



Information on request for social security benefits

Please take note of the following **modifications**:

Based on the decision of the Federal Council, the declaration of an "extraordinary situation" has been revoked as of 19 June 2020. The change to a "special situation" is accompanied by various easing measures that should enable a gradual return to normality. However, the conditions imposed by the Federal Office of Public Health and the Government Council of the canton of Basel-Stadt as well as the precautions taken to avoid adverse effects on your health and that of the Social Welfare staff will continue to apply.

The Social Welfare must continue to ensure that hygiene and distance regulations are observed in order to protect all persons involved. With the change to a "special situation", the previous restrictions and conditions on the conduct of personal meetings can be relaxed, but not completely lifted.

General information regarding the admission process can be obtained at the following phone number:

061 / 267 02 22

If you have particular questions concerning financial support, our call centre operators will redirect your request to a **newly installed hotline**. An experienced social worker will call you back, discuss your questions with you and point you to the right direction. We would also like to point you out to our **social security calculator**, which allows you to do a first calculation of your entitlement to benefits.

Please do not to appear personally for registration, but submit your request for social security benefits **by telephone or in writing by mail or e-mail** (sozialhilfe.neuaufnahme@bs.ch). Our Social Welfare staff will contact you.

To simplify the registration process, we have summarized the most important questions and answers in the following table:

Question	Answer
Am I entitled to receive benefits from the Social Welfare of Basel-Stadt?	<ul style="list-style-type: none"> • Please use our social welfare calculator for a first calculation of your entitlement to benefits. • For questions about benefits or for registration, please call at 061 / 267 02 22 • Your request will be recorded. We will call you back.
What do I have to do to get registered?	<ul style="list-style-type: none"> • Applications are accepted only in writing for the time being. Please send your documents: <ul style="list-style-type: none"> ➤ by e-mail to: sozialhilfe.neuaufnahme@bs.ch or ➤ by mail to: Sozialhilfe Basel-Stadt, Postfach 4067, 4001 Basel or ➤ put them directly into one of our outside letterboxes located in Klybeckstrasse 15, 4057 Basel. <p>All documents required for registration can be found on our website under "Sozialhilfe/Neuaufnahme".</p>
What documents does the Social Welfare need from you?	<ul style="list-style-type: none"> • To check your request for benefits, we need you to submit us: <ul style="list-style-type: none"> ➤ the duly completed and signed request for social security benefits ➤ the benefit request leaflet signed by yourself and ➤ the completed BfS questionnaire • It is imperative that the following documents be attached: <ul style="list-style-type: none"> ➤ copy of identity card or passport ➤ copy of lease contract ➤ copy of health insurance policy as well as the current payment slip ➤ current statements of all accounts for the last two months ➤ income and capital-relevant documents if available ➤ Please also see our checklist. <p><u>Please note that without these documents, we will not be able to handle your request nor to clarify your entitlement to social security benefits.</u></p>

<p>How does the registration process work?</p>	<ul style="list-style-type: none"> • After receipt of your written registration request, the Social Welfare will contact you. If necessary, you will be invited to a personal meeting. • If your documentation is complete, a social worker will contact you to clarify any further steps and questions in a telephone or personal conversation. • If we need to have signatures from you, we will make an appointment with you. <p><u>Please make sure to sign all forms in the space provided.</u></p>
<p>Consultations and information meetings</p>	<ul style="list-style-type: none"> • You are requested to contact us by telephone or by e-mail. Personal meetings are held on appointment only. • Access to the premises of the Social Welfare Office is given by invitation only (letter, SMS, e-mail).

Thank you for your understanding. Stay healthy!