

Social assistance: Help with bills

Kela will usually pay the amount charged on a bill to you up front, so that you can pay the bill yourself.

Bills can also be paid directly for example to the electric company or an insurance company. If you want Kela to pay a bill on your behalf, write *maksetaan laskuttajalle* on each bill you want Kela to pay. You can also ask Kela to pay directly any bills you receive regularly (such as for electricity).

Please note that if Kela pays a bill on your behalf, the amount of basic social assistance paid into your account will be smaller.

Submitting bills when applying for basic social assistance

When you apply for social assistance, you can hand in your bills at the same time. Kela will not return any bills or documents, so you should hand in a copy of the bill and keep the original. If you are expecting a bill but have not received it yet, you can submit it to Kela afterwards.

You can submit your bills on the internet or by post.

Log in to Kela online customer service at kela.fi/asiointi (in Finnish) or fpa.fi/etjanst (in Swedish). Take a picture of the bills or scan them. Attach them to your application. If you want the bills to be paid directly, please state so in the message field.

If you are submitting the bills by post, enclose the Kela form titled *Kustannusten saate/Följebrev för utgifter (TO3)*. If you do not have a TO3 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, write *maksetaan laskuttajalle* on each bill. Go to kela.fi/by-mail to check the address to which you should send the bills. You can also drop them in a mailbox at your local Kela office.

Any bills you submit with an application for social assistance will be listed in the notice of decision you receive.

Submitting bills after you have received a notice of decision about basic social assistance

If you have been granted basic social assistance, you can hand in certain bills that become due after you were granted the assistance provided that the due date falls within the period for which you receive social assistance. The decision granting you social assistance lists the kinds of expenses where this is possible.

If the bills you submit afterwards are accepted, you will not receive a separate decision from Kela about them, but if they are not accepted, you will receive a separate decision. You will receive a separate decision also if the bill is accepted only partially, or if it is turned down altogether.

More information:

 kela.fi/social-assistance

 [customer service number at 020 634 2550](tel:0206342550)

 [local offices and other customer service locations](#)