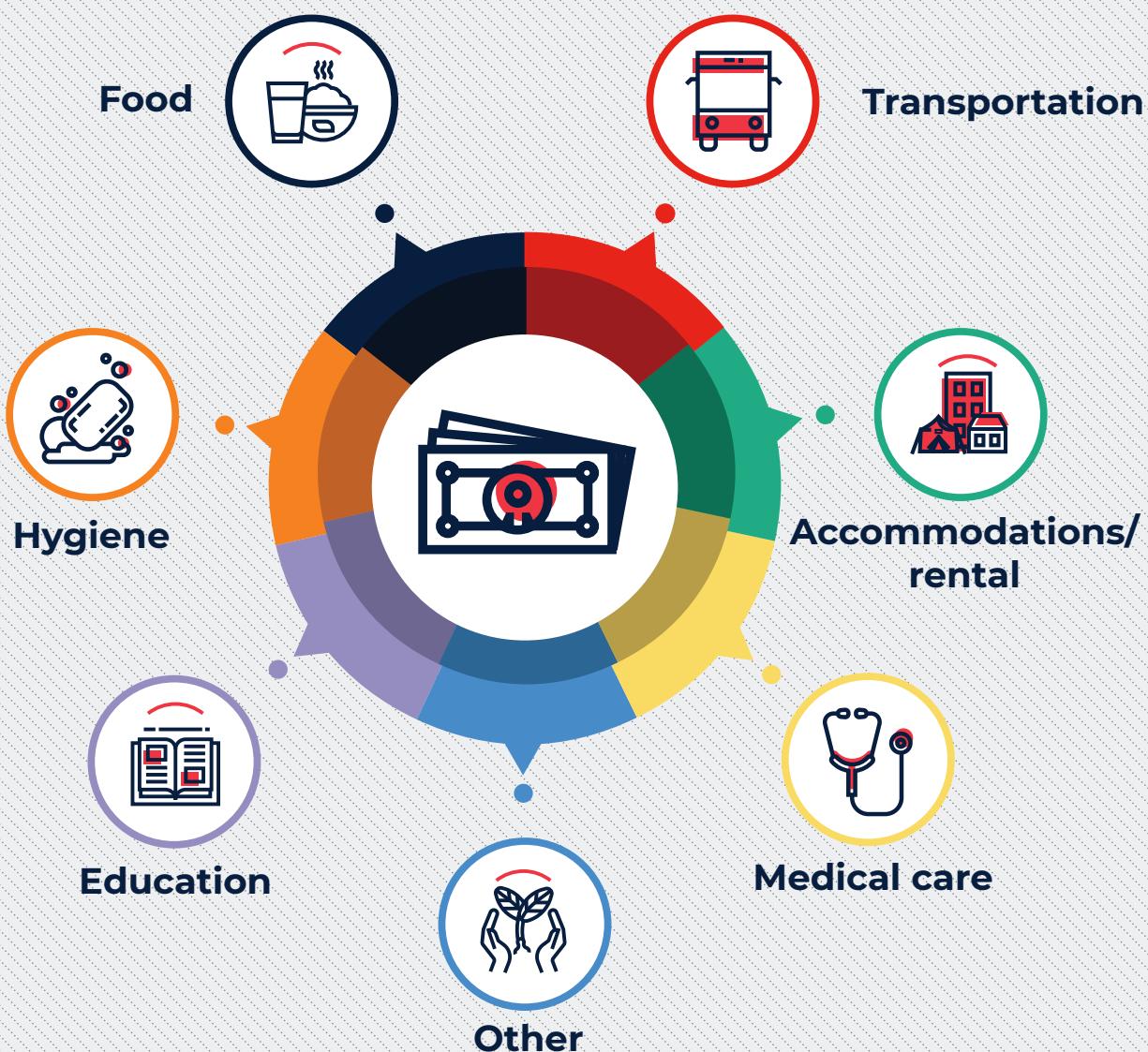


# The Red Cross emergency cash assistance is for **YOU**, to fulfill **YOUR** priorities.



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

# 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) or elderly (above 50)
- Elderly headed household (above 50)
- Household with 2 or more dependent persons (<18, >50)
- Household with one or more persons with specific needs

## Before using the cash



- Check the goods and services made available for you for free by the government and other organizations.

## How to use the card?



- The card is activated 48 hours after being distributed.
- The card can be used to make purchases in shops, pay online and withdraw money from ATM.
- The card has fees per transaction. Make sure you understand these costs to make the best use of the card.

## How much cash and when?



- The Red Cross transfer amount is aligned to the Polish Government guidelines on cash assistance, meaning **730 PLN** per month, plus **630 PLN** for each additional person in the household (up to 5). While the transfer is calculated in PLN, the assistance is transferred in USD.
- At this stage, the emergency cash assistance is planned for 4 months.

**Feedback? Questions? Abuse? Lost card?**  
**See the last page for contact information.**

# Safety

## Before using the card



- In the envelope containing your card, you will receive a pin number to use your card.
- Keep this pin number securely and do not share it with third parties.
- Keep the card in a safe place, as you do with your ID and personal documents.

## Before withdrawing cash



- Be discreet and careful with your card.
- Before using the ATM, check that no one suspicious is watching you.
- Use ATMs during the day and preferably in banks & accompanied.

## At the ATM



- Do not share your card or PIN number.
- Do not allow anyone to see your PIN when entering it.
- Do not accept help from strangers; if you have any doubts, ask Bank employees for support.
- Check that the ATM is in good condition before using it.
- Make sure you take your card and cash with you before leaving the ATM.

# How to use an ATM

1



**Insert the card  
into the ATM.**

2



**Select your language.**

Do not withdraw the card  
until you have finished.

3



**Follow the  
instructions on  
the screen.**

4



**Enter your personal  
4-digit PIN number.**



**Feedback? Questions? Abuse? Lost card?  
See the last page for contact information.**



5



Press the **Withdraw** button to withdraw cash.

6



Select the **amount** you wish to withdraw.

7



Select **Current Account**.

8



Remove the **card** and **cash**.

## IFRC Visa card function and fees

This card functions as any debit card. The amount transferred to your card includes an extra amount to cover fees, including 2% of currency exchange as the card is loaded in USD.

### Withdraw cash in ATM



This card works for most ATMs with about a 21 PLN fee per withdrawal

### Pay in shops, also online



The card works for most Point of Sale (POS) at shops with 2% fee per transaction

## Tips to minimize fees

- To minimize fee cost, we recommend you to **withdraw the maximum amount at once, in PLN/ Zloty.**
- When selecting a bank to withdraw your money, please note that they have different...
  - Commission: some banks do not charge any
  - Withdrawal limitations: per transaction, per day, per week, per month
- Please note that about a 3 PLN fee is charged in the following ATM operations (fixed cost per transaction):
  - Wrong PIN
  - Check remaining balance
  - Insufficient balance

## Cash transfer schedule

You will receive the same amount every month during the next 4 months. **Withdraw the full amount within the first week.**

Transfer	Amount	Activated on	Must withdraw by
1			
2			
3			
4			

## Cash use: Personal notes

Keep track of your balance by taking notes while using the card.

Date	IN amount	Withdrawal or purchase?	OUT amount	Fee	Balance
	+		-	-	



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

All Red Cross assistance is **free of charge**. You should never be asked for money, services or personal favors in exchange. Red Cross does not tolerate any form of harassment, bullying or abuse – sexual or otherwise – by its staff and volunteers.

If you have concerns on the above, please contact the Red Cross.



@pck\_cva\_bot  
on Telegram

**Contact the  
Red Cross**



on Viber



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



#### **General questions?**

Polish government  
[www.ua.gov.pl](http://www.ua.gov.pl)  
+48 47 721 75 75  
[ukraina@udsc.gov.pl](mailto:ukraina@udsc.gov.pl)



#### **Witnessing or feeling in danger of gender-based violence?**

Polish government  
+48 226 280 120



#### **Lost contact with a family member?**

Polish Red Cross  
[tracing.service@pck.pl](mailto:tracing.service@pck.pl)



#### **Health support?**

(including COVID-19)  
+48 800 190 590



#### **Psychosocial support?**

Ministry of Health Hotline 24/7  
(Ukrainian & Polish)  
+48 800 137 200  
Psychologist on duty (Polish)  
+48 733 588 900