



# **Facts about the Red Cross Cash Cards programme for people displaced by the Ukrainian crisis**

## **Basic Details**

### **Who is the programme for? Who is administering it? How does it avoid duplication?**

- The Ministry of Labor, Social Affairs and Family (MoLSAF) has partnered with the IFRC, Slovak Red Cross, and UNHCR, to meet the surge of needs for people fleeing the Ukraine crisis and who are currently in Slovakia.
- International partners are helping the Government of Slovakia to distribute cash assistance, including IFRC, UNHCR, IOM, and UNICEF.
- The international agencies will share some data to avoid duplicating cash assistance to the same people. Three data points (the rodne cislo / Temporary Protection Number, Ukrainian Passport Number, and Ukrainian Tax ID Number) will be shared with partner agencies. Any beneficiaries appearing on more than one list will be removed from all but IOM or IFRC lists. If they have already received duplicate payments, future payments will be skipped until the correct amount has been transferred.

### **Why is Emergency Cash Assistance important and why does Red Cross provide it?**

- Emergency Cash Assistance offers people affected by crises flexibility and dignity to choose how to cover their needs. It is not a long-term solution and provides options, flexibility, and immediate benefits for both displaced people and hosting country leadership.

### **Where is Cash Assistance being provided?**

- Humanitarian support is available in 5 bordering countries to Ukraine: Poland, Slovakia, Hungary, Romania and Moldova. However, at present (May 2022), the Emergency Cash Assistance from the Red Cross is only available in Poland, Romania, and Slovakia.

## **Cash Amount and Duration**

### **What is the amount that households will receive?**

The Red Cross and all other agencies giving emergency cash assistance align to the Slovak Government guidelines on cash assistance, aiming to cover the basic living conditions. The transfer amount varies depending on the number of household members.

The proposed sums align to the Social Protection system in Slovakia. The amount of money each household will receive accounts for all the members of the family registered together and is the same across all organizations.

In Slovakia, the Red Cross is providing emergency cash assistance to people who qualify for our assistance on a monthly basis, for 3 months (with possible extension).



## Eligibility

### Who is eligible to receive Emergency Cash Assistance and why?

Currently, Red Cross Cash Assistance is provided to Ukrainian and non-Ukrainian people who have been displaced by the Ukrainian crisis, regardless of whether they hold Temporary Protection status, and meet the selection criteria:

- 1) The household was displaced from its place of regular residence due to the conflict in Ukraine **AND**
- 2) Nobody in the household is currently receiving income **AND**
- 3) The household fulfills at least **ONE** of the following vulnerability criteria:
  - Single-headed household with one or more dependents (children aged 0-17 years or people aged 60 or older)
  - Elderly headed household (60 or older)
  - Household with one or more person with special needs
  - Household with one or more pregnant women
  - Women travelling alone/unaccompanied
  - Head of household unable to read or write in any language
  - Household belongs to an ethnic minority group (for example, Roma community)
  - The household has a member that self-identifies as a person fleeing from sexual and/or gender-based, family or intimate partner violence

We are prioritizing the most vulnerable groups from those who are displaced by the Ukraine Crisis. For safety purposes, we do not distribute cash assistance to minors/children.

### Can non-Ukrainians receive Cash Assistance from the Red Cross?

Currently, Red Cross Cash Assistance is provided to Ukrainian and non-Ukrainian people who have been displaced by the Ukrainian crisis and meet the selection criteria.

## Money access

### How is the Red Cross emergency cash assistance provided?

- Beneficiaries receive a Visa card. They do not need a bank account to access the funds.
- The Visa card works in Slovakia and most other European countries. It does not work in Ukraine.

### When are the funds available?

- The card is activated within one week after being distributed. For the subsequent transfers, beneficiaries receive a message notifying them when the next monthly transfer is available.

### Where can the card be used?

- The card can be used to make purchases in shops, and withdraw money from ATM.



- Because the card does not have a chip, purchases must be made via the magnetic strip on the back of the card.

### **Does the card have fees?**

- Yes, each transaction has a fee. These fees will be deducted from the card balance at the time of each transaction. Though the Red Cross covers the cost of one withdraw, beneficiaries are counseled to withdraw all funds when they become available to avoid fees as much as possible.

### **How can people report problems or share feedback?**

If people have questions or issues not covered during training, the Red Cross has both a Hotline and a Chat Bot to help. Card recipients are counselled on how to reach out to the Red Cross, and the leaflet that accompanies their card has all the information they need to reach these resources.

### **Security**

#### **How does the Red Cross protect beneficiaries' data?**

Red Cross uses encryption to protect data, and only authorized personnel are able to access it. We keep data for one year and it will be routinely reviewed if still necessary, otherwise data will be archived offline for audit purposes or deleted

#### **Do beneficiaries have the right to access, object, or erase their data?**

Yes, by calling the hotline (to be launched in early May).

### **Referral to other services**

#### **SLOVAKIA**

The Red Cross is providing referrals to a network of essential services in Slovakia (State authority contacts, Education, Healthcare, Social services, Covid-19, etc.), go to:



Scan above to access referral information in English, Slovak, and Ukrainian