# Frequently Asked Questions

**TO BE GROUPED IN DROPDOWN**

**Text, application

Description automatically generated with medium confidence**

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

**Who is the ............. Red Cross?**

The ................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 e-mail ............. Red Cross Cash Helpdesk at .........
* 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?**

.......... 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 .......... Red Cross Cash Helpdesk from ................. (**toll free** if you are located **inside** .......... **with** a .......... number) .................. (**not toll free**)
* Please check .......... Red Cross website for other contact information

**GROUP 2 Application Process**

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

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

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

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

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

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

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

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

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

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

**GROUP 3 Receiving Assistance**

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

**Can I change my payment method?**

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

**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 .......... Red Cross **toll free** Cash Helpdesk from ............this number is toll free if you are located **inside** .......... **with** a .......... number)

Contact .......... Red Cross from Viber through ............

Or check .......... Red Cross Official Website for more contact information

**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.

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* Reach us through the .......... Red Cross Cash Helpdesk at
* 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.