



# WHAT YOU SHOULD KNOW ABOUT financial assistance

In June 2020, we improved our e-service to make it easier for you to apply for financial assistance digitally.

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# What is financial assistance?

Financial assistance is there to help those who have temporary financial problems. In order to receive financial assistance, you must first have done everything you can to support yourself. The long-term goal of financial assistance is to make you self-sufficient.

## What can I help with?

The assistance is to cover monthly costs such as for food, clothing, telephone and accommodation. You can also get financial assistance for other things that you need in your everyday life, such as glasses, dental care or child care.

## Who can receive financial assistance?

Each application for financial assistance is assessed on the basis of your situation at the time, but to be entitled to assistance you must:

- Be registered at the Swedish Public Employment Service and actively looking for a job if you are unemployed.
- Not have money in the bank or other things that you can sell, such as a car, boat, jewellery or artworks.
- Be unable to receive another benefit, such as unemployment insurance, activity support, sickness benefit or parental allowance. However, you may be entitled to financial assistance while you are awaiting a decision on another benefit. In some cases, you may be required to repay the money received for assistance, if you later receive a decision on another form of benefit that is valid for the same period.
- Be unable to be supported by your partner if you are married or cohabiting.

# How do I apply?

## **Apply via e-service**

1. Visit My Pages on [norrkoping.se](http://norrkoping.se) and apply for financial assistance.
2. Click "start e-service"
3. You log in and sign your application with e-ID such as Mobile Bank ID. If there are two applicants, you should both sign the application with e-ID. If you do not have Mobile Bank ID, contact your bank.

## **Why should I apply using the e-service?**

It is easy to apply for financial assistance via the e-service.

You can:

- See when you receive any payment
- Read about your decision and the assessment of your decision
- Follow your case from application to decision.
- Attach documents directly in the e-service. You can photograph the documents with a mobile phone camera or attach documents directly from your computer
- Apply at any time of the day or night

## Apply via form

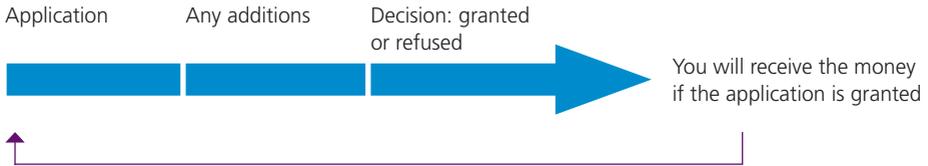
If you cannot apply via the e-service, you can apply using a form.

The form can be obtained from the Employment and Adult Education Office or downloaded from the Norrköping Municipality website.

### Remember

- You need to make a new application for each month that you need financial assistance.
- If you are not satisfied, you can appeal the decision. You must do this no later than three weeks after you have received your decision.

# How is it done?



## Any additions

If something is missing from your application, please provide the missing information or documents.

## Decision

Once we have received your application, your administrator will investigate whether you are entitled to financial assistance under the Social Services Act, based on your needs and your ability to support yourself. Then we make a decision that we send to you.

## The money is deposited

If the decision means that you will receive money, it will be deposited into your bank account.

# Other questions

Are my personal data registered?

The staff who work with financial aid are bound by professional secrecy. You have the right to see what information about you has been documented and point out if anything is incorrect.

Your personal data (for example, your name and personal identity number) are processed in the Labour Market and Adult Education Department's operational computer system in accordance with the General Data Protection Regulation (GDPR). More information about how we handle personal data is available on our homepage, [norrkoping.se/gdpr](http://norrkoping.se/gdpr).

Can I be required to repay money?

Yes, you may have to repay money received, for example if you received the money as an advance on salary or if you provided information that is not correct.

If you need to repay, your administrator will tell you.

In which municipality should I seek financial assistance?

You apply for assistance in the municipality you are registered in or have your strongest connection to. You may also be entitled to financial assistance in the municipality you are staying in.

Can I get financial assistance from Sweden if I am abroad?

No, you must be in Sweden to be able to get financial assistance.

## Budget and debt advice

You can also get help to change your finances and advice on how to get rid of your debts. Contact the Employment and Adult Education Office for more information.

## Participation in traineeships or other activities

If you receive financial assistance, you may be required to participate in a traineeship or other activities, in order to become self-sufficient as soon as possible.

# Further information

If you have any questions about financial assistance, please contact the Employment and Adult Education Office.

## **Street address**

Tegelängsgatan 19 A; see the reception opening hours on our website.

## **Postal Address**

Norrköping Municipality, Employment and Adult Education Office,  
601 81 Norrköping

## **Telephone**

011-15 00 00 (contact centre)

## **Telephone hours:**

Monday-Friday 08.00-16.00

## **E-mail:**

arbetsmarknadssochvuxenutbildningskontoret@norrkoping.se

## **Webb**

More information and e-application can be found at [www.norrkoping.se/ekonomisktband](http://www.norrkoping.se/ekonomisktband)



## Employment and Adult Education Office

The Employment and Adult Education Office in Norrköping Municipality creates opportunities for people to increase their independence, become part of society and manage their own livelihoods. We do this partly through measures that help people into the labour market or further studies, and partly through temporary income support for individuals and families.

### EMPLOYMENT AND ADULT EDUCATION OFFICE

**Address:** Norrköping Municipality, Employment and Adult Education Office,  
601 81 Norrköping

**Street address:** Tegelängsgatan 19 A

**Tel:** 011-15 00 00

[www.norrkoping.se](http://www.norrkoping.se)



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