

## Financial Assistance

We can all find ourselves in financial difficulty and in need of support to provide for ourselves or our family. In this situation you can apply for financial assistance. The goal is for the financial assistance to be a short-term solution and for you to be self-sufficient as soon as possible.

### **Before you apply**

There are a few things you need to consider before you apply for financial assistance.

- If you have money in the bank, you must use that first of all.
- If you have personal assets, such as a car, or if you own your own home, you may need to sell these to support yourself.
- If you are cohabiting, married or in a civil partnership, your partner is responsible for providing for you.
- If you are entitled to other benefits, for example from Försäkringskassan or A-kassan, you must turn to them in the first instance.

If you have tried all these ways of providing for yourself, you can apply for financial assistance. Sweden's Social Services Act determines whether you are entitled to this particular benefit.

### **How much can I get and for what?**

Financial assistance is made up of two parts: the national standard benefit (riksnorm) and benefit for reasonable expenses. The size of the benefit is determined by the household's assets and income.

#### **NATIONAL STANDARD BENEFIT**

The national standard benefit is set by the government and is intended to cover the cost of:

- food
- clothing and shoes
- leisure and recreation
- child health insurance
- consumable goods
- health and hygiene
- daily newspaper, telephone and TV licence

You can get more benefit if you have expenses for medication or you need specialist food. But you may also receive less benefit if there are particular reasons for this.

#### **BENEFIT FOR REASONABLE EXPENSES**

The right to financial assistance also covers reasonable expenses for:

- housing
- domestic electricity
- travel to and from work
- basic home insurance
- health care, within high-cost protection system

- medication costs, within high-cost protection system
- spectacles
- emergency or necessary dental care
- membership of a union and an unemployment benefit fund

You can work out for yourself whether you are entitled to financial assistance on the website of Socialstyrelsen (National Board of Health and Welfare), which you will find here.

## **Counselling to become self-sufficient as soon as possible**

The first time that you apply for financial assistance, you will meet with a careers counsellor. The purpose of this is to discuss your path to making your own living and what support is available along the way.

## **Things to think about before applying**

Before you apply, you need to collect all the information about income and expenses that will be needed in your application. You do not need to send in any documents, but make sure that you keep them safe. If your application is reviewed, you must be able to document the information you have submitted.

## **Review**

Applications are chosen randomly for a review. If your application is chosen for a review, you must send in the documents we ask for without delay, such as bank statements, invoices, receipts, tenancy agreement and certificates to support your claim.

## **Decision**

If your application is complete, and you are not selected for a review, we will do our best to ensure that you receive a decision and payment within a couple of days.

## **Appeals**

If you are not happy with a decision, you can appeal. In your appeal, you must state which decision you are appealing against and why you think the decision should be changed.

## **Apply digitally**

You apply for financial assistance digitally via a smartphone, tablet or computer. The online service is open 24 hours a day and you can send in your application at any time of the month.

In the online service, you can see:

- when your application was received
- what the decision was and why
- when you will get the money and how much

- when you have an appointment with a careers counsellor
- how you can appeal against a decision

You can follow the progress of your case under My Cases, which you will find at the top of the digital service.

## Electronic ID

To log into the digital service, you need an electronic identity document such as a BankID, also known in Swedish as *e-legitimation*. If you do not have a BankID, you can get one from your bank if you have a Swedish personal ID number (*personnummer*). If you do not have a Swedish personal ID number, contact us.

You can find out more about how to get started with a BankID [here](#).

### **ELECTRONIC ID FOR PEOPLE WHO ARE NOT INTERNET BANKING CUSTOMERS**

If you are not an internet banking customer but have a registered address, you can instead apply for an ID card from Skatteverket (Swedish Tax Agency). Skatteverket's ID card contains an electronic ID from Telia that you can use via a card reader on a computer.

## How to apply

1. Collect all the documents (bank statements, invoices, receipts, tenancy agreement, certificates, contracts and so on) about your income and expenses that are needed for the application. You do not need to send in any documents, but make sure that you keep them. If you are selected for a review, you will need to send the documents to us.
2. Log into the digital service using your electronic ID.
3. Enter your details.
4. Sign using your electronic ID. If there are two of you, the other person must also sign in order for us to begin processing your application.
5. All done!
6. You can now follow the progress of your case in My Cases.

## Paper application

You can apply for financial assistance on a paper form, but the form will be more extensive than before, as we need to ask the same questions, no matter which way you choose to apply. If applying on a paper form, send it to:

Nacka Kommun  
131 81 Nacka

You can also hand your paper application to reception in Nacka Town Hall: Nacka Stadshus, Granitvägen 15.

## **We welcome your questions**

If you feel unsure about how to use the online service, do not hesitate to contact us. We welcome your questions!