



## Frequently Asked Questions

### Entrance to the country

**1. Can someone come from another point of entry and not from the border post of Promachonas?**

Holders of Ukrainian passports with biometric characteristics can enter Greece from all points of entry (land and air). Holders of a Ukrainian passport without biometric features (old type) can enter Greece from all points of entry with the necessary transit visa.

**2. Can I enter Greece with an expired passport?**

For your entry to Greece, Ukrainian citizens who do not carry travel documents, or carry an expired passport, can enter from the Passport Control Department in Promahon (Greek - Bulgarian border), (tel. 0030-23230 41079) where you will be issued a service note by Greek Police personnel.

**3. My spouse has a third-country passport. Can he/she come with us? Will he/she receive temporary protection?**

The following categories of persons displaced from Ukraine on 24 February 2022 or later as a result of the military invasion by the Russian Armed Forces, shall receive temporary protection status:

- a. Ukrainian nationals residing in Ukraine before 24 February 2022
- b. Third-country nationals or stateless persons legally residing in Ukraine before 24 February 2022 as beneficiaries of international protection status or equivalent national protection
- c. Family members of the persons mentioned in the above-described cases.

**4. What documents should I carry to come to Greece with my children if I only have an identity card and not a passport?**

Ukrainian citizens who do not hold travel documents, can enter through the Passport Control Department in Promahon (country through the Passport Control Department of Promachonas, (Greek-Bulgarian Border). There you will be given an official transit note by the Greek Police. If you have children with you, you will need to present a certificate of marital status or birth certificate. In case you do not have any of these documents, you will have to fill in and submit an affidavit declaring the number of children, and their name, surname, sex and date of birth.

**5. My children do not have a passport, nor did I fill out a form upon entering the country.**

a. I only have a birth certificate.

The birth certificate of your child covers you for the registration.

b. There is a stamp in my passport for my child.

The existence of stamp covers you for registering the child.

Both the above-mentioned supporting documents can cover you for the pre-registration form

**6. How can I come from Ukraine? Do you provide free transfer in Greece?**

The Greek Government does not provide any means of transport for your departure from your country, you must come by your own means.

**7. I do not have an entry stamp in the country. What applies?**

From 24 February onwards, the date of arrival to the first country of entry to the Schengen Area applies. In case you entered Greece through the airport, and you still have your airline tickets, they are also considered proof of entry into the country.

**8. Does the Asylum Service transport refugees from entry points?**

No. The Greek authorities do not undertake the movement of displaced persons entering from the points of entry into the country.

**9. I travel with my pet. Will I have a problem entering Greece?**

The Greek authorities will make sure that you are provided with every possible facility for the safe entry of your pets into the country. It would be helpful to show the animal health certificate.

## **About the possibility of staying in Greece**

**1. What applies to people who came to Greece from November 26 onwards.**

You are eligible for temporary protection status.

**2. What applies to people who came to Greece before November 26.**

You have the right to apply for asylum. If there has been a previous application and you received a negative decision, you have the right to lodge a subsequent application.

**3. I have a residence permit**

If you meet the conditions, you can renew it. If you do not meet them, you can apply for asylum.

**4. I had a residence permit for investment activity / special purpose. Am I entitled temporary protection**

If you have been displaced on the critical dates (from 26.11 onwards) then you are entitled for temporary protection.

**5. I am Greek and I came with my wife who is Ukrainian. What is the procedure for her stay in Greece?**

You will be referred to legal immigration procedures.

**6. What must one do in order to stay permanently in Greece?**

On the website of the Ministry of Migration and Asylum you can find information on the categories of residence permits of third country nationals, as well as the required documents (<https://migration.gov.gr/migration-policy/metanasteusi-stin-ellada/katigories-adeion-diamonis-politon-triton-choron-dikaiologitika/> ).

The temporary protection status that you will receive according to the required procedures automatically, after your entry in Greece, covers your legal residence in Greece for at least one year.

**7. Ukrainian citizens working as sailors who left Ukraine before 24/2/2022 and were at sea at the beginning of the invasion. Are they entitled to temporary protection?**

They are clearly beneficiaries of temporary protection, as they could not return.

## **Procedure for applying for temporary protection**

**1. What options do I have after coming to Greece?**

*a.* If you belong to one of the following categories you are entitled to a Temporary Protection status:

- Ukrainian citizens residing in Ukraine before 24 February 2022.

-Third-country nationals (outside Ukraine) or stateless persons legally residing in Ukraine before 24 February 2022 as beneficiaries of international protection status or equivalent national protection.

- Family members of the above, if the family already existed and resided in Ukraine before 24 February 2022, and in any case before the displacement, regardless of whether any of these members are third-country nationals or could return to the country origin under safe and stable conditions.

- Persons of the above categories who were not in Ukraine since 26/11/2021.

*b.* If you do not belong to one of the above categories you can apply for international protection (asylum).

## **2. How do I apply for temporary protection?**

Access the website of the ministry through: [migration.gov.gr](http://migration.gov.gr), select a language, click on the e-services on the top right and select the application for temporary protection. Log in with your email and submit your application.

\* If you have already entered your personal details, it does not allow you to re-enter them.

\*\* If the process cannot be completed, you have not filled in all the required fields.

## **3. I want to change my appointment / I lost my appointment. How do I plan for a new one?**

For any issue regarding your appointment, you should send an email to [tp-support@migration.gov.gr](mailto:tp-support@migration.gov.gr).

## **4. At which Regional Offices of the Asylum Service can someone make an appointment? What is the process?**

Since 28/03/2022, on the website of the Ministry of Migration and Asylum, (<https://apps.migration.gov.gr/temporary-protection/?lang=gr>) there is a special self-registration platform, through which you will be able, by filling in your personal details, to schedule an appointment (date and time of arrival), at the four Regional Offices of the Asylum Service, namely:

1. Regional Asylum Office of Attica, 2 P. Kanellopoulou Street, ZIP 101 77, Athens
2. Regional Asylum Office of Alimos, 6 Dodekanissou, IOM building, ZIP 17456, Athens
3. Regional Asylum Office of Thessaloniki, 5 Pontou Street - Lachanagoras area, ZIP 54628 Kalochori Thessaloniki,
4. Regional Asylum Office of Patra, 92 Kapodistriou & Panachaikou Street - ZIP 26224 Street, Patra
5. Regional Asylum Office of Crete, Ifaistoi and Elefthernis Streets, Heraklion, ZIP 713 03

## **5. I live in the Dodecanese. I cannot travel to Athens / Crete for an appointment. What can I do?**

A) If you have pre-registered and have booked an appointment for Athens / Crete, you don't need to go to your appointment.

B) If you have not pre-registered, you don't need to do it.

Please let us know of all the names of the interested parties for temporary protection and you will be contacted to book an appointment.

**6. Is there any time limit for my stay in Greece?**

The maximum length of stay from your crossing at land or air border in Greece, is 90 days. When you receive the temporary protection status, you will have the right to stay for one (1) year and get access to work and medical care in accordance with Directive 2001/55 of the Council of the European Union, which was incorporated by Presidential Decree 80/2006 into Greek law.

**7. I have not received a response e-mail regarding my appointment at the Asylum Service.**

**Why;**

Did you request a receipt? If so, please check your spam email. If you did not request a receipt, you will need to log in again and log in to Support. In your saved application you will request a receipt.

**8. What about the case of minor children who have a birth certificate from Ukraine or there is a stamp in the parent's passport, and for this reason they cannot complete the pre-registration by adding a member?**

You cannot use a birth certificate for your registration. You can use another member's passport or service note.

**9. Can a member be added in the submitted application for Temporary Protection?**

No. It is possible however, to register the additional member without an appointment when you arrive at the service point, provided that the relevant conditions are met and especially if the family or kinship can be proved.

**10. Can an application for temporary protection be submitted in Ukraine before the person of concern enters Greece?**

No. The application for temporary protection can be made only after entering Greece, exclusively in person by the individual concerned and not through a representative or otherwise authorized person.

**11. Is the 90-day stay cumulatively calculated upon entry in any Schengen area country or in each country separately?**

The 90-day deadline applies only to the country in which you are considered to reside. Therefore, it starts upon your entry in Greece and stops when you leave. Please note that this deadline expires once you apply for, and receive temporary protection status. From that moment on, you will have the right to stay in Greece for at least one year.

**12. Will my Ukrainian passport be kept in the Asylum Service when I apply for temporary protection? Will I be issued a travel document?**

No, the Asylum Service will not keep your passport when issuing you the temporary protection card, nor will you be issued another travel document.

**13. If I have recently arrived to Greece and 90 days have passed without me being granted temporary protection or asylum, will I be deported?**

No, the Greek authorities will not deport you. You will be able to apply for temporary protection status before the expiration of 90 days from your entry to Greece (if you have entered from February 24th and later).

## **Health**

**1. How will I get medical care before receiving temporary protection?**

With the presentation of your passport or the relevant service note from the Greek Police that you received upon your arrival in Greece, you have access to medical and nursing care in all public hospitals, nursing homes, municipal clinics, primary health care facilities, and Rehabilitation and Social Care Units for prescribing medicine, therapeutic operations and diagnostic examinations (circular of the Ministry of Health, Α.Π. Γ2δ / Γ.Π.ΟΙΚ.17033, ΑΔΑ: 6ΥΟ0465ΦΥΟ-7ΕΕ). For your convenience and the best quality service provided by the medical staff, please make sure, if you have the opportunity, to be accompanied by someone who speaks Greek or English.

**2. Regarding the prescription of drugs**

You are advised to visit the social services office of each hospital. For any issues, please call the Ukrainian helpline.

**3. How do I start/complete the COVID vaccination?**

You have the right to start or complete your vaccination free of charge at any vaccination center within the country, after receiving the special temporary protection card that will be given to you by the Asylum Service and which will indicate your AMKA (Social Security Registration Number).

**4. How can I get the covid jab? Will I need to enrol through Taxis?**

This needs to be determined. Website will be updated accordingly.

**5. In order to be able to get the job I obtained a temporary Social Security Number (P.A.M.K.A.) from a Citizens' Service Centre (K.E.P).**

When you go for the physical verification, you will need to have with you the temporary social security number (P.A.M.K.A) and to inform the registrar.

## **Access to benefits**

**1. When will the VAT number (AFM) and Social Security Number (AMKA) be activated?**

Once temporary protection is granted, AFM and AMKA are immediately activated.

**2. How are the taxisnet codes activated after I get the AFM (VAT) number?**

You need to register to myAADE, where you will only need to fill in the required fields. Then you will have to physically go to the Tax Office where you belong based on the address you have given in the temporary protection, where you will be given a key number and consequently your personal taxisnet codes. For your convenience, it is recommended that you are accompanied by someone who can speak Greek or English.

**3. Where can I go to fulfil my personal needs?**

You can visit Schisto Accommodation Facility, which is located in Perama, Attica. If you are outside Attica, your needs will need to be recorded over the phone.

**4. I am on the move, and I have nowhere to stay. What can I do?**

You will need to inform the telephone operator with your details (name, surname, location, phone number) and the relevant department will contact you directly.

**5. Am I eligible for a cash allowance?**

For the time being, there is no provision for cash allowance in Greece.

**6. How can the VAT (AFM) certificate be issued, as it is necessary for various uses (work, renting an apartment etc.) and its indication on the temporary protection card is not enough?**

The holder of an AFM number can very easily receive a certificate of their AFM number by following the guidelines at <https://www.aade.gr/sites/default/files/2021-09/D210.pdf>

- 7. There are cases of children over 15 years of age, who are accompanied by their families and who wish to work, but do not have an AFM number since this was granted to their parents. What procedure should they follow?**

According to the Standard Operating Procedures, AFM issuance is currently possible for persons over 18 years of age and unaccompanied minors over 15 years of age.

- 8. There was a typo on my temporary protection card. What can I do?**

Please e-mail [ukraine@migration.gr](mailto:ukraine@migration.gr)

## **Accommodation**

- 1. How can I start the process of getting an accommodation? How will I be informed?**

After filling out the form on the website [migration.gov.gr/accommodation](http://migration.gov.gr/accommodation), you will receive an immediate reply by email. For any information related to housing, the relevant department will get back to you.

- 2. Will I receive accommodation and food?**

Yes. In order to be able to help you, please fill in the form that you will find at: <https://migration.gov.gr/accomodation-ukraine/>

The Ministry of Migration and Asylum will immediately provide you with accommodation and food in its accommodation facilities. To facilitate and expedite your housing process, please include in your request the number of family members, their names, gender and age, as well as any special needs (vulnerabilities) (serious illness, disability, pregnancy).

- 3. Where can I stay upon arrival to Greece?**

Short-term hospitality is offered in the Accommodation Facility of Sintiki in Serres. In case you enter Greece from Promachonas there is an information kiosk which can provide all the necessary information and take you to the facility. If you would like to be provided with long-term accommodation you can fill out the form at the following link <https://migration.gov.gr/accomodation-ukraine/> . The Ministry of Migration and Asylum will provide you accommodation in the Accommodation Facilities of Serres (North Greece) and Elefsina (South Greece) immediately.



## Education

### **How can I get my child enrolled in School?**

Your child can be enrolled in the school of your neighbourhood. For any issues regarding the enrolment please contact the Ukrainian helpline.

## Car use

### **1. I did not have the time to issue a green card, before my departure. Can I use my car in Greece? / Am I provided with a car insurance?**

Driving your car is allowed for a period of 6 months from the date of entry into the country.

For further information, you can contact the traffic police and the Ministry of Infrastructure and Transport. A car insurance is not provided, as in Greece it is done privately.

### **2. I have come to Greece by my car. For how long can I move freely (without paying for road / circulation tax)? Is my driver's license valid and accepted in your country?**

- For a 6-month period after your entry in the country, you may move freely with your vehicle. However, during this period you will be informed about the procedure of extension.

- Driving licenses issued in Ukraine are accepted for driving throughout Greece (Greece and Ukraine are parties to the Vienna Convention on Road Traffic).

## Unaccompanied Minors

### **1. What is the procedure for obtaining permission for children (nephews and nieces) from Ukraine, to stay in Greece as long as necessary, with their parents remaining in Ukraine?**

If the children enter the country unaccompanied, then the National Mechanism for Detection and Protection of Unaccompanied Minors of the Ministry of Migration and Asylum is activated, for the transfer of children to special emergency accommodation facilities and then the identification procedure is followed (if identification is required). For more information you can call: 0030 2132128888 (24 hour line), send an e-mail to [tracing@migration.gov.gr](mailto:tracing@migration.gov.gr)

## Donations

**I want to offer clothes and accommodation to refugees.**

You can express your interest in offering assistance to displaced persons from Ukraine by filling out the special form that can be found at the link <https://migration.gov.gr/helpukraine/> of the Ministry of Migration and Asylum.

## Exiting the country

### **1. How can I travel in another country?**

Since you have a passport, you can travel in any country within the EU. For information regarding your passport, you should contact the Embassy of Ukraine.

For information related to traveling to another country, you should contact the authorities of that country.

**IMPORTANT!** Temporary protection is not a travel document.

### **2. I am thinking of exhausting the 90 days, because I want to go back to Ukraine, when the war is over. Can I?**

We recommend that you apply and receive the temporary protection status, to gain access to the benefits provided by the Greek State and to be able to remain legally in Greece. Besides, your passport will not be kept, nor are you obliged to stay in the country.

### **3. Can I travel from e.g., Poland to Greece without a passport? I have already booked the tickets.**

If the country of exit and the airline allow you to travel, you will be permitted to enter Greece. There is no question of deporting you.

### **4. Can I apply for temporary protection in two countries at the same time?**

No, you cannot. Since you apply for a second time in another country, your first application is automatically cancelled.

### **5. When I receive temporary protection, will I be able to travel to other European countries?**

If you hold a passport, you will be able to travel. You can also stay in any city in Greece for as long as the temporary protection granted to you lasts.

### **6. When I receive temporary protection will I be able to travel to Ukraine and return to Greece, or will I have to stay in Greece until it expires?**

You can return to Ukraine whenever you wish, and you can return to Greece with your temporary protection document being valid until its expiration date.

## **Useful addresses**

- The Ukrainian Embassy is located in Athens at Stefanou Delta 2, Filothei, ZIP 152 37.
- The Ukrainian Consulate is located in Thessaloniki, at Admiral Kountouriotou, ZIP 254625.