



Funded by
European Union
Humanitarian Aid

Cash assistance program in Greece

INFORMATION

1/ What is the cash assistance program?



The safety and security of all residents, UN/ NGO staff and all other persons present on locations during the various stages of implementing this cash program is a top priority. Any disruptions, problems or conflicts arising will immediately lead to the suspension of this program until further notice. Your cooperation and patience would be highly appreciated.

Cash assistance is part of the humanitarian aid provided by different agencies in Greece. This assistance is NOT provided nor funded by the Government of Greece. However, it is coordinated between the Greek Government and DG ECHO. It is entirely funded by the European Union (ECHO – Directorate-General for European Civil Protection and Humanitarian Aid Operations).

Cash assistance is a program coordinated and designed to ensure equitable access while avoiding duplication.

The program is intended as humanitarian aid to support asylum seeker individuals and families to meet their basic needs such as communication, transportation, educational material, pharmaceutical supplies, clothing, food, hygiene products, and other shops or any public services. However, this is NOT an entitlement. Duration of cash assistance will be based on monthly financing of the program by donors.

UNHCR and other agencies are working together to deliver a harmonized cash assistance program to support asylum seekers who meet the requirements outlined below. This will take some time to deliver and cannot be distributed at all locations at the same time, but will eventually be available at all locations.

Agencies will distribute cards, and explain the procedure for using them, as well as how to use ATM machines and access your pin numbers. There will be an organized distribution of the cards for each location and there will be an announcement of the day and the time.

Individuals and families are only entitled to one card and to one cash transfer per month. If you register for multiple cards at different locations, only one of those cards will be loaded with cash as this will be discovered by the agencies distributing cash cards. This activated card will be the card that you receive in the location where you reside.

2/ Can I get cash assistance?



You can access THIS cash based assistance if you are:

- Registered resident in the location being issued cards

And have ONE of the following:

- A pre-registration or full registration trifold with the Asylum Service
- Any other valid official document issued by the Greek Government, such as a valid Police Note.



You are NOT able to access THIS cash based assistance if you are:

- Not in possession of a legal valid document issued by the Greek Government
- Under 18 years old and unaccompanied*
- Already receiving cash assistance from another humanitarian agency in a different site
- Working for an NGO/UNHCR
- Legally, working with a regular and stable monthly income that exceeds the amounts provided by the agencies.

** If you are under 18 years old and unaccompanied, please contact the agency providing cash at your location.*

3/ When can I access cash assistance?

The program will gradually be implemented across all locations. The agency providing cash at your location will inform you when the program will start in your location.

You will be able to access the assistance in your location, when the program is implemented there.

You cannot access the assistance in a location other than the one you live in. Cash assistance will be provided in all locations as soon as possible. If you move, you and your family will be delayed in receiving cash assistance. Physical verification of residency is required before you will be able to access cash assistance.

4/ How will I know when cash assistance will start?

In the first month of the program, information will be available about cash based assistance at your location.

When the cash assistance program is available in your location, the agency conducting the program will notify you of the date and location of distribution of cash cards as well as how much assistance your household will receive. Relevant staff will be available to explain the process and answer any questions. You will be informed of what documents you will need and given time to prepare them.

5/ How is the amount of cash assistance calculated?



If you are a family:

Your family, or either head of household will receive ONE card with amounts loaded according to the size of the family on a monthly basis.

The definition of family as agreed by Asylum Service, UNHCR and agencies, is a couple, or parents with children under the age of 18.



If you are an individual aged 18 years or older:

You will receive one card loaded with the corresponding amount each month.

Adult individuals who are part of a household but are not included in the definition of family here above will receive individual cards. This includes family members such as siblings, grandparents, aunts, uncles, cousins, nieces and nephews and other relatives.

6/ How much will I receive?

The amount of cash assistance provided has been standardized across the country by all agencies. The calculated amount of cash assistance is based on family size and whether meals are provided or not. See your agency for details of amounts to be paid at your location.

7/ How does the card work?



The bank card might look different in different locations because the cards will be provided by different agencies, however, the amount of money on the cards will be the same in each location.

- The card you are receiving is loaded with a standard amount of cash on a monthly basis.



- These amounts might be revised and changed, should that be the case we will notify you in due time.

- You can use it to withdraw cash at all ATMs in Greece. You can also use it at any point of sale (POS) machine available in shops.



- There is no cost for using the cards in shops or supermarkets.

- There is no standard cost for using the card for ATM withdrawals, however there may be some minimal fees charged per transaction. The distributing agency in your location will provide details of the fees incurred on your card.



- The card is intended for use in Greece only. The card will be permanently deactivated if used outside of Greece.



- The card is pre-paid and is not linked to a bank account. You cannot load it with cash.

- Even if you have spent all the money, you need to keep the card for future reloads.



- If you have not used all the balance on your card, it will remain on the card and you can use it during the next month.

- After you receive the bank card and PIN, be sure to keep it somewhere safe.

8/ Can my card be transferred to someone else?

The card will be registered to you and cannot be transferred to anyone else. Prior to your monthly top-up, agencies providing cash assistance will do a monthly verification exercise. If you are still residing in the same location where the card was distributed to you, and are in possession of your card, your card will be topped-up.

9/ How long will the cash assistance program last?

The length of the program will be communicated by the agency that distributes the card in your location, at the time of distribution. The length of the program is directly related to different agencies' funding. Note that the expiry date on your card does not necessarily relate to the duration of the cash assistance program. The date on the card only relates to its validity, not to the specific cash assistance program. Cash assistance is not an entitlement but a humanitarian assistance aimed at helping refugees to cover their basic needs for limited duration of time.

10/ What can I do if I lose my card/ forget my PIN?

Please contact the agency providing cash assistance at your location.



11/ For any inquiries about the cash program or your card:

You can contact the agency providing cash assistance at your location, either through their helpdesk or their helpline. The availability of the helpdesk will be communicated to you along with the available hotlines during the time that you receive your card.



WHERE MEALS ARE PROVIDED

THE FOLLOWING TABLE GIVES THE AMOUNTS OF CASH ASSISTANCE WHERE MEALS **ARE** PROVIDED:

FAMILY SIZE	AMOUNT OF ASSISTANCE
Individual over 18 years	90 EUR
A couple, or a parent and child	140 EUR
A family of three	190 EUR
A family of four	240 EUR
A family of five	290 EUR
A family of six	310 EUR
A family of seven or more	330 EUR



WHERE MEALS ARE NOT PROVIDED

THE FOLLOWING TABLE GIVES THE AMOUNTS OF CASH ASSISTANCE WHERE MEALS **ARE NOT** PROVIDED:

FAMILY SIZE	AMOUNT OF ASSISTANCE
Individual over 18 years	150 EUR
A couple, or a parent and child	280 EUR
A family of three	340 EUR
A family of four	400 EUR
A family of five	450 EUR
A family of six	500 EUR
A family of seven or more	550 EUR

