# Frequently Asked Questions

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**GROUP 1: Information about the Red Cross and its Cash Assistance Programme**

**Who is the Hungarian Red Cross?**

The Hungarian Red Cross is a member of the International Red Cross and Red Crescent Movement, the world’s largest humanitarian network. Together, we act before, during and after crisis and emergencies to meet the needs of the affected population and improve the lives of people in vulnerable situations. We do so with impartiality as to nationality, race, gender, religious beliefs, class, and political opinions.

Any support provided by the Red Cross Red Crescent is FREE.  You should never be asked for money or sexual favours in exchange for assistance. If you are, please report this to the Red Cross in any of the following ways:

* Reach us through the Hungarian Red Cross Cash Helpdesk at 0 680 993909
* Report to the Integrity Line online on [https://ifrc.integrityline.org](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fifrc.integrityline.org%2F&data=05%7C01%7CServet.AVCI%40ifrc.org%7C50a06482e8924342ed7308daaa8b68e4%7Ca2b53be5734e4e6cab0dd184f60fd917%7C0%7C0%7C638009813010147358%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=J1R8O91PcAFZmVZwbcwXCsXFT6UFo6%2ByO%2BKyvz17t4k%3D&reserved=0), send an email to [speakup@ifrc.integrityline.org](mailto:speakup@ifrc.integrityline.org) or call toll-free +41 800 437 272
* Speaking to a member of our team whom you trust

**What is the Red Cross Cash Assistance?**

A cash distribution is one of many ways in which humanitarian aid can be delivered to people in a crisis. Humanitarian aid can take many forms like the delivery of food and non-food items (blankets, hygiene products ...), services (for example first aid or psychosocial support), or cash and voucher assistance.

The **Red Cross Cash Assistance** offers **people affected by crises flexibility and dignity to choose how to cover their needs**.

**Who is eligible for the Cash Assistance?**

Red Cross Cash Assistance is available to persons and families who:

.......

**How much assistance is provided?**

Hungarian Red Cross will provide ....... as once-off payment for each eligible member of the household.

The amount of cash assistance being provided is based on cost of living and in agreement with the Charity Committee including the government, and other partners.

**For how long and how often will the assistance be provided?**

**In how many days should I withdraw the money?**

Once you receive the notification about your approval and verification code, you will have 14 days to collect your money.

**How can I contact the Red Cross for feedback, questions, and complaints about the programme?**

* Call or write from Viber to the Hungarian Red Cross Cash Helpdesk from 0 680 993909 (**toll free** if you are located **inside** Hungary **with** a Hungarian number) +3619989167 (**not toll free**)
* Please check Hungarian Red Cross website for other contact information <https://voroskereszt.hu/rolunk/elerhetosegeink/>

**GROUP 2 Application Process**

**How do I apply for the cash assistance programme?**

The Red Cross developed a self-registration application version 2.0 which enables you to create an account to apply for different types of services available for you. One of the services is cash assistance which you will be able to apply for by completing a form on cash assistance. The form has questions created from the selection criteria for providing cash which you will be required to answer to enable your eligibility. After completing the application process, you will receive a confirmation message determining your eligibility or not.

Download the Self-Registration app and follow the instructions to create an account and to apply for cash assistance.

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**Is creating an account enough to apply to cash assistance?**

Creating an account from the mobile application is **not enough** to apply for the cash assistance. To apply to cash assistance please find “Programs” section in the app. Select the assistance programme in the same section and fill the financial assistance form.

**I don't have a smartphone. How can I apply for the programme?**

You may approach your family members or neighbors having a smartphone to help you to apply. Please be aware the risks of sharing your personal data with other people and after you have been assisted with the application, please do not forget to logout to protect your information. Remember to provide **phone or email** for the Red Cross to contact you after.

You can also call or write from Viber to the Hungarian Red Cross Cash Helpdesk from 0 680 993909 to get support.

**Someone else in my household already applied for me. Can I still apply?**

No, you **cannot** apply again. Each person can only be registered once in the system and under only one household. Registering multiple times will result with delay in processing your application.

**How will I know if my application has been received?**

After you have applied for the cash assistance, an automated notification message is sent you as evidence that you have successfully submitted your application.

**How long does the process of reviewing my application take?**

Please note that, after you register, it will take at least two weeks for your application to be reviewed. Registering **multiple times** **will result in duplications and delay** in processing your application. In the event of a delay or technical problems, you will be contacted through your phone number or e-mail address you indicated.

**How will I know I am approved or not?**

After you have applied for the cash assistance and the review process shows that you meet the targeting criteria, an automated notification message is sent you to confirm that you are eligible for the cash assistance. If you do not meet the programme criteria and requirements, you will receive the message showing that you were rejected for the assistance.

**If I was approved and received money previously, can I apply again?**

**No**, once you have received financial assistance from the Red Cross, you cannot be approved for further assistance. If this situation changes and there is a new program with different conditions, the information will be shared on this website.

There may be other services from the Hungarian Red Cross that you may qualify for please visit: https://voroskereszt.hu/en/about-us/tevekenysegeink/

**Why are you asking for identification documents?**

Donors have donated money to the International Federation of the Red Cross and Red Crescent for the purpose of helping people displaced by crisis in Ukraine. We use your identification documents to verify and authenticate the applicants to the cash program. The documents also help to facilitate proper cash distribution to people who meet the eligibility criteria.

**What data is collected and processed by the IFRC?**

The Red Cross and the International Federation of Red Cross and Red Crescent Societies collects and processes your **personal data** as part of this financial assistance. We are collecting this information to verify your identification and eligibility for Red Cross financial assistance. You must also give **consent** to the collection of personal data to be able to apply for financial assistance.

**GROUP 3 Receiving Assistance**

**How will I receive my cash assistance?**

For those who are eligible to receive the support, there are three methods to receive the cash assistance: MoneyGram office cash pick-up, transfer to your bank account and IBAN transfer. Once your application is approved, you can choose how you want to receive your assistance. Please note that you must be present in Hungary for your application to be considered.

The details of the payment methods:

1. **MoneyGram office cash pick-up:**

If your application is approved, you will receive a message from the Red Cross explaining the steps to you to receive your cash via MoneyGram offices. It means that you will be required to approach a MoneyGram office physically to pick-up your money.

You can pick up your money using the verification code sent to you in the automated notification message. You should bring your government issued document with photo or ID to collect the money physically at a MoneyGram office. If you plan on using the old version of internal passport (book passport) to collect money, you should also bring any other ID document with you.

To find the nearest MoneyGram office available in your location. click here or scan the QR-code shown below. This will redirect you to the official MoneyGram website, which shows you all available MoneyGram offices.

1. **Transfer to your mobile banking app:**

If your application is approved, you will receive a message from the Red Cross explaining the steps to receive your assistance via MoneyGram to transfer the money into your bank account. Please note you can **only** use this option if you have active mobile banking accounts in PrivatBank, MonoBank, Oschadbank or A-Bank.

You can pick up your money via MoneyGram on your mobile banking app using the verification code sent to you in the automated notification message. Please do not share this code with anyone. Click here to learn how to transfer your payment from MoneyGram into your PrivatBank, MonoBank, Oschadbank or A-Bank account. 

1. **Transfer to your bank account:**

If your application is approved, you will receive the cash assistance in your bank account. To use this method, you need to provide your full name in Latin characters matching the name on your bank account and your bank account number (IBAN number). Make sure to enter these details correctly as the transfer will fail if the name provided does not exactly match the name that is registered on your bank account.

**Can I change my payment method?**

You can choose your payment method through the mobile app. If you are found eligible and notified about the approval of your assistance, before you get the payment, you can change it to your preferred method.

**Does receiving cash assistance require me to stay in Hungary? ​**

Yes, please remember that the assistance is provided to the persons/families who are currently located in Hungary. However, in case you need to leave Hungary, keep in mind that the application approval process for the financial assistance takes at least 14 days. Withdrawing money outside the country may be limited.

**GROUP X Contacting the Red Cross**

**I have a feedback, question, or complaint about the Red Cross**

If you need assistance with using the registration app or have questions or suggestions about Red Cross services, please contact the Red Cross in any of the following ways:

Call the Hungarian Red Cross **toll free** Cash Helpdesk from 0 680 993909 (this number is toll free if you are located **inside** Hungary **with** a Hungarian number)

Contact Hungarian Red Cross from Viber through 0 680 993909

Or check Hungarian Red Cross Official Website for more contact information <https://voroskereszt.hu/rolunk/elerhetosegeink/>

**Where can I report concerns related to the Red Cross assistance?**

The Red Cross aims to provide appropriate, safe assistance to all, with dignity and respect shown to those they are working with.

Any support provided by the Red Cross Red Crescent is **FREE**.  You should never be asked for money or sexual favours in exchange for assistance. If you are, please report this to the Red Cross in any of the following ways:

* Reach us through the Hungarian Red Cross Cash Helpdesk at +36 1 998 9167
* Report to the Integrity Line online on [https://ifrc.integrityline.org](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fifrc.integrityline.org%2F&data=05%7C01%7CServet.AVCI%40ifrc.org%7C50a06482e8924342ed7308daaa8b68e4%7Ca2b53be5734e4e6cab0dd184f60fd917%7C0%7C0%7C638009813010147358%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=J1R8O91PcAFZmVZwbcwXCsXFT6UFo6%2ByO%2BKyvz17t4k%3D&reserved=0), send an email to [speakup@ifrc.integrityline.org](mailto:speakup@ifrc.integrityline.org) or call toll-free +41 800 437 272
* Speaking to a member of our team whom you trust

All complaints are kept confidential. Please be reminded that Integrity Line is only for concerns and complaints regarding any misconduct, exploitation, abuse, harassment, fraud, corruption, etc. It is not meant for any technical issues regarding your application or money withdrawal. For technical issues, kindly use the channels put in place and details shared in previous section.