

# Financial assistance

- What you need to know

## **What is financial assistance?**

Financial assistance is a form of support that is paid until you are able to provide for yourself and your family. Your entitlement to this support is conditional on the fact that you are not able to cope with your current financial situation. When you apply for financial assistance, we investigate your financial situation (which includes the income and assets of the entire household) to determine whether you are entitled to receive financial assistance. We also investigate your life situation in order to establish a plan for how you will be able to provide for yourself and your family.

## **What can you receive financial assistance for?**

The size of the assistance is affected by the income and assets of the entire household. It is based upon a standard national amount, which is determined by the government and is the same for all municipalities in Sweden.

Financial assistance can cover costs including:

- food
- clothing and shoes
- personal hygiene
- leisure activities
- utility bills

## **Your obligations if you receive financial assistance**

To be entitled to receive financial assistance, you must do everything you can in order to contribute to providing for yourself and your family. You must have regular contact with your planning coordinator, and ensure that you follow the plan. It is important that the information you provide is accurate and that nothing is left out. If we receive incorrect information, this could result in demands for repayment or even prosecution.

### **If you are looking for work**

- You must be registered with Arbetsförmedlingen, and be actively looking for work
- You must have regular contact with your planning coordinator
- You must provide an account of how you are actively looking for work
- You must apply for all vacancies for which you are qualified that are within commuting distance

Your application may be reviewed and rejected if you say no to an offer of work or a working arrangement, or if you are deemed to not be actively seeking work.

If you have an impaired capacity to work (complete or partial) and are not able to look for work or to work due to health reasons, this must be confirmed by a valid medical certificate.

## **If you are on parental leave**

- You must take your full parental allowance via Försäkringskassan, seven days per week.
- If you do not have a job to return to at the end of your period of parental leave, you must apply (plenty of time in advance) for a place on a childcare scheme so that you can be registered with Arbetsförmedlingen and actively look for work once your parental leave has expired.

## **If you are a student**

You must be able to live on study grants or allowances, or other forms of student support. Financial assistance is not generally granted to students.

## **Use your own assets and other contributions**

If you have any money in a bank account, or if you have any other financial assets, you must first use these to support yourself before you can receive financial assistance. You must also have applied for any other benefits to which you may be entitled, such as housing benefit or maintenance support, or payments from a private unemployment fund (a-kassa).

### **How to apply for financial assistance**

You can use our e-service for financial assistance to submit your application online. You can access the e-service on our website:

[https://m01-mg-local.login.ronneby.se/samlv2/idp/sign\\_in/20](https://m01-mg-local.login.ronneby.se/samlv2/idp/sign_in/20)

## **What to do**

1. Log in to the e-service using your Mobile BankID or another form of electronic identification.
2. Click on 'New application'.
3. When you have entered all your details, click on 'Proceed'.
4. Read through the summary.
5. If this is the first time you are applying, you must attach the following documents:
  - Statements for the past three months for all your bank accounts
  - Account summary
  - Rental contract (housing)
  - Rental payment notifications (housing)

- Residence permit (if required)
- For the cost of glasses or dental care, cost estimates or invoices must be attached

From the date on which you submit your application, you have a period of five working days in which to submit all supplementary documentation. It is important that you save all such documentation, as you may be requested to provide evidence of the expenses you submit with your application.

6. Click on 'Submit'. If your application for financial assistance is granted, you will receive payment on around the 25th day of the month.

State your telephone number and email address in the 'My pages' section of the e-service, and you will receive messages from your coordinator about the status of your case, the decisions made, and any planned appointments.

### **Log in using electronic identification**

To log into the e-service, you must have an electronic form of identification (e.g. BankID) and be registered as living in Ronneby municipality. Electronic identification is a secure way of proving your identity on the internet. It also represents a secure way for us, as a public authority, to protect your personal data. If you do not have an electronic form of identification, please contact your bank.

If there are two people applying in your household, each person must have their own electronic form of identification in order to sign upon completion of the application.

### **If you are applying for financial assistance for the first time**

Begin by following the instructions in points 1-6 in the 'What to do' section above, and then continue reading here.

Within 48 hours after your application has been submitted, you will be given an appointment with your planning coordinator. We will contact you via the 'My pages' section of the e-service.

### **Your first meeting with us**

If you are unable to attend your appointment on time, it is important that you inform us as soon as possible. Missed appointments that are not cancelled will result in the rejection of your application for financial assistance.

When attending your meeting with us, it is important that you bring with you:

- a medical certificate issued by a doctor, if you are on sick leave
- your activity report from Arbetsförmedlingen, if you are unemployed
- your application for childcare, if you are on parental leave
- your smartphone/device containing your BankID

Do you need an interpreter? If so, inform us in advance of your appointment so that we can arrange for an interpreter to be present.

### **During the meeting**

The first meeting takes around 45-60 minutes.

Here, you will meet your planning coordinator. Together, you will produce a plan for how you will be able to provide for yourself. The plan takes into account your needs and your personal circumstances, so different people may have different plans.

### **After the meeting**

Together, you and your planning coordinator will decide how you are to proceed. After the meeting, your application will be processed.

Financial assistance is paid out via the recipient's personal number. Ronneby municipality works together with Swedbank. If your account is with a different bank, you must register your account with Swedbank.

## **Please contact us if you have any questions**

If you are uncertain about how to apply for financial assistance online, please contact us and we will be happy to help you. In the town hall in Ronneby, you can borrow a computer to log in to the e-service. You will also find staff here who can help you with your application.

### **If you have not been assigned a coordinator**

If you have any questions about the application process, or if you would like advice or information:

Telephone hours: Weekdays 10:00-11:45

Telephone number: 0457-61 89 70

### **If you have been assigned a planning coordinator**

Telephone hours: Monday-Thursday 10:00-11:45

Telephone number: 0457-61 89 30

### **If you have a financial coordinator**

You will find the contact details for your financial coordinator in the 'My pages' section of the e-service.

**Reception**

**Opening hours:** Monday-Thursday 08:00-17:00, Friday 08:00-16:00

**Telephone number:** 0457-61 82 58

**Address for visitors:** Karlshamnsvägen 4, Ronneby

**Email address:** [social@ronneby.se](mailto:social@ronneby.se)