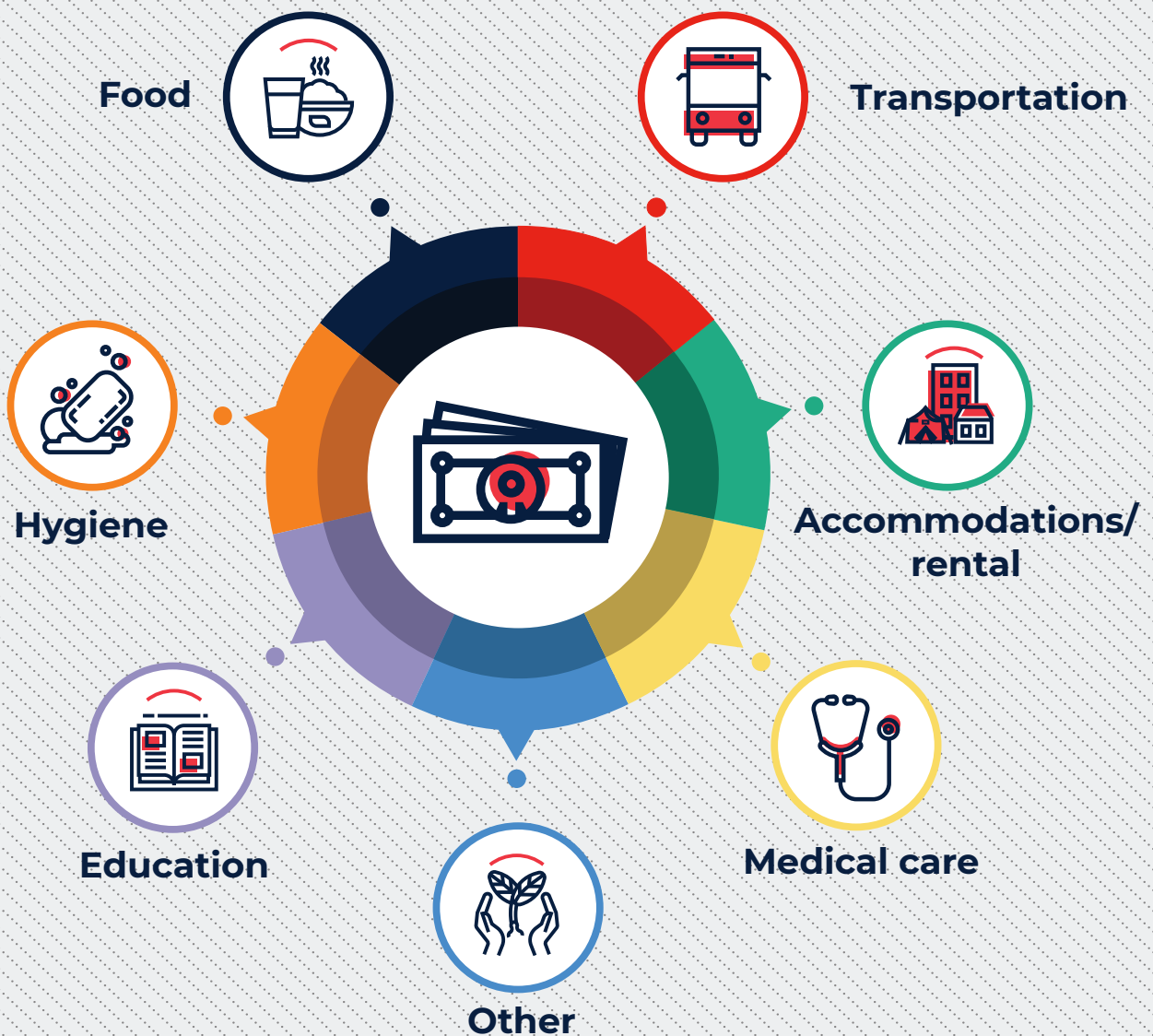


The Red Cross emergency cash assistance is for **YOU**, to fulfill **YOUR** priorities.



This support is provided by the **Polish Red Cross** and the **International Federation of Red Cross and Red Crescent Societies** (IFRC).



The Red Cross is an independent and neutral organization. We provide assistance free of charge to those in need regardless of gender, age, religion, race/ ethnicity, legal status and other such factors.

Who can receive cash assistance?

Red Cross Cash Assistance is provided to people displaced by the Ukrainian crisis who are in the following situation:

- Single headed household* with at least 1 child (below 18 years) or elderly (above 50 years)
- Elderly headed household* (above 50 years)
- Household* with 2 or more dependent persons (below 18 or above 50)
- Household* with one or more persons with specific needs

**A household is defined as a group of people who are financially dependent on each other.*

Key information

- You will not be eligible for Red Cross cash assistance if you are already receiving the same cash assistance from a different organization.
- The Red Cross transfer amount is aligned to humanitarian guidelines on cash assistance in Poland, meaning **730 PLN** per month, plus **630 PLN** for each additional person in the household (up to 5).
- At this stage, the emergency cash assistance is planned for 4 months.
- You must use all of your cash within the first week to be able to receive next month's cash transfer.

Number of household members	Number of cards	Amount each month	Estimated fees to expect	Estimated maximum withdrawal	Total amount for 4 months
1	1	730	30	700	2,800
2		1,360	60	1,300	5,200
3		1,990	90	1,900	7,600
4	2 (split 50%/50% on each card)	2,620	120	2,500	10,000
5 or more		3,250	150	3,100	12,400

- You will be informed by **Viber** when your card is activated.
- We recommend that you check which goods and services are available for free before making purchases.
- You will be told your **PIN number** when you receive your card. Keep this PIN secure and do not share it. Use ATMs during the day. Do not accept help from people who offer to help you with the ATM.

Where can I use the card?

This card functions as any debit card. The amount transferred to your card includes an extra amount to cover fees, for example a currency exchange fee (2% maximum) or ATM withdrawal fees.

This card cannot be used in Ukraine.

Withdraw cash in **ATM**



This card works for most ATMs, and withdrawal fees will vary (up to 21 PLN).

Pay in **shops**, also **online**



The card works for most Point of Sale (POS) at shops.

Tips to minimize fees at ATM

- If you choose to withdraw cash from an ATM, we recommend you to:
 - Withdraw maximum amount in **one** transaction. The ATM will charge a fee each time you withdraw cash, so you can minimize fees by withdrawing a larger amount or the maximum amount at once.
 - Always choose **PLN** as your currency
- When selecting a bank to withdraw your money, please note that different banks have different:
 - Commissions/fees: some banks do not charge any
 - Withdrawal limitations: some banks set withdrawal limits per transaction, per day, per week, or per month
- Please note that some additional ATM operations may charge a fee (about 3 PLN per transaction):
 - Wrong PIN
 - Insufficient balance
 - Check remaining balance: instead of checking your balance at the ATM, you can check your balance at www.prepaidcardstatus.com (website is in English). The balance will display in USD, so you will have to convert it to PLN (approximately 4PLN = 1 USD).



Your data privacy is important to us!

Why do we collect your personal data?

- To verify your eligibility
- Check your identity
- Calculate the amount you are entitled to receive

You can contact the Red Cross to get access to, correct, and/or delete your personal data. More information is available in our privacy notice.

Questions? Concerns? Lost card? Report abuse?



Contact **PCK ANSWERS** on Viber if you have questions.

A network is made available for you in Poland, do not hesitate to use it.



General questions?

Polish government
www.ua.gov.pl
+48 47 721 75 75
ukraina@udsc.gov.pl



Witnessing or feeling in danger of gender-based violence?

Polish government
+48 22 628 01 20



Lost contact with a family member?

Polish Red Cross
tracing.service@pck.pl



Psychosocial support?

Ministry of Health Hotline 24/7
(Ukrainian & Polish)
+48 80 013 72 00



Health support?

(including COVID-19)
+48 80 019 05 90

Psychologist on duty (Polish)
+48 73 358 89 00

Central Children's Hospital:
+48 22 317 91 88

Emergency number: 112

Specialized health services:
<https://data2.unhcr.org/en/documents/details/91946>