



What is KIZILAYKART?

KIZILAYKART is a bank card that can be used at all Point of Sale (POS) devices except stores selling tobacco and alcohol and ATMs across Türkiye.

KIZILAYKART is distributed at Türk Kızılay Service Centers and Halkbank branches, as indicated through SMS messages sent to households found eligible within the scope of the projects.

You can withdraw your cash assistance from ATMs of Halkbank, Ziraat Bank and, VakıfBank within Türkiye or use the assistance via POS devices (ATM of banks aside from these banks may charge you for ATM usage).

#CardLoadedWithKindness

Contact Us

You can reach up-to-date information about ESSN or C-ESSN project through our official communication channels below, which provide services **free of charge**.



Monday - Friday
08:00 - 18:00



Saturday
09:00 - 13:00

Turkish · Arabic · Farsi · English · Pashto

Contact Us



www.facebook.com/Kizilaykart.Programlari

www.kizilaykart.org | Youtube: **KIZILAYKART**

This brochure has been prepared with the financial support of the European Union. The content is entirely under the responsibility of the Ministry of Family and Social Services and Türk Kızılay; it may not reflect the views of the European Union.



EMERGENCY SOCIAL SAFETY NET (ESSN) and COMPLEMENTARY EMERGENCY SOCIAL SAFETY NET (C-ESSN) PROJECTS

If you reside in Türkiye with a Temporary Protection, International Protection, International Protection Application Status, or Humanitarian Residence Permit, you can apply to the ESSN/C-ESSN project to benefit from cash-based humanitarian assistance **financed by European Union**.



What is ESSN & C-ESSN?

These projects are "humanitarian cash assistance" projects aimed at supporting the basic needs of individuals residing in Türkiye with Temporary Protection, International Protection, International Protection Applicant Status, or Humanitarian Residence Permit, who do not have social security and are identified as being in need.

The cash assistance provided to the ESSN and C-ESSN Project beneficiaries is fully **financed by the European Union** and, is implemented through the KIZILAYKART in collaboration with the Ministry of Family and Social Services and Türk Kızılay (Turkish Red Crescent).

One KIZILAYKART is provided to each project beneficiary household. Your assistance amount is determined based on monthly assessments and is uploaded to your KIZILAYKART on the last day of each month.

How Can I Apply to the Project?

The application process for the ESN and C-ESN projects is the same.
To apply for the project, please follow the steps below.



Your KIZILAYKART can only be collected by the person who applied for the project on behalf of the household, by presenting an identification card that includes an ID number starting with 9. The monthly cash assistance per person can be withdrawn from ATMs or used at POS devices.

As a Project Beneficiary, What Are My Responsibilities?

1- If you change your address, first visit the Provincial Directorate of Migration Management / Population Directorate, and then visit the SASF or SC in the district where your address is registered to notify them of the change and complete any required procedures. Failure to report your address change to these institutions will result in your assistance being stopped.

2- Ensure that the phone number you provided during the application is up-to-date, as your application results, monthly payment information, and updates related to the projects will be communicated to you via SMS. If your phone number has changed, you must update it by applying at SASF or SC.

3- If there are changes in your household such as the number of family members, citizenship, or disability status, you must update your application.

In this case, you should apply at the SASF or SC to make the necessary updates.

All households receiving assistance will be visited by SASF staff to verify the accuracy of the information provided in the application form and to assess whether the need for assistance continues.

Remember:

If you do not collect your KIZILAYKART for three months and/or do not use any of your assistance on your KIZILAYKART for six months, the amount on the card will be withdrawn.

As a Project Beneficiary, What Are My Rights?

All procedures related to the ESN and C-ESN projects, including applications, are free of charge.

At project implementation points, respectful attitude and communication are fundamental. If you have any complaints about not being treated respectfully or if you wish to express your opinion, you have the right to report this. If you encounter any contrary situations or are asked to make any payments for services and support provided, please call the toll-free 168 Kızılay Call Centre.

Your personal data, along with any opinions and complaints you submit, are protected under strict confidentiality principles and are covered by the laws of the Republic of Türkiye on Data Protection (the Social Assistance and Solidarity Law No. 3294 and the Data Sharing Law No. 6698). They are not shared with any person or institution.

How Is My Application Evaluated and Finalised?

Your application is evaluated monthly according to the specified criteria.

Based on the verification of these criteria, each household can benefit from only one of the projects at a time; it is not possible to be a beneficiary of both ESN and C-ESN projects simultaneously.

The result of your application will be communicated via Short Message Service (SMS) to the phone number you provided during the application process within 5 to 12 weeks.

How Can I Learn About Project Criteria and Assistance Amounts?

The eligibility criteria and the amount of cash assistance provided to ESN and C-ESN projects' beneficiaries are jointly evaluated by the donor of the fund; the European Union, and the implementing institutions; the Ministry of Family and Social Services and the Türk Kızılay which can change over time accordingly.

You can reach up-to-date information about project details and assistance amounts from the official communication channels of the KIZILAYKART Programmes mentioned in the brochure.