vulnerabilities in Slovakia UNHCR-UNICEF 2024?](#)

If you want more information on the reason for not being eligible, please contact the UNHCR-UNICEF Helpline. Please record your request at the Helpline if you want your case to be reviewed only if you have strong reasons and new information to support your case. Your case will be reviewed, and you will receive further instructions soon.

[I have enrolled with Labour office \(Úrad práce\) for Material Needs benefits, can I enrol with UNHCR-UNICEF for cash assistance?](#)

Currently, UNHCR and UNICEF are prioritizing cases that are not being assisted by Labour offices (Úrad práce), following the eligibility criteria. The Cash Assistance for Refugees with Vulnerabilities in Slovakia UNHCR-UNICEF 2024 is a complementary

top-up amount and does not duplicate any financial assistance provided by Labour offices (Úrad práce).

I have been in Slovakia for several weeks; can I receive retroactive cash assistance for this time?

No. UNHCR-UNICEF will provide cash assistance payment only upon your enrolment.

What if the husband is working and the wife is not (or vice versa)? Would the person not earning an income be eligible for The Cash Assistance for Refugees with Vulnerabilities in Slovakia UNHCR-UNICEF 2024?

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 conditions).

To decide on eligibility and economic disadvantage, **the total cumulative income** of the household is counted (meaning of every specific individual in a household/family), not the income of only one individual in the household/family.

How will you know if the application is approved or not?

After your interview for the cash assistance, if the review process shows that you meet the eligibility criteria, an SMS is sent to you to confirm that you are eligible (which might take several days). If you do not meet the required criteria, you will receive an SMS informing you of the decision.

When should I apply for the Cash Assistance for Refugees with Vulnerabilities in Slovakia UNHCR-UNICEF 2024?

Applications need to be submitted using this [online form](#). UNHCR and UNICEF may close the online appointment requests once the ceiling for assisted individuals and families is reached. In this case, we will share this information on our online channels, particularly UNHCR Slovakia's official Telegram channel at [t.me/UNHCR Slovakia](https://t.me/UNHCR_Slovakia). Please subscribe to the channel to receive up-to-date information.

How to enrol a newborn child?

When you have a newborn child, you must first get a Temporary Protection or asylum seeker certificate document from the authorities in Slovakia. Once you have the document, you can approach any Registration Center to enrol your newborn family member without needing a prior appointment.

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

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

RECEIVING THE CASH ASSISTANCE

How much is the cash assistance for 2024?

UNHCR & UNICEF assistance amounts are aligned with the amount of the cash programme of the social assistance scheme of the Slovak Ministry of Labour, Social Affairs and Family (MoLSAF).

PART 1 – Family composition			+	PART 2 – Additional amount based on vulnerabilities	
Category	Age	Amount per individual		Category	Amount
Adult	18 and above	€ 80.00		60 years old and above	€ 80.00
Child	3 – 17 years old	€ 60.00		Person with disability	€ 300.00
				Parental allowance (children below 3 years old)	€ 300.00
<i>Maximum 380 EUR. Even in case of large households with children (6 and more members).</i>				<i>Maximum 300 EUR. For one household, only one of the vulnerabilities is counted, the one with highest amount of support.</i>	

ONLY FAMILIES WITH CHILDREN WILL BE ABLE TO RECEIVE 3 PAYMENTS FOR FAMILY MEMBERS IN LINE WITH ELIGIBILITY CRITERIA. FAMILIES WITH ONLY ADULTS WILL BE ABLE TO RECEIVE A ONE TIME PAYMENT FOR THE VULNERABLE INDIVIDUAL ELIGIBLE UNDER THE CRITERIA.

To help understand the total support a household can qualify for, UNICEF and UNHCR developed indicative online calculator. Please note that the calculator is informative and not binding. You can access it here:



How long will the [Cash Assistance for Refugees with Vulnerabilities in Slovakia UNHCR-UNICEF 2024](#) last? How long is the assistance for?

Only **families with children** will receive **three payments for all family members**.

For other families - with only adults, only individuals eligible under the criteria will be able to receive cash assistance as a one-time payment.

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

Yes. Each household enrolling for cash assistance needs a unique phone number to receive information on the cash assistance provided by UNHCR-UNICEF. If you are a household of 1 person, you must register your phone number. You may not use someone else's phone number, as information on accessing your cash assistance will be sent to the phone.

When will I receive the cash?

Once the payment is processed, you will receive an SMS with the relevant information. For eligible cases, payments are processed at the beginning and middle of every month.

What if I changed my phone number? How can I update it?

If you change your phone number, please immediately contact [UNHCR-UNICEF Helpline](#) to declare it or visit the closest [Registration center](#). If you do not inform UNHCR-UNICEF about your new number, you will not be able to receive information about cash distribution.

How will I receive the cash assistance?

- If you have a Slovak bank account (IBAN), you will receive the money through a bank transfer to 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 assistance after receiving the SMS?

If you do not collect or receive the cash within the 30 days following the day on which you receive the SMS with the Money Transfer Control Number (MTCN) or bank transfer confirmation, you need to raise a complaint at [UNHCR-UNICEF Helpline](#) for review. The Helpline will record your inquiry.

What happens if I provide the wrong Slovak bank account (IBAN) number or if I close my bank account after I register 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 [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 the wrong Slovak bank account (IBAN), or if you do not collect Western Union payment within 15 days of the day you received the SMS with the MTCN code, your payment will return to UNHCR and UNICEF.

Who should I contact if I have any issues related to the payment of the cash assistance?

If you encounter any problems, please contact the [UNHCR-UNICEF Helpline](#) as soon as possible. You can also report your issue at the nearest [Registration Center](#).

GENERAL INFORMATION

I want to stop receiving 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 [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](#) (call from non-Slovak tel. number)

Monday to Friday, 8:00 AM to 6:00 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 assistance-related inquiry share with us your **Full name** and **Rodne Cislo**, so we may respond to 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 Cash Assistance for Refugees with Vulnerabilities in Slovakia UNHCR-UNICEF 2024, you can find more details on this poster: [Cash Assistance for refugees with vulnerabilities in Slovakia UNHCR-UNICEF 2024](#).

RELATED INFORMATION

[Cash Assistance](#)

[Cash Programme Privacy Notice](#)

[Registration Centre Locations](#)

[UNHCR in Slovakia](#)

ALL HUMANITARIAN ASSISTANCE IS FREE!