



Refugee or migrant women, learn more about

How to access Federal Government Emergency Aid and other support during the COVID-19 crisis



EMERGENCY AID

1 What is it? Financial aid, for up to three monthly payments.



R\$ 600/month for up to two people from the same family.



R\$ 1.200/month for women who head households.

2 Who is eligible?

Individuals who are **NOT** formally employed or are unemployed or registered as an individual micro-entrepreneur (MEI, Microempreendedor Individual).

Anyone can apply, regardless of their profession, as long as they meet the requisites for aid.



If you're the **solely responsible for household expenses** and have at least one person under the age of 18 in your care, you're entitled to R\$ 1.200/month in aid.



If you're an **underage mother**, you're also entitled to aid.

3 Requisites

- Be at least **18 years old**, except in the case of **underage mothers**;
- Not be** formally employed;
- Have an income of **up to R\$ 522,50** per family member or a total family income of **up to R\$ 3.135,00**;
- Have a **valid CPF (Individual Taxpayer's Registry)** number;
- Not receive any other Government aid or income** (for example, retirement, pension, unemployment insurance, disability benefits, Continued Payment Benefits), with the exception of **BOLSA FAMÍLIA** program benefits;



If you receive **BOLSA FAMÍLIA**, you'll continue in the program, but the amount may be increased.



If you receive less than **R\$ 600** from Bolsa Família

Your income **will be supplemented to attain R\$ 600/month** for up to three monthly payments.



If you're a woman who is the **head of the family** and receives from Bolsa Família

The amount **will be increased to R\$ 1.200/month** for up to three monthly payments.



4 How to receive the Aid

1 If you already receive Bolsa Família program benefits:



You don't have to go to the bank.

You should automatically receive the new amount of R\$ 600 or, in the case of a woman head of household (responsible for household expenses), R\$ 1.200 for up to three monthly payments.



PAYMENT SCHEDULE



Check the **final digit on your NIS (Social Identification Number)** card to find the payment date (in the table at right)

NIS final digit	1	2	3	4	5	6	7	8	9	10
JUNE	17 JUN	18 JUN	19 JUN	22 JUN	23 JUN	24 JUN	25 JUN	26 JUN	29 JUN	30 JUN
JULY	20 JUL	21 JUL	22 JUL	23 JUL	24 JUL	27 JUL	28 JUL	29 JUL	30 JUL	31 JUL
AUGUST	18 AUG	19 AUG	20 AUG	21 AUG	24 AUG	25 AUG	26 AUG	27 AUG	28 AUG	31 AUG
SEPTEMBER	18 SEP	19 SEP	20 SEP	21 SEP	24 SEP	25 SEP	26 SEP	27 SEP	28 SEP	31 SEP
OCTOBER	19 OCT	20 OCT	21 OCT	22 OCT	23 OCT	26 OCT	27 OCT	28 OCT	29 OCT	30 OCT
NOVEMBER	17 NOV	18 NOV	19 NOV	20 NOV	23 NOV	24 NOV	25 NOV	26 NOV	27 NOV	30 NOV
DECEMBER	10 DEC	11 DEC	14 DEC	15 DEC	16 DEC	17 DEC	18 DEC	21 DEC	22 DEC	23 DEC



For more information, access the Ministry of Citizenship website

bit.ly/3f9TDFq

2 If you're already registered in the Federal Government's Single Registry for Social Programs (CADUNICO), but don't receive Bolsa Família benefits:



If you meet the requirements, you can already start receiving



Emergency Aid if you've a CAIXA or Banco do Brasil bank account in your name in your CADUNICO registry.

If you don't have a bank account, a Poupança Social Digital CAIXA (CAIXA's Social Digital Savings Account) is automatically opened in your name. But you need to have a CPF registered in the CADUNICO.



If you've not registered your CPF in CADUNICO, you can make the request using the CAIXA app or website.



Download the app CAIXA - Auxílio Emergencial



Access the CAIXA website

auxilio.caixa.gov.br

IMPORTANT!

If you're already registered on the Single Registry CADUNICO with your CPF, **you don't need to apply**, just check your status.



Check the **dates to receive** your Aid benefits on the internet or by phone.

📞 121 📞 111

auxilio.caixa.gov.br



Check online if you'll receive Emergency Aid.

auxilio.caixa.gov.br



IF YOU AREN'T SURE YOU'RE REGISTERED IN CADUNICO

You can consult your registration using the app or on the CADUNICO website.



Download the app Meu CadÚnico



Access the CADUNICO website

bit.ly/2XLUki8

On the website, or using the app, you can check if you're registered, find your NIS, check family members, family income and generate a proof of registration.



4 How to receive the Aid

3 If you're **NOT registered** in CADUNICO, or if you registered after April 2, 2020:



Download the app CAIXA Auxílio Emergencial



apple.co/2BjT020



bit.ly/2UMiGGP

You should register using the **CAIXA - Auxílio Emergencial** app or online at auxilio.caixa.gov.br

When completing your registration, all people who live with you and share income and expenses should be declared, including children and other minors. **All must have a valid CPF.**



Should a member of your family not have a CPF you must obtain it before making the request.



If you already have a bank account in your name, at any bank, you can provide your bank account details when you apply for the Aid on the website or using the app. The Aid benefit will be deposited in the bank account provided.



If you don't have a bank account, CAIXA will open a social digital savings account in your name to deposit the Aid.



IMPORTANT!



All family members who meet the requirements should submit their own application, and **a maximum of two people from the same family can receive the Aid.**



in up to **5 DAYS**

After approval, individuals entitled to the Aid will receive the benefit within 5 days in the account informed or created by CAIXA.



Download the app CAIXA - Auxílio Emergencial



apple.co/2BjT020



bit.ly/2UMiGGP

After registering, you can check if, and when, you'll receive the emergency aid using the app or on the CAIXA website.



The same mobile phone may be used to register more than one person in the app, but each must have their own phone number.

5 How to apply for the Aid if you don't have access to the internet

You can apply for Emergency Aid at the Post Office.

To apply at the Post Office, simply bring your documents and follow the application schedule according.



SCHEDULE FOR APPLICATIONS AT THE POST OFFICE

- MONDAY** → Born in January or February
- TUESDAY** → Born in March or April
- WEDNESDAY** → Born in May or June
- THURSDAY** → Born in July, August or September
- FRIDAY** → Born in October, November or December



DOCUMENTS REQUIRED

- Official identification with photo**, that also includes your mother's name
- Your CPF and the CPF of family members** who depend on your income



IMPORTANT!



If you've a bank account, don't forget to bring your account details.

If you don't have account, you can ask the Post Office to open a CAIXA's Social Digital Account. **The account will only be opened if your application is approved**



You'll receive a **registration protocol** when you finish your application. Keep this proof of registration



To **monitor your application**, you can call 121 or go to any Post Office after the ten-day period for completing the analysis. **Don't forget to bring your registration protocol and your CPF.**



The Post Office will not pay the benefit, only CAIXA can do this.



Check the **Post Office service hours**. Most agencies are open Monday to Friday, from 9 a.m. to 5 p.m.

6 In cases of errors in the registration

After submitting your registration, you must wait for the verification of your application by the Federal Government. At this time, you aren't able to make any changes.



If you made a mistake and your aid was refused, or the result was "inconclusive data" you can submit a new application.



If you're regularized or updated your CPF data recently, you should wait at least three days before registering again.

MAIN ERRORS DURING REGISTRATION

- > Marking head of household without indicating a family member;
- > Discrepancies in application data when another family member has also applied;
- > Not indicating the sex of a person;
- > Inclusion of the same person in different families;
- > Incorrect family member data, such as CPF or date of birth;
- > Inclusion of a deceased family member.

If you need to regularize your CPF, the process can be done online, free of charge.

Access the Receita Federal (Federal Revenue Service) website

bit.ly/2AUXozL



Make sure you fill in all fields with correct data, without omissions or changes.

7 If your application is refused

If your registration was done correctly, but your application was refused and you don't agree with the decision, you can request a review using the app or on the program website.

Your can monitor your application in the the same way as the original application.



BE CAREFUL!



BEWARE OF FALSE APPS EMAILS AND AND SITES.



ALL PROCEDURES ARE FREE OF CHARGE.

You can only use the CAIXA app. It is free and can be installed on your mobile phone, even if you've no credit or data plan from your mobile operator.

Be attentive to emails or websites that contain false information or that try to obtain your personal data. When in doubt, only get information on the official websites



HELPFUL INFORMATION



IF YOU AREN'T REGISTERED IN CANUNICO, DON'T WORRY!

Even if you aren't registered, you can receive Emergency Aid by applying using the app or at the CAIXA website.



You DON'T NEED to go a social assistance post or another place to register in CADUNICO.



Keep your CPF and identification document(s) in order (Refugee Application Protocol, temporary document or National Migrations Registry - RNM card, or other valid official identification document).



Avoid crowds and going to banks and public agencies unnecessarily.



The Federal Government may approve the **payment of new installments of Emergency Aid** during the COVID-19 pandemic, but not necessarily the same amounts.



STAY INFORMED USING SAFE INFORMATION SOURCES.



For more information on your banking rights and obligations, read the **“Cartilha de Informações Financeiras para Migrantes e Refugiados” (Financial Information Booklet for Migrants and Refugees).**



PORTUGUESE
bit.ly/2Y6Bkv8



FRENCH
bit.ly/2AIDmZq



ARABIC
bit.ly/30Sctlm



ENGLISH
bit.ly/3e9tNRD



SPANISH
bit.ly/2UPSXgL



IF YOU DON'T HAVE A BANK ACCOUNT, DON'T WORRY

A CAIXA's Social Digital Saving account will be opened on your behalf. This account allow for electronic transactions, such as transfers to other accounts, wire transfers (DOC) or express wire transfers (TED) to any bank, or the payment of bills.



To use your digital account, download the CAIXA TEM app



apple.co/3ebt5Ds

bit.ly/3fyIrl5q



For **cash withdrawals from your CAIXA's Social Digital Saving Account**, consult the **specific schedule** provided by the Federal Government.

OBSERVATIONS CONCERNING THE CAIXA'S SOCIAL DIGITAL SAVINGS ACCOUNT

If you need to open a CAIXA's social digital savings account to receive the Aid, **you'll have to provide an identification document**, which can be

- > Refuge Application Protocol; or
- > National Migration Registry Card; or
- > National Migration Registry Card application protocol; or
- > Digital Employment Booklet (CTPS); or
- > Passport



CONTACTS

> **United Nations High Commissioner for Refugees (UNHCR)** help.unhcr.org

> **United Nations Children's Fund (UNICEF)** unicef.org

> **International Organization for Migration (IOM)** brazil.iom.int

> **UN Women** onumulheres.org.br

More information on Emergency Aid:

> **Ministry of Citizenship**
☎ **121 TOLL-FREE NUMBER**
cidadania.gov.br

> **CAIXA Support Center**
☎ **111 TOLL-FREE NUMBER**
caixa.gov.br/auxilio

You can monitor the details your application at:
consultaauxilio.dataprev.gov.br/consulta

If you still have questions, you can fill out a form at:
fale.mdsvector.site:8080/formulario



The partner organizations below can also help with questions or doubts:

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)

☎ regularizacaoimigratoria.cami@gmail.com
☎ +55 (11) 3333-0847
☎ +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)

☎ caritasarquimaneus@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 Cidadania do 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)

☎ imdham@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



DOMESTIC AND FAMILY VIOLENCE

1 Maria da Penha Law

Since the beginning of the pandemic, there has been an increase in cases of domestic and family violence against women. **Brazilian law (Maria da Penha)** punishes the following forms of violence:



PHYSICAL

Pushing, hitting, beating, throwing objects, strangulation, inflicting skin or hair burns, injuries with sharp or piercing objects.



PATRIMONIAL

Controlling of money, failing to play support, destroying or damaging personal documents or belongings, theft, extortion, deprivation of assets or economic resources.



PSYCHOLOGICAL

Threats, humiliation, manipulation, stalking, harassment, cursing, blackmail, limiting the right to free movement.



MORAL

Accusation of betrayal, moral judgment of conduct, exposure of personal life, false criticism, denigration for the way one dresses.



SEXUAL

Rape, forced sexual acts that cause discomfort or disgust, preventing the use of contraception methods or forcing abortion, coercion or manipulation for marriage, pregnancy or prostitution.



BE ALERT!

VIOLENCE DOES NOT ALWAYS BEGIN WITH PHYSICAL AGGRESSION.

Generally, other forms of violence occur first.

2 How to get help



Tell family and friends about your situation. Then **call 180** for more information. This federal government service is available 24 hours a day, every day of the week.