

## Du you have questions?

Please contact your caseworker. You may still re-apply for financial assistance by submitting a paper form.

# Re-apply for financial assistance online

- » **You can re-apply 24 hours a day**
- » **You do not need to visit the social services office to re-apply**
- » **You do not need to submit your supporting documents (but you do need to save them)**
- » **You can follow your case and read the decisions on My pages**

# If you have an ongoing case

Do you have an ongoing case for financial assistance? If you do, you can re-apply for financial assistance on the City of Gothenburg webpage. If you do not have an ongoing case, you will need to contact your social services office to book a time for a personal meeting when you submit your application for the first time.



## Before you log in

- » You need an e-identification to re-apply online. Valid e-identification are BankID, mobile BankID and Telia e-identification. You can obtain an e-identification through your bank or through Telia.
- » If you are applying together with someone else (spouse, cohabitant or partner) then they must also have a valid BankID, mobile BankID or Telia e-identification.
- » Before you re-apply, you need to have all your supporting documents ready (such as income or benefit statements, receipts and invoices).
- » Please wait with your re-application until you have all supporting documents ready!



## This is how you re-apply

- » Log in to My pages at [goteborg.se](http://goteborg.se) using BankID, mobile BankID or Telia e-identification. Answer a few questions about your life situation and economy (incomes and expenses). You do not need to submit any supporting documents at this point.
- » If you are applying together with someone else, then the other person needs to approve the re-application with a valid BankID, mobile BankID or Telia e-identification.



## Save all receipts and supporting documents

- » The City of Gothenburg selects random applications for verification (random sampling). This means that your application may be selected for verification. In this case, you need to be able to show receipts and other supporting documents.
- » It is illegal to provide false information. It may result in you having to pay back the financial assistance. It may also be reported to the police. It is therefore important that your information in the re-application is correct and that you are able to show supporting documents for it during a verification.