

Frequently asked questions (FAQ)

1. I have just arrived in Luxembourg, what is the procedure to follow?

Starting from 10 August 2023, all people displaced due to the war in Ukraine are requested to notify the Directorate of immigration of the Ministry of Foreign and European Affairs, either before or after their arrival in Luxembourg, by email, and communicate their contact details using the provided downloadable form:

- [Personal data sheet – French \(PDF\)](#)
- [Personal data sheet – English \(PDF\)](#)
- [Personal data sheet – Ukrainian \(PDF\)](#)
- [Personal data sheet – Russian \(PDF\)](#)

The duly completed form should be sent to the following email address: immigration.desk@mae.etat.lu

This information will assist the Luxembourg authorities in establishing contact with the affected people regarding their application for temporary protection.

Upon submitting the form to the Directorate of immigration and after document verification by the administration, you will receive a summons to present yourself at the Ukraine one-stop shop, located at 12-14, avenue Emile Reuter, Luxembourg, which is open every Thursday from 8:00 AM to 11:30 AM.

This summons will grant you access to the primary reception centre:

Primary reception centre Kirchberg

Rue Tony Rollman
L-2454 Luxembourg
Direction: [Google Maps](#)

2. Do I have to present myself at the Directorate of Immigration?

For the time being, no.

Every person displaced due to the war in Ukraine is kindly asked to make their presence known to the **Directorate of Immigration of the Ministry of Foreign and European Affairs before or after their arrival in Luxembourg** and to communicate by means of an e-mail their contact details using the form to be downloaded here:

- a. [Personal data sheet – French \(PDF\)](#)
- b. [Personal data sheet – English \(PDF\)](#)
- c. [Personal data sheet – Ukrainian \(PDF\)](#)
- d. [Personal data sheet – Russian \(PDF\)](#)

This **also applies to people staying with private persons.**

The **duly completed form** should be sent to the following e-mail address: immigration.desk@mae.etat.lu

Subsequently, by submitting an application for temporary protection, the people concerned will receive a summons, which they must present at the Ukraine one-stop shop, located at 12-14, avenue Emile Reuter, Luxembourg, which is open every Thursday from 8:00 AM to 11:30 AM.

Alternatively, people wishing to apply for temporary protection can directly visit the Ukraine one-stop shop, which is open every Thursday from 8:00 AM to 11:30 AM.

3. Who is eligible for temporary protection?

To be eligible for temporary protection, the **person must have been resident in Ukraine before 24 February 2022** and must **have left the country since 24 February 2022**, or shortly before (i.e. persons who fled Ukraine shortly before 24 February 2022, when tensions were rising, or who found themselves in the territory of the European Union (e.g. on holiday or for professional reasons) just before that date and who, due to the armed conflict, are unable to return to Ukraine).

4. For how long are people granted temporary protection?

In a first phase, temporary protection is granted for an **initial period of one year** from the date of activation of the mechanism at European level, i.e. **until 4 March 2023**. The expiry date of the initial term is indicated on the temporary protection certificate.

This initial period **may be extended automatically by periods of 6 months** for a maximum of one year. The persons concerned will be informed in due course of the terms for extending the validity of their certificate.

5. What material assistance is available to beneficiaries of temporary protection?

A beneficiary of temporary protection (BTP) is entitled to material assistance from the National Reception Office ("Office national de l'accueil", ONA) provided he/she does not have sufficient means of subsistence nor any support from a private individual. The prerequisite for receiving this assistance is to be in possession of a temporary protection certificate issued by the Directorate of Immigration of the Ministry of Foreign and European Affairs.

The assistance is granted by the ONA in kind, in cash or in the form of vouchers.

The assistance is granted to the entitled beneficiary throughout his temporary protection. It is fixed according to the composition of the household, the age of the household members and the financial resources available to the beneficiary of temporary protection.

The beneficiary of temporary protection is entitled to stay in an ONA accommodation facility.

The beneficiary of temporary protection may also choose to live in private accommodation, with family or friends. In this case, the BTP receives the same material assistance as a beneficiary of temporary protection living in an ONA accommodation facility in which meals are not provided:

- Monthly allowance;
- Food assistance (monthly);
- Clothing assistance (bi-annual);
- Assistance with school supplies (annual);
- Access to medical care and coverage of related expenses.

The above assistance can be supplemented on a needs basis by aid for hygiene products or specific food items such as for the feeding of young infants.

Attention:

- The beneficiary of temporary protection must inform the ONA without delay about any change regarding his financial situation. If he/she has an income, the ONA's material assistance will be reassessed according to the financial situation.
- The end of the temporary protection will also imply the end of the material reception conditions by the ONA.
- For privately housed individuals, the material conditions will be assigned directly and exclusively to the BTPs and not to the host family that privately houses them.

6. I have just fled the war in Ukraine. Do I have the right to work in Luxembourg?

The temporary protection status **confers on the persons concerned the right to work in Luxembourg**.

Beneficiaries of temporary protection are exempted from applying for a temporary work permit and can therefore **freely access the Luxembourg labour market** without the need for a specific permit, for as long as their temporary protection certificate is valid.

Once they have been formally granted temporary protection status, the persons concerned can also register as job seekers with the National Employment Agency (*Agence pour le développement de l'emploi* - ADEM). Beneficiaries of temporary protection status can contact ADEM by e-mail (info@adem.etat.lu) or by telephone (+352) 247-88888).

Employers wishing to employ persons registered at the ADEM, may contact the Employers Department of the ADEM, directly (+352) 247-88000; employeur@adem.etat.lu).

7. Can beneficiaries of temporary protection conclude an employment contract of indeterminate duration, given that their certificate of temporary protection is valid for a limited period of time?

Yes, beneficiaries of temporary protection have the right to conclude an employment contract for an indefinite period of time and they have the right to work as long as their temporary protection certificate is valid.

8. Do beneficiaries of temporary protection have the right to exercise a self-employed activity?

Beneficiaries of temporary protection granted by Luxembourg have the right to exercise a self-employed activity in Luxembourg, as long as they reside in Luxembourg and as long as their temporary protection certificate is valid.

9. Do people residing in Luxembourg as beneficiaries of temporary protection in Luxembourg have the right to work in another European country?

The rights conferred on beneficiaries of temporary protection are valid only in the Member State which granted the temporary protection. Thus, persons who are beneficiaries of temporary protection in Luxembourg can freely access the Luxembourg labour market, but they cannot automatically access the labor market in another Member State, that access being subject to the national rules of this country.

10. Do people residing as beneficiaries of temporary protection in another European country have the right to work in Luxembourg?

The rights conferred on beneficiaries of temporary protection are valid only in the Member State which granted the temporary protection. Thus, persons who are beneficiaries of temporary protection in

another Member State do not automatically have the right to access the Luxembourg labor market. Beneficiaries of temporary protection granted by another Member State are subject to the general rules applicable to access to the Luxembourg labor market. If they do not reside in Luxembourg, they must apply for a work permit before starting to work in Luxembourg. Further information on the procedure for obtaining a work permit as a third-country national, cross-border worker, is available here:

<https://guichet.public.lu/en/citoyens/immigration/cas-specifiques/travailleur-frontalier-tiers/frontalier.html>

11. Can people who reside in Luxembourg as beneficiaries of temporary protection in Luxembourg and who are employed in the territory apply for a change of status in order to obtain a residence permit?

Beneficiaries of temporary protection who hold a temporary protection certificate in Luxembourg valid until 4 March 2024 and who are gainfully employed in the country with a monthly salary equivalent to at least the monthly rate of the minimum social wage of an unskilled worker, as well as their family members, may submit an application to the Immigration Directorate to obtain a residence permit. The granting of a residence permit is conditional, in particular, to the requirement of suitable accommodation in Luxembourg outside of the structures managed by the National Reception Office, as well as the renunciation of the status of temporary protection.

For more information on all the conditions to be fulfilled and the procedure to follow to apply for a residence permit, please consult the link:

<https://guichet.public.lu/en/citoyens/immigration/ukraine/changement-statut-beneficiaire-protection-temporaire-ukraine.html>

12. Whom should I contact if I want my children aged between 3 and 19 to attend school in Luxembourg? What steps do I have to take?

Children from Ukraine have the right to **access** the education system under the same conditions as Luxembourg nationals.

The School Integration and Welcoming Service (SIA) of the Ministry of Education, Children and Youth (*Ministère de l'Éducation nationale, de l'Enfance et de la Jeunesse* - MENEJ) provides information on the Luxembourg school system and helps to find the appropriate class and school for the child concerned.

In English: (+352) 247-76570

In Ukrainian: (+352) 247-76976, where intercultural mediators will be able to answer questions.

For more information, you can also visit the website of the newly created School Integration and Welcoming Service (SIA): <https://portal.education.lu/sia/>. We would particularly like to draw your attention to the letter to parents concerning the new agreement on cooperation in education between the European Commission and the Ministry of Education and Science of Ukraine.

Before the children that have arrived from Ukraine can go to school in Luxembourg, **they have to take a health and social check-up** organized by the Directorate of Health and the *Ligue socio-médicale*.

For an appointment for this check-up, the Helpline can be contacted at (+352) 247 65533; then press 3.

13. Do people coming from Ukraine have to declare their arrival to the commune?

Yes, persons coming from Ukraine must report to the local administration of their place of residence in Luxembourg to make a declaration of arrival, at the latest after having obtained temporary protection status.

14. Does a beneficiary of temporary protection in Luxembourg have the right to settle in another European country?

The rights conferred on beneficiaries of temporary protection are valid only in the Member State which granted the temporary protection. Thus a beneficiary of temporary protection in Luxembourg cannot benefit from the rights attached to his temporary protection status outside the Grand Duchy. If a beneficiary of temporary protection in Luxembourg wishes to settle in another Member State, he/she will have to regularize his/her stay in this Member State according to the national rules applicable there.

15. I have just arrived from Ukraine: do I need a medical check-up?

After being granted temporary protection status, you will have to undergo a medical examination.

The check-up is organized by the Ministry of Health. You will automatically get an appointment for the mandatory medical check-up by the Ministry of Health on the day you receive your temporary protection certificate (blue paper). It is not necessary to make an appointment yourself or to contact the Ministry of Health.

After the health check is done, you will receive a certificate from the Ministry of Health, which you will need to present in order to start school or to receive social assistance from the National Reception Office (ONA).

16. I have just arrived from Ukraine and I need medical assistance.

If you need medical care, and you have not yet been granted temporary protection status, you can go to the Maison Médicale of Luxembourg City. The medical consultations are free of charge. Over-the-counter and doctor-prescribed medicines can be obtained at any pharmacy.

Address of the “Maison Médicale”:

Maison médicale

23, Val Fleuri

L-1526 Luxembourg

Opening hours: Monday to Friday from 08:30 to 12:00 and from 13:00 to 16:30

Bus lines: 222, 262, 22, 21 230, 16, 31 (bus stops “Wandmillen” and “Val fleuri”)

Schedules available on www.mobiliteit.lu

In case of emergency, you can go to the hospitals on duty or call 112.

17. I have been granted temporary protection, received my CNS card and need medical assistance.

As soon as you receive your temporary protection certificate (blue paper), you will automatically be registered with the CNS (National Health Fund). The CNS is the body responsible for reimbursing all or part of the health care of its insured holders.

You will receive your CNS card by mail. Your social security number is written on the CNS card. This number

also appears on your temporary protection certificate (blue paper). It is important to show your social security number at your medical appointments and at the pharmacy.

If it is not a medical emergency, you can consult the doctor of your choice.

In case of emergency, you can go to the hospitals on duty or call 112.

18. How does the reimbursement of medical fees by the CNS work?

When you visit a doctor of your choice, show your temporary protection certificate (blue paper) as well as your CNS card and ask the doctor to provide only care that is reimbursed by the CNS.

You will have to pay the bill yourself.

In order to be reimbursed, you must follow the following procedure:

1. Pay the bill and keep the receipt.
2. Send your original paid invoice by mail free of charge to the CNS at this address:

CNS

L-2980 Luxembourg

3. Please note that the first time you send a paid invoice to the CNS, you must attach a RIB (Bank Identification Statement).
4. The CNS will reimburse you partially or fully to your bank account, depending on the medical service received. You will receive a receipt detailing the reimbursement by mail, which indicates the amount reimbursed by the CNS.

19. What should I do if the doctor prescribes me medication?

Please go to a pharmacy and show them your prescription, your blue paper and your CNS card.

The part covered by the CNS is directly deducted by the pharmacy. This means that you will only have to pay the remaining part not covered by the CNS (your personal part) at the pharmacy.

Medicines purchased at the pharmacy without a medical prescription will not be reimbursed by the CNS.

20. What if I have to be hospitalized?

Hospitalization for any urgent medical reason will be covered by the CNS. Personal expenses during hospitalization, such as television or telephone costs, will not be reimbursed and are the responsibility of the patient.

21. I need to get glasses, how do I proceed?

You will need to have your vision checked. This can be done at an optician and you do not need to visit an ophthalmologist. At the optician, ask for glasses that are reimbursed by the CNS. The CNS reimburses up to 30€ for the frame. After having bought the glasses, you can ask the reimbursement by the CNS.

22. I have dental issues, how does the procedure work?

The CNS covers a normal consultation with the dentist.

If you need advanced dental treatment (dental prostheses, orthodontic treatment, gingival care or extraction), you need to ask your dentist for a quote. The dentist will give you an estimation of the costs for the necessary treatments.

Send this quote to the CNS and wait for their funding decision.

23. Can beneficiaries of temporary protection move freely within the Schengen area, the European Union and outside the European Union?

Beneficiaries of temporary protection can move freely within the Schengen Area for a period of 90 days out of 180 days if they have a valid biometric passport. The temporary protection certificate does not constitute an autonomous travel document and is therefore not sufficient to circulate freely in the Schengen Area.

For countries of the European Union which are not members of the Schengen Area, as well as for countries outside the European Union, the national rules of these countries are applicable.

24. I am beneficiary of temporary protection in Luxembourg. Can I return to Ukraine while keeping my status of beneficiary of temporary protection, e.g. for a family visit?

As a beneficiary of temporary protection, you have in principle the right to return to Ukraine for a short stay, for example for a family visit. However, you must be aware that the temporary protection certificate does not constitute a travel document, and that you must therefore be in possession of the necessary documents for crossing borders, in particular a valid biometric passport. In addition, you must take into account that the situation can change very quickly and that the Luxembourgish authorities cannot assist with the return to Luxembourg in the event of difficulties.

It should also be noted that beneficiaries of temporary protection may at any time renounce their temporary protection status and voluntarily return to Ukraine.

25. I have family members in Ukraine and I want to bring them to Luxembourg, what do I need to do?

For assistance and advice, it is recommended to send an e-mail to the address of the Luxembourg Embassy in Prague, co-accredited to Ukraine (prague.amb@mae.etat.lu) or the Consular assistance of the Ministry of Foreign and European Affairs (assistance.consulaire@mae.etat.lu) with all the contact details of the persons concerned as well as copies of the identity documents.

26. My family has crossed the Ukrainian border and is currently in Poland, Slovakia, Hungary, Romania or Moldova. They want to go to Luxembourg, how do they proceed?

For assistance and advice, it is recommended to send an e-mail to the address of the Consular assistance (assistance.consulaire@mae.etat.lu) or to the Luxembourg Embassy accredited in the relevant country, with all the contact details of the persons concerned.

Embassy of Luxembourg in Vienna, co-accredited to Hungary and Slovakia: vienne.amb@mae.etat.lu

Embassy of Luxembourg in Athens, co-accredited to Romania: athenes.amb@mae.etat.lu

Embassy of Luxembourg in Warsaw: varsovie.amb@mae.etat.lu

27. I want to arrange private transport to the Ukrainian border, what should I do?

Any private transport initiative to the Ukrainian border is **the sole responsibility of the organisers**. The

Ministry advises private persons planning to launch such an initiative that **reception and lodging must be guaranteed** in order to accommodate people fleeing the war in Ukraine and who are often traumatized by the events experienced. The ministry strongly recommends to all persons planning such trips to contact the ministry at transport.ukraine@mae.etat.lu before any potential departure.

For the time being, and while all the competent authorities are working at full speed to welcome people fleeing the war in the best possible conditions, and to process their applications for temporary protection status, **we ask Luxembourg citizens and residents not to organise large scale transport** unless private arrangements for short and medium term accommodation have been made by the organisers for the persons to be transported.

The ministry draws attention to the number of unaccompanied children without official documents on board of transports, for which the organisers are fully responsible. The organisers of those private transport initiatives are advised to make sure that these minors are not being trafficked.

28. I want to host Ukrainian citizens. Whom should I contact and what kind of data/information should I provide?

Caritas Luxembourg and the Luxembourg Red Cross, with the support of the Ministry for Family Affairs, Integration and the Greater Region and in collaboration with the National Reception Office (*Office national de l'accueil* (ONA)), have set up a programme to put people fleeing the war in Ukraine in touch with Luxembourg residents, who wish to offer them free accommodation or a home stay.

People who want to provide a free accommodation or a home stay need to fill in the online form on the website of either the [Luxembourg Red Cross](#) or [Caritas Luxembourg](#).

Caritas Luxembourg or the Luxembourg Red Cross will contact persons and families who have completed the form **as soon as possible**.

If additional information about the programme is needed, please send an e-mail to ukraine@zesummeliewen.lu or contact the Hotline on (+352) 621 796 780.

29. How long will the people that I have taken in stay with me?

Those willing to host people fleeing the war in Ukraine are asked to commit themselves for a minimum duration of three months.

It should be noted that private accommodation is an act of solidarity in the context of a humanitarian crisis. No rent or other compensation for the provision of accommodation, or part thereof, can be claimed.

30. Where will people from Ukraine be housed in the longer term?

Persons enjoying temporary protection can benefit from accommodation in a collective housing structure owned by the State.

31. I am hosting Ukrainian refugees in my home, am I eligible for financial assistance?

No. The private hosting and accommodation of Ukrainian refugees is to be considered as a voluntary action and will not result in financial compensation.

However, privately hosted beneficiaries of temporary protection have access to the material reception conditions of the National Reception Office (ONA). The material reception conditions include food and clothing support, as well as a monthly allowance and access to medical care.

32. I am from Ukraine and I have a domestic animal with me. What is the procedure to follow?

Pets from Ukraine entering the EU are subject to certain identification and vaccination requirements. In light of the situation, the European Commission, in cooperation with the Member States, has decided to derogate from these requirements in order to facilitate the entry of refugees with their pets.

In order to register their pets, pet owners **are requested to contact a veterinary**.

If you have any further questions, please contact the Administration of Veterinary Services by e-mail at info@asv.etat.lu or by phone at (+352) 247-82539 or download the [registration form](#).

33. I want to provide material assistance. Which institution should I contact?

Information about the possibilities of making material donations can be found on the website of the National Reception Office (ONA): <https://ona.gouvernement.lu/en/service/aide-pour-dpi.html>

34. I would like to volunteer to help the people arriving in Luxembourg from Ukraine. Where can I sign up ?

ASTI, Caritas Luxembourg and the Luxembourg Red Cross, with the support of the Ministry of Family Affairs, Integration and the Greater Region, are coordinating volunteer services.

You can fill out the [form to volunteer](#) and you will then be guided to an organisation offering activities in the domain that you have chosen to volunteer in.

For any additional question, please e-mail ukraine@zesummeliewen.lu or contact the Hotline at +352 621 796 780.

35. Is there a diplomatic mission of Luxembourg in Ukraine or in the neighbouring countries (Romania, Hungary, Slovakia, Poland)?

Ukraine: Embassy of Luxembourg in Prague, co-accredited to Ukraine.

Apolinářská 9, Prague 2, 128 00, Czech Republic

Phone: (+420) 257 534 534 / e-mail: prague.amb@mae.etat.lu

Hungary: Embassy of Luxembourg in Vienna, co-accredited to Hungary.

Sternwartestrasse 81, A-1180 Vienna, Austria

Phone: (+43) 1 478 21 42 / e-mail: vienne.amb@mae.etat.lu

Slovakia: Embassy of Luxembourg in Vienna, co-accredited to Slovakia.

Sternwartestrasse, 81 A-1180 Vienna, Austria

Phone: (+43) 1 478 21 42 / e-mail: vienne.amb@mae.etat.lu

Poland: Embassy of Luxembourg in Warsaw ulica

Śloneczna 15, 00-789 Warsaw, Poland

Phone: (+48) 22 507 86 50 / e-mail: varsovie.amb@mae.etat.lu

Romania: Embassy of Luxembourg in Athens, co-accredited to Romania

23A, avenue Vas. Sofias & 2, rue Néofytou Vamva, GR - 106 74 Athens, Greece

Phone: (+30) 210 - 72 56 400 / e-mail: athenes.amb@mae.etat.lu

36. When and how do I bring a car imported from Ukraine into compliance in Luxembourg (insurance, certificate, etc.)?

Anyone moving to Luxembourg must register their vehicle in Luxembourg within 6 months of their arrival.

For further information:

<https://snca.public.lu/en/vehicules/immatriculation/immatriculer-vehicule-occasion/vehicule-immatricule-hors-ue.html>