

Financial support for refugees from Ukraine

Frequently asked questions (and answers)

Version: 5 May 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 an IBAN bank account. If you don't have one, you can arrange it quickly, like through [bunq](#) (online bank), for example, or through another recognised bank offering IBAN accounts. 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. Staff from Drechtsteden social services, who will be visiting every municipality, will help you with this process when they arrive. The local authorities will let you know when you can apply for your living allowance.

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 at 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.

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. We can't help you with that.

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. They know, for example, when to expect a visit from the mobile social services team.

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. After that, the allowance will be paid into your bank account on the first day of each month. It takes about 2 to 3 business days to pay out the amount.

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)

Yes, you can count on the same 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.

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.

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?

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 local 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.

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

Yes and no. It's not a problem for registering in the Personal Records Database (BRP). However, it is a problem when applying for an IBAN bank account, for which you must be able to present valid proof of ID like an identity card or passport. And you need such a bank account to be able 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.

Met opmerkingen [ET&V1]: We zijn ervan uitgegaan dat het hier om een intern Oekraïens paspoort gaat.

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

As long as you have an IBAN bank account we can pay the allowance to that account. If you do not have that either, you can request an account through bunq (an online bank). You can read more about this at www.bunq.com/ukraine-refugees. You need a valid identity card or passport to open a bank account. An identity certificate from the Ukrainian Embassy is not sufficient for this.

I am getting 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 local 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 local 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. 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?

Notify us of this change immediately and we will then examine whether your move will have any impact on the living allowance you receive. This depends on where you will be staying (and other factors).

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 for people arriving from Ukraine](#) (and about healthcare in the Netherlands in general) on the site of [Zorgverzekeringslijn](#) (available in Ukrainian, English and Dutch).

I AM HOUSING PEOPLE FROM UKRAINE. WHAT INFORMATION DO I NEED TO PASS ON?

If you are housing 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](#).

More information on opening a bank account

Opening a bank account by Ukrainian citizens

We recommend you to open a bank account in the Netherlands. This will make it easier for you to arrange various matters and help you participate in everyday life. Also, a local bank account means we can transfer funds to you more easily and conveniently. After opening a bank account, you can let the us know what your bank account number (IBAN) is, so we can transfer your allowances for living expenses to it.

[відкриття банківського рахунку громадянами України](#)

Opening a bank account is subject to various rules and regulations. Banks are obliged to check your data and ID. In some cases, this can result in delays before the account is assigned to you and ready for use.

In time, 7 Dutch banks will offer accounts specifically for refugees from Ukraine. At present the following banks are available:

ABN AMRO

Open a bank account online

- [Information in English](#)
- Needed: Ukrainian passport or ID card and Dutch Citizen Service Number (BSN)
- Cost of bank account: 1,95 per month for payment account, including debit card, identifier to activate the app
- Next step: Download the ABN AMRO-app in Apple Appstore or Google Playstore.
- Additional: Debit card is needed to activate the app. The card delivery is 3-5 working days after your application.

Bitsafe

Open a bank account online

- [Information in Ukrainian](#)
- Needed: Ukrainian passport, ID card or driver's license
- Cost of bank account: free; includes debit card. Transaction fees apply.

Bunq

Open a bank account online

- [Information in English and Ukrainian](#)
- Needed: Ukrainian passport or ID card
- Cost of bank account: free for three months, then €2.95 per month. This includes a debit card and the immediate use of Apple Pay/Google Pay.

ING

Opening a bank account at a bank branch.

- [Information in English and Ukrainian](#)
- Needed: BRP registration, BSN number, Ukrainian passport
- Cost of bank account: €2.35 per month (€1.90 for digital-only, which excludes ATM use). This includes free transactions within the EU and a debit card.
- Your nearest ING branch can be found at: [ing.nl](https://www.ing.nl)

Rabobank

Open a bank account online

- [Information in Ukrainian and Dutch](#)
- Needed: Dutch Citizen Service Number (BSN)



- Cost of bank account: Free until March 1, 2023 for Online Payment account, a debit card and the use of ApplePay/GoolePay.
- Next step: Download the Rabobank-app in Apple Appstore or Google Playstore.
- Additional: A debit card is needed to activate your account and receive the IBAN. The card delivery is 3 working days after your application.

SNS

Open a bank account at bank branch

- [Information in Ukrainian and English](#)
- Needed: Dutch Citizen Service Number (BSN)
- Cost of bank account: €2,55 per month for payment account, including debit card.
- NB applicant does not have other Dutch payment account(s).
- Next step: [Go](#) to the nearest SNS Branch.

Triodos

Open a bank account by mail

- [Information in Dutch](#)
- Needed: Dutch Citizen Service Number (BSN)
- Cost of bank account: €5 per month for Basic payment account, including debit card.
- Next step: Download form (Dutch)
- Additional: NB The processing time of the request takes about 10 working days.