



EMERGENCY AID 2021

Refugees and Migrants, if you received the Emergency Aid in 2020, see if you are eligible to receive the benefit this year

1. How much is the emergency aid 2021?



150 BRL/month for households with one person



250 BRL/month for households with 2 or more people



375 BRL/month for women heading a household without a husband or partner and with dependents, including underage mothers from 12 to 17 years old

2. For how long?



For up to **7 months!**

3. Who can receive it?

- People who received the Emergency Aid until December 2020; and
- People whose household income per person is up to half a minimum wage (550 BRL); and
- People whose household total income is up to 3 minimum wages (3,300 BRL).



ATTENTION

To receive the Emergency Aid 2021, **YOU WON'T NEED TO REGISTER!** The Brazilian Federal Government will use the personal data gathered last year. For those who are eligible, the payment will be automatic. **BEWARE** of fake websites requesting your personal information to receive the benefit!

4. How can I receive the aid?

- 1** If you **ARE** part of the **Bolsa Família** programme, in case the value of the Emergency Aid 2021 is higher, you are eligible to receive it!



The Emergency Aid 2021 will be automatically paid into the bank account through which you receive the Bolsa Família benefit. Thus, there is no need to go to the bank!



PAYMENT SCHEDULE

The payment will be made on the same day that you receive the *Bolsa Família* benefit.

- 2** If you **ARE NOT** part of the **Bolsa Família** programme, the Emergency Aid 2021 will be paid via a digital social savings account, opened automatically and free of charge by the *Caixa Econômica Federal* Bank, in the beneficiary's name. To access it, download the app "**CAIXA TEM**".



apple.co/3c3C2Qp

bit.ly/2RR8TAQ



PAYMENT SCHEDULE

For those who are not part of the *Bolsa Família* programme, the dates for the Emergency Aid 2021 payment have been divided by month of birthday. Hence, both the payment via digital social savings account and the cash withdrawal will follow the dates set by the Brazilian Federal Government according to your month of birthday.

To check the payment dates, access the Federal Government's official page on the Emergency Aid 2021: bit.ly/2SaDUAb

For more information on how to use the **CAIXA TEM** app, please access: caixa.gov.br/auxilio/tutoriais



In case you do not have access to the internet and need to withdraw the benefit, you may do so in agencies of the *Caixa Econômica Bank*, *Caixa Aqui* correspondents, ATMs and in lottery retailers. **ATTENTION!** The dates to withdraw the Emergency Aid 2021 are different and depend on each situation. Do not go to make a withdrawal of the benefit before checking your date!

5. Does my cpf need to be in good standing so I can receive the emergency aid 2021?

YES! If you meet the requirements to receive the Emergency Aid 2021, your CPF (Taxpayer Identification Number) needs to be regularized. The only exception is for the beneficiaries of the *Bolsa Família* programme. To regularize your CPF, follow the instructions below:

- 1 Download the app “CPF Digital” on your phone and access the website to check the status of your CPF: bit.ly/3vxSMXw;
- 2 In case your CPF is not in good standing, access the website and follow instructions to regularize it: bit.ly/3wHf7IA.



apple.co/3oZjkyw

bit.ly/2SGpill

6. If more than one member of my family is eligible to receive the emergency aid 2021, who will receive the benefit?

The Brazilian Federal Government defined that **only one member of the family can receive the benefit**. The priority follows the order below:

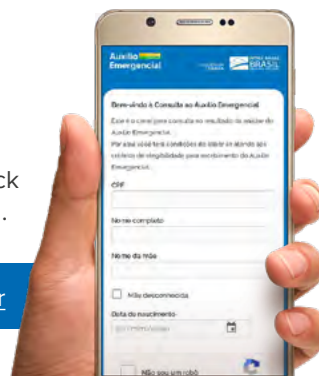
- 1 Woman heading the household, without a spouse and with dependents;
- 2 The oldest and, as tie breaking criteria, women are the priority; and
- 3 Alphabetical order of the first name, if necessary, as tie breaking criteria.

7. Is there a website to check if I am eligible to receive the emergency aid 2021?

YES!

The Brazilian Federal Government created a website to check this information. Access it here:

bit.ly/3wFOTjr



In case you access the website to consult the Emergency Aid 2021 - consultaauxilio.cidadania.gov.br/consulta see the result “**INELIBIGLE**” and don't agree with it, click on the button “**Contestar**” (Contest).

- ↳ **After clicking on the button**, an analysis will be presented to show if, after the reasons of non-approval of your aid are presented, it is possible to submit a contestation.
 - ↳ **If it is possible**, the system will ask if you would like to submit the contestation and, when confirmed, the contestation will be sent to the Federal Government for evaluation.

You will have 10 running days to submit your contestation.

This period will start to count once the results are posted on the consultation website.

Those who submit a contestation will have their benefit analyzed again the following month, with the objective that the analyses conducted meet the current situation of the citizen as much as possible.

↳ Access here for more information about the Emergency Aid 2021 contestation bit.ly/3g6Z1MU

USEFUL INFORMATION



If your family **RECEIVES** the *Bolsa Família*, the payment will be delivered to the same account and programme card or via bank deposit, depending on how the benefit is already paid.



If you **DO NOT** receive the *Bolsa Família*, the payment will be delivered to the digital social savings account of Caixa, through the *Caixa Tem* app.



Those who do not own a cell phone or the app can also request to withdraw the benefit at the agencies of **CAIXA**. But attention to the payment schedule for those who are not part of the *Bolsa Família* programme, because the money is first available at the “*CAIXA Tem*” app and only then is available for withdrawal.



The Emergency Aid 2021 **cash withdrawals** will follow a **specific calendar** of the Federal Government.



Should you need to withdraw the Emergency Aid 2021, **always have in hand an identification document** (asylum seeking protocol, temporary RNM document or RNM card).



Avoid agglomerations! If you need to withdraw the benefit, remember to always wear a mask and respect social distancing.



BEWARE of websites and links requesting your subscription and personal information to receive the Emergency Aid 2021!

Remember that this year there will not be a new registration and the payment will be automatic, based on the data of those who received the benefit in 2020!



The Brazilian Federal Government created a website with the main Q&A about the Emergency Aid 2021. Access it here: bit.ly/34q9VX8

MORE INFORMATION

Ministério da Cidadania

bit.ly/34oM5Lw 📞 121

UN Agency for Refugees (UNHCR)

ajuda.acnur.org

United Nations Children's Fund (UNICEF)

unicef.org/brazil uni.cf/34rKPHv

Caixa Econômica Federal

bit.ly/3fsxt4b 📞 111

International Organization for Migration (IOM)

brazil.iom.int

ONU Women

onumulheres.org.br

Should you have any doubts, the following UNHCR's and IOM's partner organizations can help:

ADRA - Agência Adventista de Desenvolvimento e Recursos Assistenciais Manaus (AM)

✉ contato@adra.org.br
✉ nucleo.manaus@adra.org.br
📞 +55 (61) 3701-1833
📞 +55 (92) 99303-7757

ASBRAD - Associação Brasileira de Defesa da Mulher da Infância e da Juventude Guarulhos (SP)

✉ contato@asbrad.org.br
📞 +55 (11) 2409-9518

AVSI - Associação Voluntários para o Serviço Internacional Boa Vista e Pacaraima (RR)

✉ salvador@avsi.org.br
📞 +55 (71) 3555-3355

CAMI - Centro de Apoio ao Migrante São Paulo (SP)

✉ contato@cami.org.br
📞 +55 (11) 9672-94238

CAM - Centro de Atendimento ao Migrante Caxias do Sul (RS)

✉ aesc.cam@aesc.org.br
📞 +55 (54) 3027-3360

Caritas Arquidiocesana de São Paulo (Centro de Referência para Refugiados) São Paulo (SP)

✉ certidao.casp@gmail.com
📞 +55 (11) 94574-6358

Cáritas Brasileira Regional Paraná Curitiba (PR)

✉ caritaspr@caritas.org
📞 +55 (41) 3039-7869
📞 +55 (41) 99907-3761

Cáritas Brasileira Regional Norte II Belém (PA)

✉ caritasnorte2@caritas.org.br

**Cáritas Arquidiocesana do Rio de Janeiro**

Rio de Janeiro (RJ)

✉ il@caritas-rj.org.br

☎ +55 (21) 98463-6505

Cáritas Arquidiocesana de Manaus

Manaus (AM)

✉ caritasaquimanaus@gmail.com

☎ +55 (92) 3212-9030

☎ +55 (92) 99519-5501

Cáritas Brasileira Regional Santa Catarina

Florianópolis (SC)

✉ casadedireitos.sc@caritas.org.br

☎ +55 (48) 99829-2008

Centro de Referência e Atendimento para Imigrantes (CRAI)

São Paulo (SP)

✉ recepcao.crai@sefras.org.br

☎ + 55 (11) 2361-3780

☎ + 55 (11) 2361-3780 (Whatsapp)

☎ + 55 (11) 2361-3780 (Whatsapp)

Círculos de Hospitalidade

Florianópolis (SC)

✉ contato@circulosdehospitalidade.org

☎ +55 (48) 99800-5255

CDHIC - Centro de Direitos Humanos e Cidadaniado Imigrante

São Paulo (SP)

✉ contato@cdhic.org

☎ +55 (11) 95327-8158

FFHI - Fraternidade Federação Humanitária Internacional

Boa Vista e Pacaraima (RR)

✉ meiosdevida.roraima@

fraterinternacional.org

IMDH - Instituto Migrações e Direitos Humanos Brasília

Brasília (DF)

✉ imdh@migrante.org.br

Missão Paz

São Paulo (SP)

✉ protecao@missaonspaz.org

☎ +55 (11) 3340-6950

SPM - Serviço Pastoral Migrante

Conde (PB) e Florianópolis (SC)

✉ spmneacasadomigrante@gmail.com

Serviço Jesuíta a Migrantes e Refugiados

Brasília (DF), Boa Vista (RR), Manaus (AM) e Belo Horizonte (MG) e ASAV Porto Alegre (RS)

✉ (MG) socialbh@sjmrbrasil.org

☎ (MG) +55 (31) 99210-3434

☎ (AM) +55 (92) 99157-6097

✉ (AM) projetosmao@sjmrbrasil.org

☎ (RR) +55 (95) 99962-1000

✉ (RR) socialbv@sjmrbrasil.org

☎ (ASAV - RS) +55 (51) 32540140

CRIME REPORTING CHANNELS



Report physical, sexual or psychological violence against children, adolescents and women.

Dial 180 to report violence against women.



Dial 100 to report violence against children and adolescents.



The call is anonymous and free of charge.