



# ADA FINANCIAL BENEFITS FOR ASYLUM SEEKERS : FREQUENTLY ASKED QUESTIONS

ANGLAIS



## ADA card, what is that ?

The ADA card is a **payment card only**, you cannot use it to withdraw money from an ATM nor to pay online. It is given to you during your **first appointment at the prefecture (GUDA)**.

You will receive an allocation (approximately 7€ a day), every month, around the 5th day of the month.

After receiving your card, you will have to wait **30 to 45 days** before its activation.

## How to use it ?

You can make up to **25 free payments** each month, in certain stores.

A secret PIN code will be given to you in order to use your card :

you should not give it to anyone.

Be careful, if you mispell your PIN code three times in a row, the card will be blocked.

You can find out how much money there is left on your card by calling this number : **05 32 09 10 10** ou by using the phone application **Upcohesia**.



## My card has been blocked, stolen or lost, what can I do ?

STEP 1. (Stolen or lost card) : cancel your card by calling the following number :

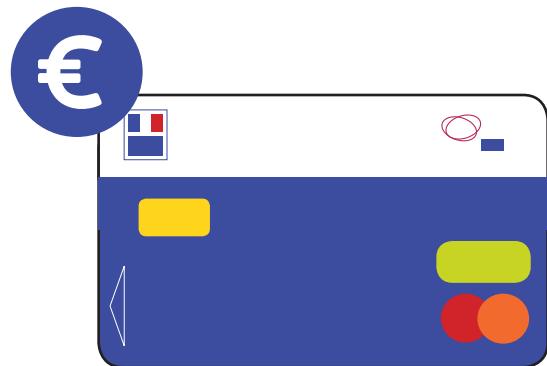
**05 32 09 10 10**



STEP 2. (Stolen, lost, or blocked card) make an appointment with the OFII of your region of residence in order to change it.

To make an appointment :

- Send an email to the OFII of your region of residence : in order to do so, you will need the following informations : **name, surname, n° AGDREF (at the top of your récépissé), and birthdate.**
- If you encounter any trouble doing so, ask for help to a social worker in the association where you are accommodated or where you get your mails or go to a legal help center.



## Why am I not receiving money from the OFII ?



There are several reasons explaining why OFII can cancel your ADA :

- if you **leave your accommodation or the region where the OFII sent you** before due date, willingly or because you did not respect the rules of the center.
- if you receive **a negative answer from the OFPRA**. If you appeal to the CNDA, you need to send a copy of the registration letter of your appeal to the OFII that will reactivate your ADA.
- if you receive **a negative answer from the CNDA**.

The OFII can also refuse to grant ADA to some categories of people :

- people asking for a **reconsideration of their asylum application (réexamen)**
- people in **fast-track procedure (procédure accélérée)**
- people who were put in **normal procedure after having been in Dublin procedure**.
- in case of **fraud**, if the person gave false information or concealed information.

## How to get ADA back ?

If you are not receiving or have stopped receiving ADA, you can make a **legal appeal**, in order to do so, you should see a lawyer or go to a legal help center.





# ADA FINANCIAL BENEFITS FOR ASYLUM SEEKERS : FREQUENTLY ASKED QUESTIONS (2)

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## Writing an email to the OFII to get a new ADA card

If your ADA card is blocked, lost or was stolen, after having cancelled your card by phone, you can send an email to the OFII of your region of residence in order to make an appointment to have your card replaced.

In order to do so you can use the following email template :

Objet : Demande de rendez-vous

Madame, Monsieur,

Je me permets de vous adresser cet email car j'ai bloqué/perdu/me suis fait voler (you need to **choose one of the three words depending on your situation : my card was blocked/lost/stolen**) ma carte ADA et souhaiterais prendre rendez-vous auprès de vos services pour en obtenir une nouvelle.

En vous remerciant par avance pour l'attention que vous porterez à ma demande,

Cordialement,

Your SURNAME and Name as written on your récépissé

Date de naissance : your birthdate as written on your récépissé

N°AGDREF : the number written on the top of your récépissé

Numéro de téléphone : your phone number

You should sent this email to the OFII of your region of residence :

PARIS (75)	asile.paris@ofii.fr
SEINE ET MARNE (77)	ADA77@ofii.fr
YVELINES (78)	
HAUTS-DE-SEINE (92)	asile.montrouge@ofii.fr
SEINE SAINT DENIS (93)	asile93@ofii.fr
VAL DE MARNE (94)	asile.creteil@ofii.fr
VAL D'OISE (95)	cergy@ofii.fr
RHÔNE (69)	lyon@ofii.fr
OISE (60)	amiens@ofii.fr

If you are in trouble and cannot contact the OFII by yourself, you can get help by showing the following message to a social worker or a legal help center :

Bonjour,

Cette personne a bloqué, perdu ou s'est fait voler sa carte ADA et voudrait solliciter votre aide pour faire opposition et obtenir un rendez-vous auprès de l'OFII pour récupérer une nouvelle carte.

En vous remerciant par avance pour l'attention que vous porterez à sa demande,

Bien à vous,

 L'équipe WATIZAT

You will find the email addresses of every OFII by scanning the following QR Code :

