

This is how we design the benefits-in-kind card (Sachleistungskarte) in Upper Austria.



From July 2024, the benefits-in-kind card for asylum seekers will be tested in seven districts in the Steyr region of Upper Austria. The aim of the joint pilot project between the state of Upper Austria, the Federal Ministry of the Interior and the Federal Agency for Care and Support Services is to

- prevent abuse and use financial assistance in a targeted manner
- simplify administration and increase the efficiency of payment processes
- standardize the provision of services
- lay the foundations for an Austria-wide tender and roll-out

The introduction of the benefits-in-kind card will modernize basic services in Upper Austria and make them safer and more efficient, which will benefit both the people concerned and the organizations administering them.

FAQs

■ What is the benefits-in-kind card?

The benefits-in-kind card is a Visa debit card. It does not differ in terms of functionality or design from other Visa debit cards issued by credit institutions. The benefits in kind card is issued as a plastic card.

■ What does the benefits-in-kind card look like?

The benefits-in-kind card is similar to a normal EC or debit card with a neutral design. The 16-digit card number, the personal card token and the validity period are shown on the front of the card. The CVC is located on the back.



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■ Who receives the benefits-in-kind card?

All persons of legal age who are entitled to benefits within the framework of basic welfare support in accordance with the Basic Welfare Support Agreement pursuant to Art. 15a B-VG or the Upper Austrian Basic Welfare Support Act and who are accommodated in the seven organized quarters in the pilot region. Benefits for minors are transferred to the parents' benefit-in-kind cards.

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■ Who issues the benefit-in-kind cards?

The respective accommodation provider is responsible for issuing and transferring the basic benefits to the benefits-in-kind card (as was previously the case when issuing cash to benefit recipients).

■ What benefits are transferred to the benefits-in-kind card each month?

The same benefits that are otherwise paid out as part of basic care are transferred to the benefits-in-kind card:

- Food allowance: 7 euros per day (5 euros for minors)
- Pocket money for minors up to 3 years: 20 euros per month
- School fees: 100 euros (twice a year at the beginning of the semester)

In addition, as before, clothing vouchers are issued to clients in basic care.

■ How are the benefits transferred to the benefits in kind card?

The benefit is automatically and digitally loaded onto the benefits-in-kind card twice a month (mid-month, end of month) by the responsible accommodation provider. This means that no cash payment is made by the accommodation provider.

■ What is the maximum amount of cash that can be withdrawn per month?

A maximum of 40 euros per month and person - at ATMs. After withdrawing e.g. 30 euros, a further 10 euros can be withdrawn. Regardless of this, cashless payments are possible up to the credit limit.

■ Where can I pay with the benefits-in-kind card?

The benefits-in-kind card can be used in all stores and service providers in Austria that accept VISA. This includes supermarkets, drugstores, pharmacies and ÖBB. Cash withdrawals are possible at Austrian ATMs.

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■ Are there regional and other restrictions?

The benefits-in-kind card cannot be used abroad. In addition, the benefits in kind card cannot be used to pay in the following sectors, among others: Gambling, dating and escort services, money transfer services, online marketplaces, voucher sales, state lotteries.

■ What fees are incurred when using the card?

There are no fees for the standard use of the debit card. Cash withdrawals are possible once a month free of charge at any ATM.

How can I check the current credit balance?

- You can use the "secupay app" at any time to check how much credit is still available on the benefits-in-kind card and what transactions have been made. The "secupay app" is available in both the App Store and the Google Play Store.

Alternatively, sales and the current balance can also be viewed online on the card provider's homepage.

■ Can the benefits-in-kind card be passed on to other people?

No, the benefits-in-kind card and the associated PIN may only be used by the respective cardholder and may not be passed on to other persons.

■ What should I do if I lose my benefits-in-kind card?

The benefits-in-kind card can be blocked on the homepage of the card provider. A new card must be requested from the respective accommodation provider (report loss to the lost property office or municipal office).

■ What should I do if my benefits-in-kind card is stolen?

The benefits-in-kind card can be blocked on the card provider's homepage. A new card must be requested from the respective accommodation provider. Immediately reporting the theft to the police will limit your liability for unauthorized transactions.

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■ How can the PIN for the benefits-in-kind card be requested?

The PIN for the benefits-in-kind card can be requested online on the card provider's homepage using the card token.

■ What should I do if my card is blocked due to repeated incorrect PIN entries?

The card will be blocked if the PIN has been entered incorrectly 3 times. In this case, the contact form on the card provider's homepage can be used to request a new PIN. Once the card has been unblocked, an SMS or e-mail with information on the PIN will be sent.

■ Who provides support for questions and problems with the benefits-in-kind card?

The card provider offers support via the corresponding contact form on the card provider's homepage. If necessary, the accommodation provider also provides assistance.

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