

Frequently Asked Questions (FAQs)

on the UNHCR Cash Assistance for Winter Needs in Slovakia 2024

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Introduction

What is the purpose of UNHCR Cash Assistance for Winter Needs in Slovakia in 2024? UNHCR Cash Assistance for Winter Needs in Slovakia 2024 will be provided to the most vulnerable individuals and families who were eligible for [UNHCR-UNICEF Cash Assistance for Refugees with Vulnerabilities in Slovakia 2024](#) and whose presence in the country was confirmed.

What kind of expenses does Cash Assistance for Winter Needs aim to cover?

UNHCR Cash Assistance for Winter Needs in Slovakia 2024 aims to cover various needs with a **one-time emergency cash transfer for winter expenses in 2024**, such as blankets, winter clothes and shoes, food, utilities, and other winter-related needs. 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 Cash Assistance for Winter Needs in Slovakia 2024? Every registered individual who was eligible for [UNHCR-UNICEF Cash Assistance for refugees with vulnerabilities in Slovakia 2024](#), and whose presence in the country was confirmed by UNHCR, will receive the UNHCR Cash Assistance for Winter Needs in Slovakia 2024 automatically and does not need to approach a [UNHCR registration center](#).

I recently arrived in Slovakia and have not yet registered with UNHCR. Do I need to apply for UNHCR Cash Assistance for Winter Needs in Slovakia 2024?

Currently, there are no cash assistance programs available for new arrivals in Slovakia. However, if a new program becomes available, we will make an official announcement with details on how to apply.

When should I apply for UNHCR Cash Assistance for Winter Needs in Slovakia 2024? [UNHCR registration centers](#) are not registering new arrivals OR new individuals under the Cash Assistance for Winter Needs 2024.

Every registered individual who was eligible for [UNHCR-UNICEF Cash Assistance for refugees with vulnerabilities in Slovakia 2024](#) will receive the Cash Assistance for winter needs **automatically** and does not need to approach the [UNHCR registration center](#).

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 individual and was eligible for UNHCR-UNICEF Cash for refugees with vulnerabilities in Slovakia in 2024. Do I need to register for Cash Assistance for Winter Needs?

Every registered individual who was eligible for UNHCR-UNICEF Cash Assistance for refugees with vulnerabilities in Slovakia in 2024 will receive the UNHCR Cash Assistance for Winter Needs in Slovakia 2024 **automatically** and does not need to approach the [UNHCR registration centers](#) again.

Please **DO NOT** visit the [UNHCR registration centers](#), unless you need to update your IBAN/bank account, or you need to add a new member in your household.

If you have any other updates (phone number, address) or need further information, please don't hesitate to reach out via e-mail to svkbrcash@unhcr.org OR contact the [UNHCR-UNICEF Helpline](#).

I am a registered individual and was eligible for UNHCR-UNICEF Cash for refugees with vulnerabilities in Slovakia in 2024. Will I also be informed by SMS about the payments to be made to me?

Every registered individual who was eligible for UNHCR-UNICEF Cash for refugees with vulnerabilities in Slovakia in 2024 AND whose presence in the country has been confirmed by UNHCR, will receive UNHCR Cash Assistance for Winter Needs in Slovakia 2024 **automatically**. You will receive an SMS once the payment for the UNHCR Cash Assistance for Winter Needs in Slovakia 2024 is processed. If you experience any issues, please contact the joint [UNHCR-UNICEF Helpline](#).

Can I 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 registration center, without the need of prior appointment, to enrol your newborn family member.

What if I am not able to visit the closest UNHCR registration center to update my data?

If there is a valid reason why you cannot visit the closest [UNHCR registration center](#), 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, regarding the payment of the cash assistance.

Receiving the Cash Assistance

How much is the cash assistance for UNHCR Cash Assistance for Winter Needs in Slovakia 2024?

The amounts of UNHCR Cash Assistance for Winter Needs in Slovakia 2024 will be **150 EUR** per one individual, 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?

Yes. Each household eligible 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 individual, you need 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.

When will I receive the cash?

Payment for winter needs will be processed from October to December 2024. The specific payment date is communicated by **SMS** to each eligible individual. Once the payment is processed you will receive an SMS with the relevant information. Please note that if you have any issues with your payment you need to report it to [joint UNHCR-UNICEF Helpline](#) immediately, and within a maximum of 20 working days after the planned payment.

How will I receive the cash assistance from UNHCR?

- 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. Your inquiry will be recorded

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 will receive your complaint and 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 [joint UNHCR-UNICEF 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 received the SMS with the MTCN code, your payment will return to UNHCR.

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 [joint UNHCR-UNICEF Helpline](#) as soon as possible.

General Information

I want to cancel the cash assistance

Please contact the [joint 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 [joint 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 [joint 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 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](#).

Related information

- [Cash Assistance](#)
- [Cash Assistance 2024](#)
- [Cash Programme Privacy Notice](#)
- [Registration Centre Locations](#)
- [UNHCR in Slovakia](#)

ALL HUMANITARIAN ASSISTANCE IS FREE!