

Documents for basic social assistance

When you apply to Kela for basic social assistance, the application that you complete tells you what additional documents you must submit. You can speed up the processing of the application by turning in all of the required documents in time.



TYPICAL DOCUMENTS REQUIRED for an application for social assistance are bank statements and bills for home insurance or public health services. Your first application must include bank statements for the preceding two months. The statements can be printed out for example in your online bank. If instead of a bank statement, you submit a list of the transactions in your account, make sure that all of the transactions are shown.

See the application for social assistance for details on what documents you must submit with it. You can speed up the processing of the application by turning in all of the required documents in time. When you have submitted an application for social assistance and all the necessary supporting documents to Kela, you will normally receive a decision within seven working days (Mon–Fri).

Submit the required documents with your application

- 1** Apply for assistance and submit supporting documentation online at www.kela.fi/asiointi (Finnish) or www.fpa.fi/etjanst (Swedish). Take a picture of the documents or scan them. Attach them to your application. When you apply online, you can take a picture of the required documents with your phone. Make sure that the picture is clear and legible.
- 2** If you apply with a paper form, mail all of the required documents to Kela at the same time. The mailing addresses are found for example online at www.kela.fi/by-mail. You can also drop off the application in the mailbox at your local Kela customer service point.
- 3** Kela will not return any bills or documents, so you should hand in a copy of the document and keep the original.
- 4** The bills you turn in with your application are listed in the decision you receive on your application. When the amount of social assistance available to you is calculated, any bills are applied to the month in which their original due date was.
- 5** If you are expecting a bill but have not received it yet, you can submit it afterwards.

GENERALLY, KELA WILL PAY SOCIAL ASSISTANCE money into your own account even if it is intended to cover your bills. That is unless you ask Kela to pay a particular bill for you. If the money is paid into your own account, you must make sure to pay the bill yourself.

If you want Kela to pay for example your rent or an electric bill, write *Maksetaan laskuttajalle* on each bill you want Kela to pay. Please note that if Kela pays a bill on your behalf, the amount of basic social assistance paid into your account will be smaller. Check the decision you get to make sure that all of the bills you asked to be paid directly have been paid.

Basic social assistance is not available to cover collection fees or late charges.

Submitting a bill afterwards

If you have already been granted basic social assistance, you can still submit bills afterwards as long as the due date falls within the period for which you get social assistance. You can do this online. Sign in at www.kela.fi/asiointi (Finnish) or www.fpa.fi/etjanst (Swedish). Take a picture of the bills or scan them.

If you are submitting the bills by post after you have already filed an application, enclose the Kela form titled Accompanying form concerning expenses (TO3e). If you do not have a TO3e form, write your personal identity code on the bills. That way Kela will be able to link the bill to your application details.

If you want the bills to be paid directly from Kela, write *Maksetaan laskuttajalle* on them.

If you are granted social assistance for bills you submit later, Kela will send a notice of payment about them. You will also be sent a decision if the bills you submit later are not accepted for social assistance, or if only part of the amount billed is accepted.



Online service at www.kela.fi/asiointi (Finnish) or www.fpa.fi/etjanst (Swedish)



Customer service number for social assistance **020 634 2550**