

Financial support for refugees from Ukraine

Frequently asked questions (and answers)

Version: 17 November 2022

I've had to flee my home in Ukraine. Where can I find accommodation in this region?

More information is available (in Dutch, Ukrainian, Russian and English) at [this website set up by Zuid-Holland-Zuid 'Safety Region'](#).

I AM A REFUGEE FROM UKRAINE AND LIVING WITH A HOST FAMILY (PRIVATE)

Will I possibly qualify for receiving money or benefits?

Yes, you may possibly qualify. It's important that you first register with the local authorities (city/town hall) so that your information can be recorded in the municipal [Personal Records Database](#) (known as the BRP in Dutch). You can find out more through the local authorities at the city/town hall (*gemeentehuis*). You also need to have a valid identification document (proof of ID). Once that's all arranged your next step will be to get a European bank account. You can find out more about this at: <https://nl.ibancalculator.com/>. (Please note, though, that opening a bank account with an expired passport or identity card is virtually impossible.)

You will find more detailed information on opening a bank account at the bottom of this questions and answers page.

Now that you have arranged all those matters, you can submit the application. Every Wednesday morning, a team from social services will be available to help you at 'Stadswinkel', Dordrecht's municipal service point. Here you can apply for the living allowance and ask any questions you may have about your entitlement to this allowance, how much it will be and for how long you can get it.

How much can I expect to receive if I am living with a host family?

As part of its refugee support, the municipality provides a living allowance of a maximum of 260 euros per month. This allowance has two components: 205 euros for food, if you are arranging your own meals, and 55 euros for clothing and personal expenses. In addition to this amount, Ukrainian refugees who are living somewhere other than in a reception centre also receive a housing component. This amounts to 215 euros per month for adults and 55 euros per month for minors.

How do I apply when I stay with a host family?

If you are staying with a host family, you apply for the living allowance through the local authorities (city/town hall). The local authorities will contact the host family at the time that the application can be made. The host family can also visit Stadswinkel (Dordrecht's municipal service point) during drop-in hours on Wednesday morning.

Is the living allowance taxed?

No.

I live with a host family. Do I have to pay them the living allowance I receive?

Not necessarily. That's a matter to be arranged between you and the host family. The host family incurs costs for your stay, so you may consider compensating them for this.

Why is there a difference between the living allowance you receive when you live with a host family and when you live at a local reception centre?

At the local reception centre, the municipality arranges your housing and everything that comes with it (like water and power). If you live in someone's home, however, the person you live with takes care of all that, meaning they will have higher expenses than they usually do. That's why you receive extra money, a housing component, when you live with a host family. It's a good idea to talk with your host family about the allowance you receive and how you can help them cover the extra costs they incur.

I'VE HAD TO FLEE MY HOME IN UKRAINE. I AM STAYING / LIVING IN A LOCAL RECEPTION CENTRE

Will I possibly qualify for receiving money or benefits?

Yes, you may possibly qualify. The people at the reception centre can help you through the whole process. They'll let you know when you can apply for this assistance. To apply you can visit Stadswinkel (Dordrecht's municipal service point) during drop-in hours on Wednesday morning.

How much can I expect to receive if I am living in a local reception centre?

As part of its refugee support, the municipality provides a living allowance of a maximum of 260 euros per month. This allowance has two components: 205 euros for food, if you are arranging your own meals, and 55 euros for clothing and personal expenses. If the reception centre is providing your meals you will only be eligible for the portion of 55 euros per month.

GENERAL

When will I receive this money?

You will receive the first payment as soon as possible after we have all your details and, in any case, no later than 3 weeks from your application. After that, the allowance will be paid into your bank account on the first day of each month.

What is BRP?

The Dutch government registers the personal details of people living in the Netherlands in the Personal Records Database. In Dutch this is called the *Basisregistratie Personen*, or BRP for short. More information is available (in Dutch) on the website of the [National Office for Identity Data](#) where they have set up a FAQ page about registering Ukrainians in the BRP.

I had previously fled to Ukraine but had to flee once more because of the war. Now that I have arrived here in the Netherlands, can I count on the same support given to Ukrainians? And what should I do now? (third-country target group)

You are a third-country national if you were in Ukraine when the war broke out but you are not from Ukraine. If you are a third country national, you, too, can count on support and accommodation. It's important, though, that you are able to prove that you were living in Ukraine when the war broke out. If you are unable to do this, you will need to report to the regional office of the national asylum application centre (*Aanmeldcentrum*) in Ter Apel. They will start the support procedure there. You are not entitled to a living allowance if you were registered in the municipal Personal Records Database (BRP) after 19 July 2022.

Do I also receive money or other support for my children?

Yes. As part of its refugee support, the municipality provides a living allowance of a maximum of 260 euros per month. This allowance has two components: 205 euros for food, if you are arranging your own meals, and 55 euros for clothing and personal expenses. This amount also applies to children. In addition to this amount, Ukrainian refugees who are living somewhere other than in a reception centre also receive a housing component. This amounts to 215 euros per month for adults and 55 euros per month for minors.

Is this true no matter the size of my family?

Yes, the size of your family does not matter. The amount applies per person.

I don't have a Dutch citizen service number (BSN). Can I still receive the living allowance?

You can only receive a living allowance if you have been registered in the municipal Personal Records Database (BRP) and have been issued a citizen service number (BSN). If you are living with a host family, you will first need to be registered in the [Personal Records Database \(BRP\)](#). You can make an appointment with the *local authorities (gemeente)* at the city/town hall where you are staying to arrange this. This is also preferred at the local reception centres, but the staff there will assist you with this and you can already apply at pre-arranged times. Staff at the reception centre will be able to tell you more about this.

Can I use my driving licence as proof of ID?

No, that's not allowed.

I don't have proof of ID / I lost my proof of ID. What do I have to do now to be eligible for a living allowance?

You will need to contact the Ukrainian Embassy in The Hague where they can assist you further in obtaining an identity certificate. It's important that you arrange this first. Address and contact details: Zeestraat 78, 2518 AD The Hague, Phone +31 70 362 60 95, Fax +31 70 361 55 65, emb_nl@mfa.gov.ua. Ukrainians can request this certificate during the walk-in hours of the consular department of the Ukrainian Embassy on working days from 09:00-13:00 at Zeestraat 78 in The Hague. The certificate is then usually issued in the afternoon of the same day.

As soon as you have the identity certificate, report to the local authorities (city/town hall) – or to the staff at the local reception centre where you are staying if this applies – to find out what you need to do next, like register in the municipal Personal Records Database (BRP).

I don't have an identity card or passport, but I do have a certificate from the Ukrainian Embassy. Will that be accepted too?

Not for opening a bank account. For this you need an identity card or passport. Only these are accepted as proof of ID.

You can open a bank account using the following identity documents:

1. A Ukrainian passport in Cyrillic script in combination with a [certificate confirming identity and nationality](#) issued by the Ukrainian Embassy. This passport must be valid or have been renewed with a stamp by the Ukrainian embassy. The stamp must still be valid at the time you apply to open the bank account.
2. An expired English-language Ukrainian passport renewed with a stamp by the Ukrainian embassy. The stamp must still be valid at the time you apply to open the bank account.
3. A Ukrainian permanent residence card that was valid on 24 February 2022, in combination with a valid passport from another country outside the EU.
4. An [O-document](#). As of June 2022, the Dutch Immigration and Naturalisation Service (IND) has been issuing this card to Ukrainian refugees who do not have approved identity papers.

Many banks require you to be registered in the municipal Personal Records Database (BRP) and have a citizen service number (BSN).

If you would like to learn more about this, you can find more information on this website: <https://www.betalvereniging.nl/en/ukraine/>

I have an expired Ukrainian identity card or passport. Is this a problem?

Yes, this is a problem when applying for a European IBAN bank account, which you need to receive the living allowance.

I have an internal passport that's only in Cyrillic script. Will that be a problem?

Both your identity and nationality can be determined from this document. It must, however, be established that the facial image on the document corresponds to the person who is reporting residence and address. That the holder is a Ukrainian national is made clear by the inscription 'Passport of the Citizen of Ukraine' preprinted in Ukrainian under the flag on the inside cover of the passport. The document must be translated. The help of a sworn interpreter/translator is preferred, but in this situation the translation can also be provided by a person who is proficient in the language. Please note: Since names in Ukrainian and Russian may differ, in the case of a passport the surname and first names should only be taken from page 1 of the document, which states these in Ukrainian. You include this translation in a 'declaration under oath' (*verklaring onder ede*) and this will then be used as a translation of the internal passport. If the document cannot be translated, the person can request an identity certificate from the Ukrainian Embassy.

If you only have a Ukrainian passport in Cyrillic script, we advise you to apply at the embassy for a certificate confirming identity and nationality. This is needed to establish your identity, after which

you can be registered in the municipal Personal Records Database (BRP) and get a citizen service number (BSN).

I do not have a Dutch bank account. How can I still receive a payment?

As long as you have a European IBAN bank account we can make the payment on it.

I am receiving the living allowance but can start working and will earn more than the living allowance. What are the consequences?

You will no longer receive a living allowance once you start working. Before you can work, you will need to have a Dutch citizen service number (BSN) and to get this you need to be registered in the municipal Personal Records Database (BRP). You must state this number right away when you start working.

I receive a living allowance but can start working part-time and earn less than the living allowance. What are the consequences?

You will no longer receive a living allowance once you start working. Before you can work, you will need to have a Dutch citizen service number (BSN) and to get this you need to be registered in the municipal Personal Records Database (BRP). You must state this number right away when you start working. We are still trying to determine exactly what impact working part-time will have on the living allowance; however, the guidance at the moment is that the living allowance stops when you start working.

I am moving to another reception centre or other living accommodation outside the Drechtsteden cluster. Will I continue to receive the living allowance?

No, you will need to report to the new reception centre. It's important that you also inform the reception centre you are leaving that you are moving to a new location, otherwise Drechtsteden social services may continue to pay you the living allowance and you may have to repay this later. The living allowance you receive from us stops when you leave and the new municipality takes over from us. This means that you will need to register for this with the new municipality or reception centre.

I will be moving to another reception centre or living accommodation within the Drechtsteden cluster. Will I continue to receive the living allowance?

Be sure to notify us of this change immediately. We will then examine whether your new situation will affect your living allowance. This depends on where you will be staying (and other factors). Be sure also to inform the people at the place you are leaving that you are moving to a new location so that everything can be arranged properly.







Am I insured for healthcare costs in the Netherlands?

If you incur healthcare costs in the Netherlands, the general practitioner or other healthcare provider can claim the costs through the Dutch Central Administration Office (CAK). This will all be taken care of for you. You can find out more about how medical care is arranged at <https://www.zorgverzekeringslijn.nl/english/>. This site is available in several languages.

I am hosting people from Ukraine. What information do I need to pass on?

If you are hosting refugees from Ukraine, advise them to register as soon as possible in the Personal Records Database (BRP) for your municipality. If a refugee is no longer staying with you, report this to your local authorities (city/town hall) as soon as possible. If you are taking care of unaccompanied minor children (those without a legal guardian present) we ask that you be extra vigilant. You will need to report this to the local office of the Dutch Children and Family Court Advisory and Support Service (*Raad voor de Kinderbescherming*). The contact details can be found at www.kinderbescherming.nl/contact-en-adresses. It is also advisable to report your situation to the [Ukrainian Embassy](#).

Additional information on opening a bank account

Opening bank account	Proof of identity	Needed to open an account	Costs	Languages	Services /remarks	Next step	Information
ABN AMRO Mobile app	Ukrainian international passport.	Dutch Citizen Service Number (BSN), official residential address in the Netherlands.	€2.95 per month.	Mobile app, internet banking and onboarding are available in English.	Payment account, including debit card, identifier to activate the app with your debit card. The card delivery is 3-5 working days after your application.	Download the ABN AMRO app in the Apple App Store or Google Play Store.	
Bunq Mobile app	Ukrainian international passport or ID card.		First 3 months free, then €2.99 per month.	Mobile app and onboarding are available in English, Ukrainian and Russian.	Payment account, a debit card, and the immediate use of Apple Pay/Google Pay.	Download the Bunq app in the Apple App Store or Google Play Store.	
ING At bank branch or via mobile app	Ukrainian passport or ID card (biometric)	Dutch Citizen Service Number (BSN), proof of BRP registration at municipality	€1.90 per month.	Mobile app, internet banking and onboarding are in English.	Payment account, including debit card and the use of Apple Pay/Google Pay. You have to fill out and sign an addendum form.	Download the addendum form on the ING website and go to the nearest ING bank branch. Or download the ING app in the Apple App Store or Google Play Store	
Rabobank At bank branch or via mobile app	Ukrainian passport, ID card (biometric) or residence permit	Dutch Citizen Service Number (BSN), official residential address in the Netherlands.	Free until 1 March 2023	Mobile app and internet banking are available in English. Onboarding via app is available in English and Ukrainian.	Payment account, a debit card and the use of Apple Pay/Google Pay. A debit card is needed to activate your account and receive your bank account number (IBAN). The card delivery is 3 working days after your application. If you only have a residence permit, you can only open an account in person at a bank branch.	Download the Rabobank app and the Rabo Mobiel Identifier app in the Apple App Store or Google Play Store Or go to the nearest Rabobank bank branch.	
Bitsafe Online	Ukrainian passport, ID card or driving licence	Email address and an address to receive your debit card. Smartphone.	Free account, transaction fees do apply.	Internet banking and onboarding are available in English.	Payment account, including debit card. Mobile app needed to activate account.	Go to the Bitsafe website. Download the Bitsafe app in the Apple App Store or Google Play Store.	
SNS/ Regiobank At bank branch	Ukrainian international passport or ID card	A Dutch Citizen Service Number (BSN), email address and mobile phone number.	€2.55 per month.	Mobile app and internet banking are available in Dutch.	Basic payment account, including debit card. NB only available if applicant does not have other Dutch bank account(s).	Go to the nearest SNS bank branch.	
Triodos By mail	Ukrainian international passport or ID card	A Dutch Citizen Service Number (BSN) and official residential address in the Netherlands.	Free.	Mobile app and internet banking are available in Dutch.	Basic payment account, including debit card. The processing time for the request is about 10 working days.	Download the application form (in Dutch)	