



Slovak Red Cross Self-Registration FAQs

The Slovak Red Cross continues to work to provide crucial aid to people impacted by the ongoing conflict in Ukraine. This includes ongoing financial assistance to help people who have lost so much.

This now includes self-registration — the ability to download an app and enter information, images and record documents in order to enroll for cash assistance with the Red Cross. It will be available in almost every corner of Slovakia.

How can I access this assistance?

The Red Cross is registering people at branches across the country, including Bratislava, Poprad, Liptovský Mikuláš, Nitra, Topoľčany, Banská Bystrica, Michalovce, Levice and Košice. Visit redcross.sk to find the location nearest you or call our helpline to determine when you can meet with a Red Cross team member to register.

A mobile app is available for you to register for financial assistance if you are not located near a Red Cross branch or have mobility issues. Please visit <https://ukrainefinancialassistance.ifrc.org/slovak-red-cross>, click on the QR code or call our helpline at +421 910 910 116 to find out when self-registration is available in your area.



Who is eligible for financial assistance?

Cash assistance is available to people who are displaced from Ukraine due to the conflict. They must also meet one of the following criteria:

- A 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)
- The household with one or more persons with special needs
- The household with one or more pregnant women
- Woman travelling alone/unaccompanied
- The head of household is unable to read or write in any language
- The household with a member belonging 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.



How does Self-Registration work?

1. A beneficiary loads the app on their phone.
2. They follow a series of instructions to upload their ID and other documents, answer questions about their family, then submits their information. They get a confirmation code upon completion of their application.
3. The Red Cross assesses the registration and sends a message confirming eligibility, requesting more information, or referring the applicant to UNHCR due to ineligibility.

If I don't have a smartphone how can I apply for assistance?

If you do not have a phone, and do not trust anyone else to support you with the application through the app, please contact the help line or visit your closest Red Cross branch for information about applying in person.

I'm trying to access the app but it's not available in my area...what can I do to receive support?

The app will be available in limited areas of Slovakia for limited times—mostly where it is difficult to access Red Cross branches. If you are unable to use the app, please call our helpline: +421 910 910 116 to find your closest Red Cross branch to register.

Can I apply for self-registration if I am already registered with UNHCR? No.

What happens if I do?

Your registration will be cancelled by either the Red Cross or UNHCR and likely result in the loss of one or more payments.

Is the benefit from the Red Cross through self-registration the same as with a VISA card?

Yes.

For how long can I claim money once it's been sent?

Money is available for 90 days with the Red Cross.

Where can I claim money?

If you bank with A-bank, monobank, Privatbank or Oschadbank, you can transfer the money from the Red Cross directly from your phone into your bank account. If you do not have one of these accounts, reach out to our helpline for information on how to open a digital banking account with a Ukrainian SIM card and passport.

How much money will I receive?

The amount of funding provided will vary depending on the number of household members. A person, for example, will receive 80 Euros per month for three months. Households with children under 3 years are given an additional 160 Euros per child, and households with children from 3 to 17 years are given 60 Euros per child. The maximum benefit is 380 Euros.

**How long will assistance be available for?**

The Red Cross has committed to providing emergency cash assistance for three months. As the crisis evolves, longer-term financial assistance will address the needs of affected people.

Can I apply for self-registration if I already have a VISA card?

No.

What happens if I do?

We will cancel your self-registration.

Can I apply for self-registration if I am already registered with UNHCR?

No.

What if I have trouble downloading or using the app?

Beneficiaries can call the helpline for assistance (+421 910 910 116) Monday to Friday, 9am to 5pm.

How long will the app be available?

The app will enable the Red Cross to register beneficiaries very quickly. When we launch nationwide, it will be only for a few days.

We will work with our communications team to ensure that people are aware when the app will be available to download, use and when it will stop working.

How long does it take for a beneficiary to receive money through the app?

This can take up to two weeks.

Does it work on iPhone or Android? Is it in English only?

The app is available for both iPhone and Android, and is available in English, Ukrainian and Russian.

How will you know if a beneficiary already has a VISA card when they register? We will check every member of the household from our VISA card registrations against every member of the household for our app registrations. This is part of the reason it can take up to two weeks to notify successful applicants.