SOCIAL LISTENING REPORT

MID-YEAR

FROM JANUARY TO JUNE 2026

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Regional Refugee Response for the Ukraine Situation

UNHCR The UN Refugee Agency

MOLDOVA FOR PEACE

LAOLALTĂ

DISCLAIMER

This report presents an analysis of refugee and local community social media comments or threads shared via online social media sources.

Between January and June 2026, the InfoUnit collected 3.196 comments or threads, monitored over 72.542 posts, posted 53 informative updates covering topics like legal status, medical services, cash assistance and other issues, addressed 1.815 questions, and shared information about over 285 free events, training sessions, courses accessible to both refugee and host communities, and others.

Rumors and information spread quickly within communities and can have serious consequences. Social media monitoring helps humanitarian organizations and stakeholders track community discussions, address misinformation, and identify gaps in the humanitarian response.

In this report, the term "Refugees" refers to forcibly displaced people, primarily from Ukraine, who are seeking or receiving protection in Moldova, including beneficiaries of temporary protection, asylum-seekers, refugees, and beneficiaries of humanitarian protection.

This report is part of the Accountability to Affected People (AAP) mechanisms of the Refugee Coordination Forum (RCF) in Moldova.

This report is issued by InfoUnit, a project implemented by A.O. "Laolaltă" for the civic initiative "Moldova for Peace", with the support of the UN Refugee Agency (UNHCR).

ACCESS TO ACCURATE INFORMATION

The InfoUnit continuously provided verified information on legal matters, including legal status, and redirected legal cases to The Law Center of Advocates (CDA). Additionally, InfoUnit disseminated information about humanitarian aid programs, education, employment opportunities, medical services, and more.

RESOURCES

Ajutor Ucraineni in Moldova: the biggest help Facebook group for refugees in Moldova.
Partners can post information about their assistance aid programs.

Українці Молдова: informational Telegram channel launched by InfoUnit.

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SOURCES OF MEDIA COMMENTS OR THREADS

No artificial intelligence (AI) used
Manual data collection and categorization preserved the context of sensitive community feedback.

No personal data collected

We do not collect any personal data and all the information is examined to ensure the anonymity of respondents.

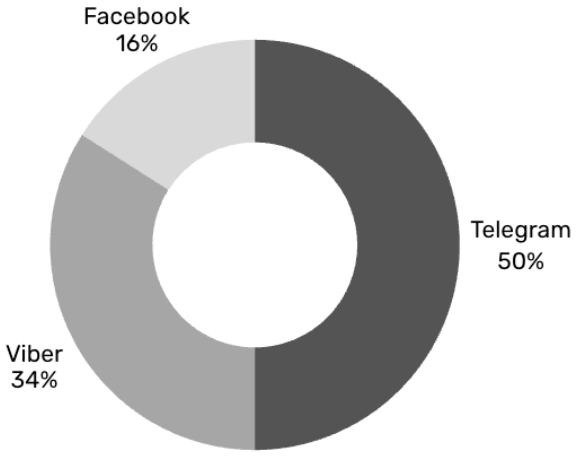
Context analysis

Comments and threads are provided alongside contextual information to give insight into the environment in which it was shared.

Quantitative analysis and categorization
The information is grouped based on the assistance or services that were the subject of discussion.

200.000+ total members of refugee and local communities monitored and reached

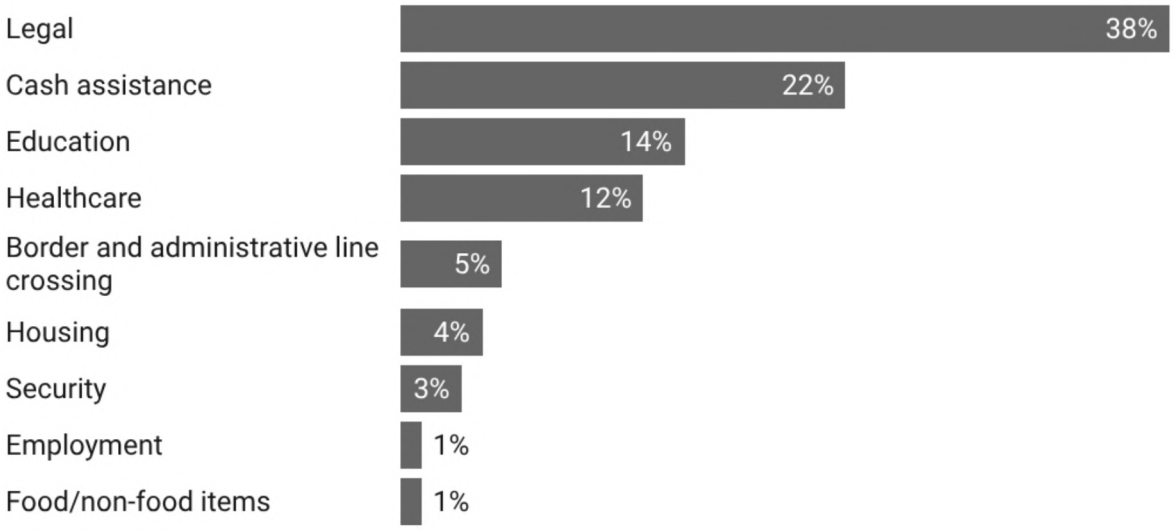
- **21** Viber groups
- **18** Telegram groups
- **1** Facebook group



The reporting period includes data from the sources mentioned above, with the distribution of messaging platform usage presented in the chart.

FEEDBACK ANALYSIS

During the reporting period a total of 3.196 social media comments or threads were collected.



Note: *Percentages are based on the number of comments or threads collected under each category during January–June 2026. Smaller categories should be interpreted qualitatively due to the limited number of comments or threads.*

FEEDBACK ANALYSIS: LEGAL 38%[1]

During January–June 2026, Legal Status[2] was the main topic of legal discussion among refugees.

Most questions concerned Temporary Protection[3] (hereafter TP), while citizenship and residency were raised less often but remained important for those considering longer-term stay in Moldova.

Following the official announcement on the 28th of January 2026 confirming the extension of TP in Moldova until 1 March 2027, discussions shifted from uncertainty about the future of the status to practical questions about the extension procedure.

In January, many TP holders still expected an automatic extension, as in previous years, asked whether they needed to take any action, where to register, whether employment status mattered, and whether newly issued TP documents also had to be extended.

From 1st of February onward, once the TP application period opened, discussions became more technical. Refugees asked how to use the online platform, whether the same phone number was required, how to submit applications for children and family members, what to do if the platform showed errors, and whether proof of address or a rental contract had to be provided. Since the platform was not fully stable during the first days of the process, many refugees reported login problems, failed SMS verification[4], difficulties adding children in their application, address fields not loading, and uncertainty over whether their applications had been successfully submitted.

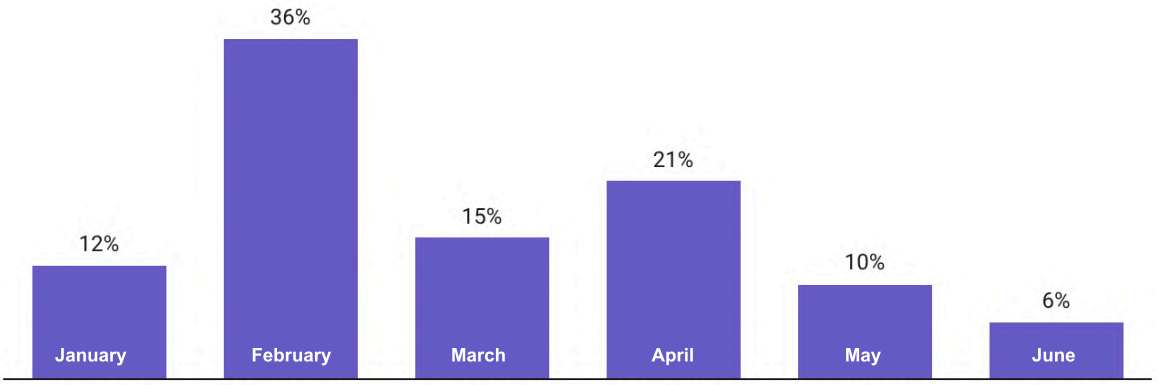
The temporary 90-day validity period[5] when scanning the QR code on the TP card, shown after application submission, was confusing for many refugees. Some understood it as only a short TP extension, while others thought it meant their status had not yet been approved. In reality, the 90 days were the period given to the General Inspectorate for Migration (hereafter - GIM)[6] to process the application[7]. All refugees who submitted their application on time[8] kept their status while it was being reviewed. However, because this information (the temporary 90-day validity period) appeared during QR-code checks, many refugees continued to ask whether they were

[1] 1.226 comments or threads out of a total of 3.196.
[2] 932 comments or threads out of a total of 1.226 related to the Legal category.
[3] Temporary Protection is an exceptional protection measure granted to displaced persons from Ukraine, providing legal stay in Moldova and access to basic services.
[4] A Moldovan mobile phone number is required to proceed with the application, as access is granted only after SMS verification using an active Moldovan number.
[5] Auto-generated date refers to processing time, not expiry or refusal. TP remains valid while under review.
[6] Inspectorate for Migration - IGM in Romanian.
[7] Updates on the extension of Temporary Protection.
[8] Applications for extension could only be submitted between 1 February and 30 April 2026.

staying legally in Moldova, whether they could travel, and what would happen if no final decision was issued before the temporary date expired.

Parents were unsure whether children needed separate applications, whether 14-year-olds needed to provide fingerprints[9] again if they had already done so before the TP extension, or where to book appointments for this. In February-March, the system often did not allow them to add children at all, or just showed errors.

By March and April, discussions had shifted from how to apply for TP to how to understand the outcome. Refugees asked how approval of their application would be confirmed, whether they needed to visit GIM offices, and whether a new plastic document would be issued[10]. Concerns about refusal or cancellation also grew, especially among refugees outside Moldova, including seafarers, those who had spent long periods abroad, and those who have obtained another legal status. The requirement to be physically present[11] in Moldova therefore became a key point requiring clearer explanation.



Monthly share of social media comments and threads on Cash Assistance

TP was also closely linked to other practical legal issues. Refugees asked whether they could move from TP to residency, whether they had to renounce TP before applying for residency, and whether TP holders could open bank accounts, work legally, access services, or keep Ukrainian-registered vehicles in Moldova.

Citizenship and residency were discussed less often, but remained important for longer-term planning. Questions focused on citizenship through roots or family ties, processing delays, required documents, and the new Romanian language and Constitution requirements introduced at the end of 2025[12].

Residency questions focused on options after TP, including employment, family reunification, study, and business activity.

These discussions showed that some refugees were already looking beyond TP and considering more stable legal options in Moldova.

[9] Children who had reached the age of 14 were required to provide biometric data as part of the Temporary Protection extension process.

[10] GIM stated in its FAQ that no in-person visit is required for extension.

[11] Physical presence in Moldova was an important condition for maintaining Temporary Protection during the extension process.

[12] Moldova introduced new requirements under the Citizenship Law No. 253/2025, requiring applicants for Moldovan citizenship to demonstrate knowledge of the Romanian language and the Constitution of the Republic of Moldova.

Source: IGM

Discussions on Legal Status showed that TP was closely linked to refugees' ability to access rights and services in Moldova, including employment, healthcare, education, banking, family-related matters, and vehicle-related issues. The high number of questions reflected the importance of maintaining legal status and the uncertainty created by the new online procedure and unclear technical steps.

More tailored communication for specific groups, including families, refugees residing abroad, and those considering residence or citizenship options, could have provided clarity and helped address potential misunderstandings.

Examples of comments translated into English:

"Good evening, does anyone know how to extend Temporary Protection? Where do we need to register - is there an online queue?"

"Yesterday it did not let me log in at all. Today it opened, but the final step still did not allow me to complete the application."

"I submitted my own application, but when I tried to submit my wife's and child's applications, the system showed an error. Now I don't understand what to do."

"I submitted the application for extension. How can I understand whether it was approved and where can I check the status?"

"If I plan to apply for a residence permit, do I need to extend Temporary Protection or not?"

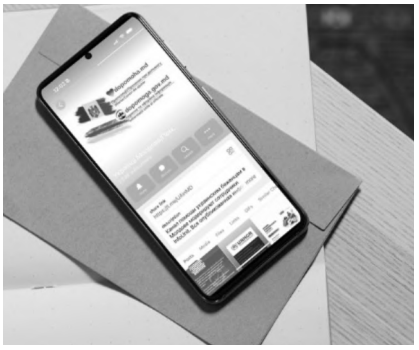
"Has anyone applied for Moldovan citizenship and been waiting for more than a year and a half? We applied through my grandmother, everything was official, but there is still no answer."

"Do I also need to take the language exam if I apply for citizenship by birth?"

"In the new TP form, there is a point about indicating that a child studies at school. How can this be proven for those living in the Transnistrian region?"

INFORMATION MONITORED ON SOCIAL MEDIA ABOUT LEGAL MATTERS[13]

Legal Matters discussions mainly reflected practical questions about how refugees could use their legal status in everyday life.



Ukrainian-registered vehicles remained one of the most sensitive and recurring topics. Refugees asked how long their vehicles could legally remain in Moldova, whether TP still allowed extended stay for cars, which vignette[14] tariff applied, whether technical inspection was required, and what fines could be imposed for overstaying or non-compliance.
Questions also covered driving a vehicle registered to another person, powers of attorney, customs rules, red plates[15], and the consequences for vehicles if a person moved from TP to residency or Moldovan citizenship.

Some discussions also focused on self-employment and business registration. Refugees asked whether TP was sufficient to open an entrepreneurial patent[16], register an SRL[17], work independently, or use business activity as a possible pathway toward a residence permit. These questions showed that some refugees were looking beyond immediate legal stay and were trying to understand how to formalize income and longer-term integration in Moldova.

Tax-related questions became more visible among refugees who were officially employed, self-employed, working remotely, or receiving income from abroad. Discussions included income tax refunds, tax residency, double taxation concerns, taxation for seafarers and remote workers, Ukrainian income, and whether residence permit holders had additional fiscal or health insurance obligations in Moldova. These questions showed that some refugees were trying to better understand not only their legal stay, but also their financial and administrative responsibilities in Moldova.

Refugees residing in the Transnistrian region raised additional document-related concerns. Questions focused on how to apply/extend TP when local addresses, schools, or institutions were missing or difficult to find in online application form, how to obtain or update IDNP[18], how to use documents issued in the region, how and where to access Moldovan institutions for administrative procedures. These discussions showed that refugees on the left bank often faced additional practical barriers when trying to comply with procedures managed by Moldovan authorities.

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[13] 294 comments or threads out of a total of 1.226 related to the Legal category.

[14] Vignette is a tax for the use of roads in the Republic of Moldova by vehicles, with or without trailers, which are unregistered in the Republic of Moldova in order to use the Republic of Moldova's roads.

[15] Red registration plates in Moldova are temporary plates issued for vehicles temporarily imported into the country. They indicate that the vehicle has temporary registration rather than permanent Moldovan registration.

[16] Entrepreneurial patent (patenta de întreprinzător) is a simplified Moldovan regime allowing an individual to carry out specified types of entrepreneurial activity under a state-issued patent, for a defined period and subject to a fixed patent fee.

[17] Societate cu Răspundere Limitată - a limited liability company.

[18] State Identification Number of a Person - a unique personal identification number used in Moldova.

In May–June, some refugees raised questions about the 1,000 MDL child benefit[19] for Ukrainian children born in Moldova. Parents wanted to understand whether they were eligible, how long the payment could be received, and whether it was paid by card or through the post office. Some shared that payments had stopped or had not arrived because their updated TP data had not been reflected in the records of the National Social Insurance House (thereafter CNAS). Many appeared to find this out only after calling the CNAS hotline, visiting CNAS offices, or asking other parents online, which showed that clearer advance communication was needed.

KEY ISSUES DISCUSSED BY REFUGEES DURING THE REPORTING PERIOD

№	Topic	Brief Description
1	**Banking and financial access**	Opening bank accounts with/without TP, bank refusals, blocked cards, salary transfers, documents required by different banks.
2	**Ukrainian cars**	Legal stay of cars in Moldova, vignette payments, technical inspection, customs rules, driving a car registered to another person, powers of attorney, fines, and concerns after changing TP to residency or citizenship.
3	**Driving licences and road fines**	Access to driving schools with TP, theory/practical exams, Moldovan driving licences, Ukrainian driving licence use or necessity to exchange, penalty points[20], traffic fines.
4	**Notarial and legal assistance**	Requests for migration lawyers, notaries (very often looking for Ukrainian notaries), powers of attorney, Ukrainian/Russian-language documents, family matters documents, citizenship or residency consultations, and trusted legal referrals.
5	**Child benefits and CNAS data updates**	Questions about the 1.000 MDL child benefit for Ukrainian children born in Moldova, payment through cards or post offices, and interruptions caused by updated TP data not being reflected in CNAS records.
6	**Taxes and income**	Tax residency, income tax refund, taxation rules for seafarers or remote workers, Ukrainian income taxation in Moldova[21], official employment, salary threshold for residence permits.
7	**Self-employment and business registration**	Entrepreneurial patents, SRL/business registration, self-employment under TP (Freelance), business activity as a pathway to residency, legal and tax requirements[22].
8	**Transnistrian region and cross-jurisdiction issues**	Documents issued in the region, access to Moldovan institutions, and legalisation of documents.

[19] Moldova's monthly childcare allowance paid for each child from birth until the age of two. Ukrainian refugee families with Temporary Protection may access this benefit through CNAS; payments can be received through a social bank card or collected at a post office.

[20] Penalty points are additional sanctions imposed on drivers for certain traffic offences in Moldova. If a driver accumulates 15 penalty points, the case is referred to court, which may suspend the driver's right to drive for 6–12 months.

[21] Double taxation between Moldova and Ukraine is regulated by the 1995 intergovernmental convention, which covers income and property taxes and prevents the same earnings from being taxed in both countries.

[22] Refugees were asking whether TP was enough for self-employment or whether another legal status was needed.

Examples of comments translated into English:

"They called from the bank and said that my card was blocked for internal reasons and could not be unblocked, but they did not explain the reason."

"How long can a car stay in Moldova if the owner has Temporary Protection?"

"I am thinking about the cars - will they adopt a decision extending their stay after August or not?"

"If I live under Temporary Protection for more than 183 days and use a Moldovan bank, can there be questions about income and paying taxes in any country?"

"Can a seafarer register as self-employed, pay taxes and apply for a residence permit?"

"Can someone recommend a lawyer who can help open an individual business or SRL?"

"Does the double taxation agreement between Ukraine and Moldova work? If I am a sole entrepreneur in Ukraine and pay taxes there, but live in Moldova with Temporary Protection, do I need to pay any taxes here as well?"

"The hotline said that the 1.000 lei payments are not coming because the Temporary Protection data has not been updated, and we need to go to the territorial CNAS office. Is that really true?"

"Today I went to CNAS, and they said that those who did not receive child benefits must come in person. They asked for copies of Temporary Protection documents and the child's birth certificate."

ACTIONS TAKEN BY INFO UNIT

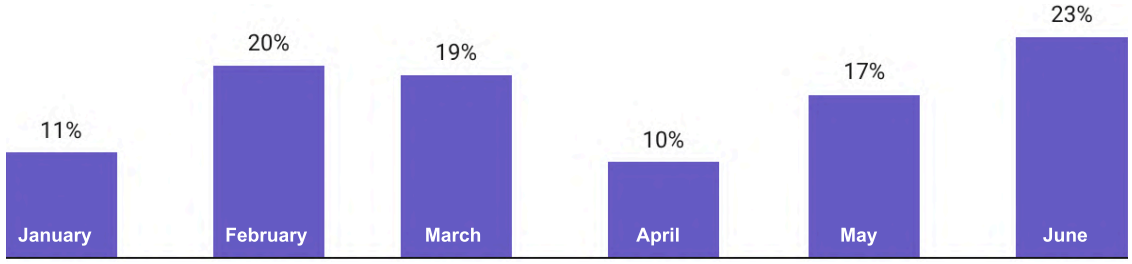
- ➜ Shared official information on TP extension, including the application deadline, online procedure, and GIM updates;
- ➜ Disseminated FAQs, step-by-step instructions, and video guidance on how to complete the Temporary Protection extension through protectietemporara.gov.md;
- ➜ Provided targeted information for families with children, including guidance on biometric data requirements for children;
- ➜ Promoted free legal and integration consultations provided by partner organizations, including CDA (The Law Center of Advocates), Female Support Force, Charity Centre for Refugees, Clinica Juridică, and integration mediators;
- ➜ Informed beneficiaries that TP extensions were available online and free of charge, with repeated reminders to apply before the deadline;
- ➜ Shared information on legal and administrative obligations for foreign residents, including health insurance, tax refunds, and digitalisation of employment records;
- ➜ Advised to consult the GIM website and hotline for verified information on legal stay;
- ➜ Advised refugees with suspended MDL 1.000 child benefit payments due to outdated Temporary Protection data to contact CNAS for clarification.

RECOMMENDATIONS

- !! Strengthen clear and timely communication on legal status, documentation and administrative procedures through official, multilingual channels;
- !! Improve coordination between public institutions and partners to ensure consistent and practical information for refugees;
- !! Provide targeted support for complex cases, including families with children, people temporarily abroad, refugees in the Transnistrian region and those seeking longer-term legal stay.

FEEDBACK ANALYSIS: CASH ASSISTANCE 22%[23]

UNHCR CASH ASSISTANCE FOR REFUGEES IN MOLDOVA 68%[24]



Monthly share of social media comments and threads on Cash Assistance

Source: UNHCR Moldova

[23] 714 comments or threads related to the Cash assistance category out of a total of 3.196 comments or threads related.
[24] 483 comments or threads out of a total of 714 were related to the UNHCR Cash assistance program category.

During January–June 2026, discussions on UNHCR cash assistance program[25] reflected growing anxiety around the continuity[26] and predictability of the financial support. Refugees repeatedly asked when payments would arrive, why some households had been removed from the program, how verification[27] affected eligibility, and how appeals[28] could be submitted or followed up.

In January and February, discussions focused mainly on payment delays, card-related issues, missing SMS notifications[29], appeal outcomes, and verification appointments. Some refugees sought clarification on changes to their eligibility. The lack of detailed case-specific information made it difficult for some refugees to understand the decisions and led to continued questions about appeals and reconsideration procedures.

Some refugees described the verification process as emotionally difficult, especially when interviews were repeated or when they were unsure whether the verification was related to a payment, reactivation to the program, or further eligibility assessment.

Appeals and reconsideration[30] requests were a sensitive topic. Refugees were seeking clarity on timelines, resubmission, supporting documents, and reinstatement.
Although UNHCR explains the process on its website, payment delays and limited SMS updates led many to rely on the UNHCR Cash Helpline.

Overall, discussions showed that UNHCR cash assistance remained a critical source of financial stability for many refugee households in Moldova.

Source: UNHCR Moldova

[25] An emergency cash assistance programme for people who fled Ukraine and are currently residing in Moldova. In 2026, eligible beneficiaries receive MDL 1,625 per person per month.
[26] On 2 March 2026, UNHCR informed beneficiaries that significant funding reductions required further prioritisation of support for the most vulnerable groups.
[27] Verification interviews were conducted to confirm that beneficiaries remained in Moldova and to update household information. Beneficiaries were invited by SMS, and all household members were expected to attend in person.
[28] A request to review a decision believed to be incorrect.
[29] Cash assistance beneficiaries receive an SMS notification regarding their payment.
[30] A request for a new eligibility assessment based on significant changes in the applicant's circumstances.

KEY ISSUES DISCUSSED BY REFUGEES DURING THE REPORTING PERIOD

№	Topic	Brief Description
1	**Verification procedure**	Questions about why beneficiaries were called again for verification, whether all household members had to attend, what documents were required, whether the interview was a routine check or a new assessment, what happens when the beneficiary misses the SMS invitation to the interview.
2	**Eligibility criteria**	Concerns about why some vulnerable households were no longer receiving assistance and how vulnerability criteria were applied.
3	**Appeals and reconsideration**	Questions about how to appeal, how long the process takes, what documents should be attached, whether to wait 14 or 75 days after receiving the SMS notifying the beneficiary that they are no longer eligible for cash assistance, and whether reinstatement is possible.
4	**Payment delays and payment predictability**	Repeated questions about when monthly payments would arrive, whether payments depended on verification, why some payments arrived late, and why SMS notifications were sometimes missing.
5	**Hotline and communication gaps**	Difficulties reaching the Cash Helpline, different answers from operators, uncertainty about whether SMS notifications had been sent, and lack of clear information on individual cases.
6	**Card-related and technical issues**	Issues with blocked or expired cards, PIN-related problems, ATM malfunctions, replacement of non-functioning cards, delays in transferring balances to replacement cards, and uncertainty about where to seek assistance with card-related issues[31].
7	**Presence and missed appointments**	Questions about absence from Moldova, travel for medical/family reasons, missed verification appointments, reactivation after return, and whether cash assistance could be restored.
8	**Support for newly arrived refugees**	Questions from newly arrived refugees about whether initial cash assistance was still available, how to register, and what documents or legal status were required.

[31] All key actions related to the UNHCR cash assistance program, as well as answers to questions regarding all aspects of the program, can be obtained by calling the Cash Assistance Helpline at 0 800 10823.

Examples of comments translated into English:

> *"Did anyone receive an invitation for verification from UNHCR? Does it take long? I cannot imagine going there with children and going through the interview with them."*
>
> *"We passed verification in February, and now they are calling us again in March. Does this mean they will call us every month?"*
>
> *"I am alone with three children and have a serious illness, and today I also received a refusal."*
>
> *"If I did not submit an appeal within 15 days after the refusal, can I apply again or is it already too late?"*
>
> *"The hotline says they do not know when the payment will come. Everyone gives different information."*
>
> *"It is very difficult to reach the hotline. I wait on the line and then the call drops."*
>
> *"My card was blocked, but there was still money on it. Should I call the hotline?"*
>
> *"I did not receive the SMS about verification, so I did not go. Now they say my account is blocked."*
>
> *"If my wife and child left Moldova and later returned, can we still count on payments?"*

OTHER CASH ASSISTANCE PROGRAMS FOR REFUGEES IN MOLDOVA 30%[32]

During January–June 2026, refugees also discussed other forms of financial assistance available in Moldova, including Caritas Moldova rental assistance[33], state heating compensation program "Ajutor la Contor", Red Cross Moldova (thereafter Red Cross) support[34] and other short-term financial programs. These discussions showed that many households were actively looking for alternative support, especially after delays or discontinuation of UNHCR/IOM Moldova[35] (thereafter IOM) cash assistance programs.

The most frequent questions concerned eligibility, registration procedures, required documents, payment timing and whether programs were still active. Cash for rent was one of the most discussed topics, with refugees asking about the necessity of official rental contracts, landlord participation, home visits, inspections and delays in first payments.
Questions about heating compensation[36] were also raised, mainly in relation to payment months, access to payments through post offices or cards, and whether households had to reapply if they applied last year.

Red Cross assistance generated additional questions among refugees who had received notifications from UNHCR that they were no longer eligible for cash assistance. Refugees noted that beneficiaries still receiving UNHCR cash assistance were not eligible for Red Cross financial

[32] 212 comments or threads out of a total of 714 were related to the Other Cash assistance programs category.
[33] Caritas Moldova and CRS provided cash-based support to refugee households renting accommodation, as well as support for minor repairs to expand housing availability. The program also included winter cash support for refugees from Ukraine to help cover increased seasonal costs and basic material needs.
[34] In February 2026, the Red Cross Moldova launched a one-time cash assistance program for selected families no longer receiving UNHCR monthly cash assistance. Access was based on an official SMS with a unique code.
[35] IOM Moldova/ADRA provides EUR 85 per person in Multipurpose Cash Assistance (MPCA) to refugees and third-country nationals in the Transnistrian region.
[36] Government of Moldova financial support provided to eligible households during the cold season to help cover energy costs.

support. When UNHCR assistance was discontinued, the SMS could include a Red Cross phone number and an individual code to activate the support. Refugees had questions about whether the code meant automatic eligibility, how to activate it, which documents were required, and whether the assistance was one-time or monthly.

Overall, discussions reflected high demand for financial support but also confusion caused by different eligibility rules, limited funding, short-term projects and uneven communication across programs.

KEY ISSUES DISCUSSED BY REFUGEES DURING THE REPORTING PERIOD

№	Period	Category	Key Issues
1	January–June	**Cash for rent**	Questions about Caritas/Catholic Relief Service (CRS), eligibility program, necessity of official rental contracts, landlord involvement, home visits, payment delays, and whether programs were still open.
2	February–June	**Red Cross financial assistance**	Discussions about assistance for refugees no longer receiving UNHCR cash support, including SMS codes, activation through the Red Cross, registration steps, document upload, and whether support was one-time or monthly.
3	January–May	**Heating compensation**	Questions about state heating compensation, payment months, payments through post offices or cards, missing payments, and whether previously registered households had to reapply.
4	January–June	**Payments and communication**	Repeated questions about delayed payments, missing SMS notifications, unclear hotlines information, program closures, waiting lists, and changes caused by limited funding.

Source: [Red Cross Moldova]

Examples of comments translated into English:

> *"Is there any rental assistance available in Chișinău, and can I apply if I already participated in a rental support program before?"*
>
> *"Could someone explain what documents are needed for Caritas rental assistance? Do they require an official rental contract?"*
>
> *"I received a refusal from UNHCR. Does this mean I can apply to the Red Cross, or do I need a specific SMS code?"*
>
> *"If the Red Cross approved a one-time payment, where and when can it be received?"*
>
> *"If I registered for heating compensation in autumn, can I still go to the post office and receive it now?"*
>
> *"Will there still be compensation for March, or has the heating season already ended?"*

CASH ASSISTANCE PROGRAM IN THE TRANSNISTRIAN REGION (IOM/ADRA) 1%[37]

Source: IOM Moldova

During the reporting period, refugees residing in the Transnistrian region sought information about different financial and social assistance programs, including IOM support, Medical-social assistance (MSP)[38], and other locally available initiatives. Across these programs, discussions focused on eligibility, registration procedures, payment timelines, and whether assistance would be provided as a one-time payment or in installments.

Questions about IOM/ADRA cash assistance program[39] mainly concerned notifications of ineligibility after screening[40], eligibility criteria, winter or rental-related support[41], and whether refugees who had already participated in previous programs could apply again. At the same time, Medical-Social assistance was discussed in relation to registration centers, payment amounts[42], and follow-up transfers, especially by vulnerable households with older persons, persons with disabilities, or other health-related needs.

Overall, refugees in the Transnistrian region continued to rely on targeted financial and social assistance to cover basic needs, medical expenses and housing-related costs. Discussions highlighted the need for clearer, location-specific information on available programs, eligibility rules, registration procedures, payment timelines and the responsible organizations.

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[37] 19 comments or threads out of a total of 714 related to the Cash assistance programs in the Transnistrian region category.
[38] Non-Commercial Partnership "Medical and Social Programs" - a local organization based in Bender, working with socially vulnerable groups and people affected by health-related vulnerabilities.
[39] IOM/ ADRA provides financial support in the region to help refugees and third-country nationals cover essential needs, such as food, rent, healthcare, and other basic expenses. Eligibility is determined through a periodic vulnerability assessment based on needs and predefined criteria.
[40] A periodic vulnerability assessment used to determine a household's eligibility for assistance.
[41] In January 2026, IOM launched the final registration stage for its cash-for-rent program in the Transnistrian region. The program targeted beneficiaries who had passed housing verification and were approved for participation.
[42] Winter or one-off financial assistance for vulnerable persons in the Transnistrian region.

Examples of comments translated into English:

"We cannot come to the screening because we are away until the end of March. What should we do in this situation?"

"We understand that there is no funding, but our financial situation is critical. My grandmother is 94 and bedridden, and we could not complete pension identification in Ukraine. Why were we removed from IOM assistance?"

"When will the cash for rent payment be made?"

"Could you please tell me whether the 90 EUR from MSP is the full assistance, or will there be more?"

"Is registration required to receive MSP assistance?"

"Will there be assistance for host families in the Transnistrian region?"

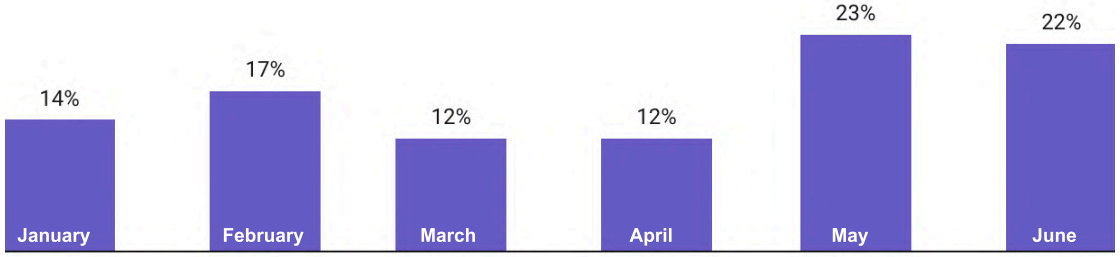
ACTIONS TAKEN BY INFO UNIT

- ➜ Shared official updates on UNHCR cash assistance program, including funding cuts, verification procedures, and in-person appointment options;
- ➜ Shared practical guidance on UNHCR verification, including how beneficiaries should prepare for the interview and what steps to expect;
- ➜ Shared information on IOM cash assistance in the Transnistrian region, including information sessions, winter assistance, and household vulnerability assessments;
- ➜ Provided updates on other available support programs when information was available, including cash for rent support, heating compensation, and other financial assistance opportunities;

RECOMMENDATIONS

- !! Strengthen clear and timely communication on cash assistance changes, eligibility, verification, appeals and payment timelines;
- !! Ensure consistent information across hotlines, SMS, registration centres and partner organizations;
- !! Use community feedback to identify information gaps, technical issues and access barriers.

FEEDBACK ANALYSIS: EDUCATION 14%[43]



Monthly share of social media comments and threads on Education

During January–June 2026, education-related discussions reflected refugees' efforts to navigate the Moldovan education system while facing language

Parents of older children and teenagers raised questions about educational pathways after Grade 9 or Grade 11. Discussions included admission to Moldovan colleges and

[43] 456 comments or threads out of a total of 3.196.

barriers, documentation requirements, school availability, online Ukrainian education[44], and children's social adaptation. Parents most often sought practical advice from other refugees, on how to enroll children in schools or kindergartens, which institutions were more welcoming to Ukrainian children, and what documents were required[45].

Language of instruction was a key concern. Many parents looked for Russian-speaking or Ukrainian-speaking schools and kindergartens, while others considered Romanian-language institutions as a way to help children integrate. However, many refugees often worried about whether children would cope with Romanian, whether teachers would support Ukrainian pupils, and whether language barriers could affect academic performance or emotional wellbeing.

A major part of the discussions focused on access to schools and kindergartens in Chișinău and other localities. Parents asked whether refugee children could be admitted during the school year[46], how to register for Grade 1[47], whether applications had to be submitted online, and what to do when schools or kindergartens said there were no available places.

universities, availability of Russian-language groups, budget places, required documents, recognition of Ukrainian school certificates, and whether Ukrainian national exams were needed. These questions showed that many families were already planning beyond temporary schooling and looking for realistic options for education in Moldova.

Romanian language learning was also widely discussed. Refugees asked about free courses, formats, levels, certificates, waiting lists and start dates. Courses under the National Programme for Learning Romanian for 2026–2028 attracted particular attention, with many asking who could enroll, how to register and whether the courses were free. This reflected strong demand for Romanian learning opportunities linked to employment, study, citizenship and integration.

Discussions also addressed children with disabilities, autism, developmental needs or other special educational requirements. Parents asked about inclusive schooling, specialized education settings, full-day kindergartens with specialists, teacher assistants, therapy services and procedures for enrollment. These discussions highlight that refugees with children with special needs require more individual guidance and clearer referral pathways.

Beyond formal education, refugees frequently sought information on tutors, extracurricular activities, summer camps, sports, arts, and language clubs to support children's learning, socialisation, and integration.
Overall, discussions highlighted the need for practical, location-specific, and multilingual information on education opportunities in Moldova.

KEY ISSUES DISCUSSED BY REFUGEES DURING THE REPORTING PERIOD

№	Topic	Brief Description
1	**School and kindergarten enrollment**	Questions about how to enroll children in schools or kindergartens, availability of places, Grade 1 registration, online applications, required documents, and admission during the school year.

[44] Remote study in Ukrainian schools while living in Moldova, sometimes combined with attendance at local schools for socialisation, language learning, and integration.
[45] School enrollment – requires identity documents, the child's birth certificate/ID, and a medical record. If documents are unavailable, enrollment is possible with a declaration, and the child's knowledge may be assessed for grade placement.
[46] Applications for the enrollment of Ukrainian children may be submitted at any time during the school year.
[47] In Chisinau, registration for the first grade is carried out online via the platform: escoala.chisinau.md.

2	**Language of instruction and school choice**	Discussions about Russian-speaking, Ukrainian-speaking and Romanian-speaking schools or kindergartens, including quality of education, teacher attitudes, class size, adaptation and bullying concerns.
3	**Romanian language learning**	Questions about free Romanian courses for adults and children, including courses organized under the National Program for Learning Romanian for 2026–2028, online/offline formats, levels, certificates, waiting lists and delayed responses.
4	**Online Ukrainian education and dual schooling**	Discussions on whether children could continue studying online in Ukrainian schools while living in Moldova, whether this needed to be reported, and how to combine Ukrainian online and local education.
5	**Education after Grade 9 or Grade 11**	Questions about Moldovan colleges, universities, vocational options, Russian-language groups, budget places, required documents, recognition of Ukrainian certificates and Ukrainian national exams.
6	**Inclusive education**	Questions about access to schools, kindergartens, specialized education settings, teacher assistants, therapy services, autism-related support, and enrollment procedures for children with disabilities or developmental needs.
7	**Tutors, extracurricular activities and summer activities**	Requests for tutors, school preparation courses, individual language lessons, sports, arts, IT clubs, summer camps and other activities supporting learning, socialisation and integration.

Source: [Community Center 151]

Examples of comments translated into English:

"We moved to Chișinău a month ago. My son is studying online, but I would like to enroll him in a Moldovan school after the holidays. Everywhere we are told there are no places."

"We recently arrived in Chișinău. For kindergarten, the education department said everything must be done through the website, but the platform is difficult to use and there seem to be no places nearby."

"We are looking for a school with Ukrainian or Russian language of instruction. Could you recommend schools in Chișinău?"

"I applied for the free online Romanian courses for refugees. Has anyone already received a response, or should I look for another option?"

"My child is finishing Grade 11 in Ukraine online. What is needed to apply to a university in Moldova?"

"My child has autism and is six years old. Are there full-day kindergartens in Chișinău with specialists who can work with such children?"

"Could you recommend summer camps for children in Chișinău? I am especially looking for communication, outdoor activities and socialisation."

ACTIONS TAKEN BY INFO UNIT

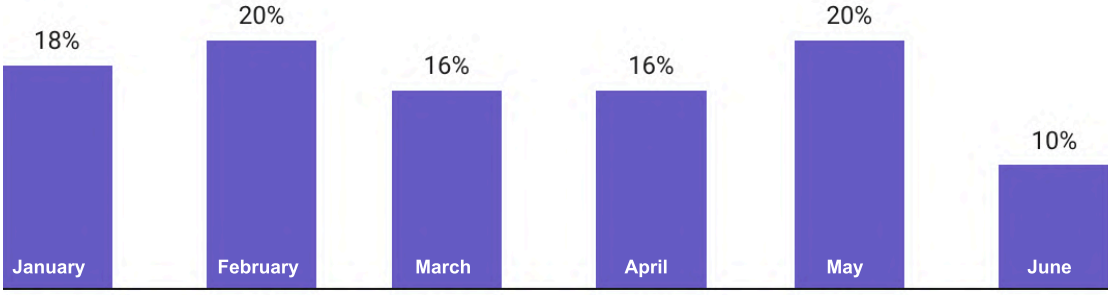
- ➜ Shared information on education access for Ukrainian children, including school enrollment and Grade 1 registration;
- ➜ Disseminated updates on Romanian, English, IT, STEAM and other learning opportunities offered by Laolaltă's Community Center 151, The Charitable Foundation "House of Providence", Moldova for Peace Hub, GirlsGoIT, Female Support Force partners, the Charity Centre for Refugees, Centrul de Suport Parental și Educație CUIB, Consiliul Național al Tineretului din Moldova and others;
- ➜ Shared information on online Ukrainian education, including the Ukrainian Studies Component for children studying abroad[48];
- ➜ Shared information on Romanian language courses under the National Program for Learning Romanian for 2026–2028 and answered questions;
- ➜ Promoted information on college, vocational and university admissions, including updates on admission procedures for the 2026–2027 academic year;
- ➜ Shared information on free preparatory classes, after-school activities, summer schools, camps, clubs and recreational opportunities provided by Community Center 151, Moldova for Peace Hub, MilleniuM Training and Development Institute, The Charitable Foundation "House of Providence", Norwegian Refugee Council, The Charitable Foundation Caritas Moldova and others.

RECOMMENDATIONS

- !! Provide multilingual guidance on school and kindergarten enrollment, including required documents and online registration;
- !! Improve access to practical information on language learning, school choice, exams, and post-Grade 9, 11 pathways;
- !! Strengthen referrals for children with disabilities, developmental needs, or special educational requirements;
- !! Continue sharing accessible information on free learning, extracurricular and other activities that support children's adaptation and social integration.

[48] A reduced online program covering key Ukrainian subjects for children attending schools abroad.

FEEDBACK ANALYSIS: HEALTHCARE 12%[49]



Monthly share of social media comments and threads on Healthcare

Source: IOM Moldova

During January–June 2026, healthcare discussions focused on practical access to medical services in Moldova. Refugees asked about family doctors, pediatricians, specialist consultations, emergency care, dental services, diagnostics, prescriptions, mental

A key concern was the inconsistent understanding and application of healthcare entitlements under Temporary Protection[52]. Some refugees reported being asked to pay for services despite having TP, while others described positive experiences of receiving emergency, hospital or pediatric care free of

[49] 384 comments or threads out of a total of 3.196.

[52] Ukrainian refugees with Temporary Protection, or whose applications are being processed, are entitled to certain medical services under Order No. 143 (28.02.2023). Since 15th of March 2024, UNICEF Moldova has covered healthcare services provided in public medical facilities for children with TP and reimbursed eligible healthcare services for refugee children without TP through a separate program.

health support, and medical certificates for school or kindergarten.

Many questions concerned registration with a family doctor[50], including required documents, address-based assignment, waiting times, and problems with being registered in the medical system. These issues affected access to referrals, prescriptions, medical certificates and specialist consultations.

Refugees with chronic or serious conditions raised questions about oncology care, disability-related treatment, compensated medicines[51], medical devices, rehabilitation and organizations that could help with expensive treatments.

Mental health support was another recurring topic, for adults, teenagers and children affected by stress, displacement and adaptation challenges.

charge. Questions also concerned whether TP holders could buy medical insurance[53] and what changed after obtaining a residence permit.

Children's healthcare was also widely discussed. Parents asked about pediatricians, vaccinations, school and kindergarten medical checks, emergency care, and specialists such as neurologists, ENT doctors, ophthalmologists, orthopedists, dentists, psychologists and speech therapists. Families of children with autism, disabilities or developmental delays also sought guidance on diagnosis, rehabilitation and support services.

Overall, discussions showed the need for clearer and more consistent information on healthcare entitlements, family doctor registration, free and paid services, access to specialists, and referral pathways for vulnerable refugees.

KEY ISSUES DISCUSSED BY REFUGEES DURING THE REPORTING PERIOD

№	Topic	Brief Description
1	**Healthcare entitlements under TP**	Questions about which healthcare services were free or paid under TP, whether TP holders could access public healthcare, and why practices differed between clinics and hospitals.
2	**Family doctor registration**	Questions about how to register with a family doctor, required documents, address-based assignment, delays in confirmation, and problems with being registered in the medical system.
3	**Access to specialists and diagnostics**	Requests for specialist consultations, referrals, ultrasound, MRI, X-ray, blood tests and other diagnostics, including whether services were free, paid or required a family doctor referral.
4	**Emergency and hospital care**	Questions about ambulance services, urgent hospitalisation, emergency surgery, treatment without TP, and whether hospital care for adults or children had to be paid for.
5	**Children's healthcare**	Questions about pediatricians, vaccinations, medical checks for school or kindergarten, medical certificates, child

[50] Temporary Protection beneficiaries must register with a family doctor at a primary healthcare centre to access primary healthcare services, referrals, and prescriptions.
[51] Temporary Protection beneficiaries registered with a family doctor may receive eligible medicines and medical devices fully or partially covered by the National Health Insurance Company (CNAM), based on medical indications and an electronic prescription.
[53] Health insurance may be purchased by Moldovan citizens and foreigners holding temporary or permanent residence permits.

		specialists, dental care, and access to hospital treatment for children.
6	**Chronic and serious health conditions**	Requests for information on oncology treatment, disability-related care, compensated medicines, rehabilitation, medical devices, long-term treatment and organizations that could help cover costs.
7	**Maternity and reproductive healthcare**	Questions about pregnancy registration, required documents, childbirth in Moldova, maternity hospitals, gynecologists, ultrasound, prenatal care and costs under TP.
8	**Mental health and psychosocial support**	Requests for psychologists, psychotherapists and psychiatrists for adults, teenagers and children, including support related to stress, displacement, adaptation and behavioural difficulties.
9	**Medical insurance and residence permits**	Discussions about whether refugees with TP could buy a medical insurance policy, whether insurance became mandatory after obtaining a residence permit[54], and possible costs or penalties.
10	**Dental care and affordable clinics**	Requests for dentists, emergency dental care, tooth extraction, orthodontics, dental treatment under anaesthesia, affordable or free options.

Examples of comments translated into English:

"Could you please tell me how a person with TP can see a doctor in Chișinău?"

"I had a referral from the family doctor, but I was still asked to pay because I do not work and do not have an insurance policy. Where can I find out what Ukrainians with TP are entitled to?"

"If a person with TP is taken urgently to a public hospital and needs emergency surgery, will it be free?"

"Can Ukrainians with TP buy a medical insurance policy? If yes, where can it be purchased?"

"I submitted the documents to register with a doctor, but after more than a month I was still not in the system."

"My child has autism and developmental delay. Our family doctor cannot clearly explain what to do next. Has anyone gone through this in Chișinău?"

"How can an oncology patient with TP receive free treatment? In January treatment was covered, but now we are being asked to pay fully."

"Is there any support for refugees from Ukraine to receive compensated medicines with TP?"

"Please recommend a psychologist for a teenager in Chișinău."

ACTIONS TAKEN BY INFO UNIT

➜ Shared information on healthcare access for refugees, including available services, medical support options and referral pathways;

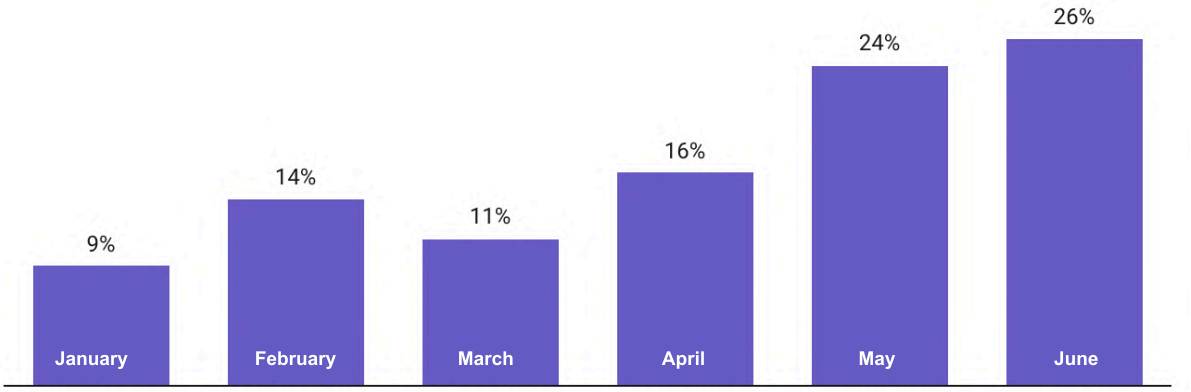
[54] Health insurance becomes mandatory for eligible foreign nationals after obtaining a residence permit in Moldova.

- ➜ Disseminated information on assistance provided by IOM health mediators[55] to refugees under TP;
- ➜ Shared updates on health insurance obligations for foreign residents, while clarifying that TP holders were exempt from mandatory insurance purchase;
- ➜ Promoted information on free psychological and psychosocial support for adults, children and adolescents offered by partner organizations and community centres;
- ➜ Shared information on child health and rehabilitation support, including hydrokinesitherapy and services for children with rehabilitation needs;
- ➜ Disseminated public health information, including vaccination-related updates, the National Immunization Schedule and access to free vaccination for children from Ukraine;
- ➜ Shared information on compensated medicines and other available health-related support;
- ➜ Promoted community health education activities, including Health Corner sessions, free health assessments and awareness events on physical and mental wellbeing.

RECOMMENDATIONS

- !! Provide clear, multilingual information on healthcare entitlements under TP, including which services are free, paid or require referral;
- !! Strengthen practical guidance on family doctor registration, medical insurance, referrals, prescriptions and access to specialists;
- !! Share recurring healthcare questions with partners to improve guidance for refugees;
- !! Strengthen practical information on where vulnerable refugees can seek medical, rehabilitation and mental health support.

FEEDBACK ANALYSIS: BORDER AND ADMINISTRATIVE LINE CROSSING 5%[56]



Monthly share of social media comments and threads on Border and administrative line crossing

[55] Guidance on registration with a family doctor, access to free and compensated healthcare services, specialist referrals, and support in navigating the healthcare system.
[56] 141 comments or threads out of a total of 3.196.

BORDER CROSSING

During January–June 2026, discussions on border crossing and customs procedures focused on practical travel questions, document requirements, waiting times and uncertainty about rules when entering or leaving Moldova. Refugees asked about crossing points such as Palanca, Tudora and Leușeni, road conditions, queues, bridge repairs (at Palanca - Maiaki-Udobnoe point)[57], customs checks, and whether specific documents were required for adults, children, vehicles, animals or personal goods.

Vehicle-related questions were also frequent. Refugees asked about Ukrainian-registered vehicles, technical inspection, Green Card insurance, vignette (tax for the use of roads), driving a car registered to another person, powers of attorney, unpaid fines, and whether specific items could be transported across the border.

A major part of the discussions concerned travel documents and child mobility. Refugees asked whether children could cross the border only with birth certificates[58], expired passports, children's details in parents' passports[59], newly issued passports, or when travelling with grandparents, relatives, coaches or other accompanying adults. Many questions focused on parental consent, powers of attorney, and whether rules differed when leaving Moldova, entering Ukraine[60], or travelling onward to EU countries.

Pet travel[61] was another recurring topic, with questions about veterinary certificates, rabies vaccination, microchips, antibody titres and which crossing points had veterinary control.

Overall, discussions highlighted the need for clear, up-to-date information on travel related procedures.

ADMINISTRATIVE LINE CROSSING TO/FROM THE TRANSNISTRIAN REGION

Movements to and from the Transnistrian region formed a separate area of concern, as some refugees were unsure which procedures applied and whether additional permissions were required.

Some refugees asked whether Ukrainian citizens could enter the region, whether men with Ukrainian citizenship were allowed to cross, what documents were required, and whether prior permission was needed.

Questions mainly concerned travel for family visits, children's competitions, medical or personal reasons, and movement between Chișinău, Bender, Tiraspol, Odesa and other locations.
Some refugees asked whether entry was possible only for refugees with relatives in the region, whether children needed separate permission, whether Ukrainian passports or internal documents were accepted, and whether migration cards[62] were issued instead of stamps[63].

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[57] The Maiaki–Udobnoe bridge was damaged by drone attacks in December 2025, temporarily disrupting cross-border traffic at the Palanca–Maiaki–Udobnoe crossing and resulting in traffic restrictions and diversions.

[58] Under Moldovan border rules, a child may travel with one parent without the other parent's notarised consent. Travel with another adult requires a notarised declaration from a legal representative stating the purpose, duration, and destination of the trip. Each child must have a valid individual travel document;

[59] Refers to the procedure for entering or adding children's personal details to their parents' passports.

[60] In Ukraine, individuals aged 16 and older may cross the border independently, while in Moldova, minors are only allowed to cross alone from age 18.

[61] The non-commercial movement of companion animals is regulated by the Sanitary and Veterinary Norm, approved by Government Decision 660/2022.

[62] Migration cards are issued to foreign nationals entering the Transnistrian region and serve as proof of their right to temporary stay, indicating the permitted period of stay. They are generally issued for up to 45 days and may be extended.

[63] When crossing the administrative line to/from the Transnistrian region, travellers are required under local procedures to complete a migration card. Information on entry and permitted stay is recorded on this card, while passports are not stamped.

Overall, these discussions reflected uncertainty about local procedures and inconsistent experiences. Some refugees shared that they had applied for a permission in advance, while others shared that access depended on purpose of travel, age, gender, citizenship or the specific checkpoint.
These conversations highlighted that refugees needed separate, careful and up-to-date guidance on administrative line crossing, including documents, permissions, travel with children, and possible risks when entering or leaving the Transnistrian region.

KEY ISSUES DISCUSSED BY REFUGEES DURING THE REPORTING PERIOD

№	Category	Brief description
1	**Travel documents and child mobility**	Questions about border crossing by adults and children with birth certificates, expired or newly issued passports, children's details in parents' passports, children travelling with one parent, grandparents, relatives, coaches or other adults, and whether parental consent or powers of attorney were required.
2	**Vehicle requirements and documents**	Questions about Ukrainian-registered vehicles, technical inspection, Green Card insurance, vignette, cars registered to another person, powers of attorney, unpaid fines, digital vehicle documents and whether the person who entered Moldova with the car had to be the one leaving with it.
3	**Pet travel and customs requirements**	Questions about pet documents, rabies vaccination, microchips, antibody titres, veterinary certificates, crossing points with veterinary control, and transporting cash, medicines, food, electronics, tyres, plants or other personal goods.
4	**Temporary Protection and travel status checks**	Questions about border crossing while TP extension was under review, QR-code checks, TP linked to an old passport, travel with a new passport, and whether pending or unclear status affected entry or exit[64].
5	**Administrative line crossing to/from the Transnistrian region**	Questions about whether Ukrainian citizens could enter the region, whether men with Ukrainian citizenship were allowed to cross, whether prior permission was needed, which documents were accepted, whether children could travel for visits or competitions, and how local migration-card procedures worked.

[64] Refers to situations where refugees were asked to show or scan their TP document or QR code when crossing the border. Questions often concerned TP extension still under review, TP linked to an old passport, or travel with a newly issued passport.

Source: [Poliția de Frontieră a Republicii Moldova]

Examples of comments translated into English:

> *"If a grandmother wants to take a child from Moldova to Ukraine and then bring the child back, is parental consent or a power of attorney required?"*
>
> *"If the car is registered to my wife, do I need a power of attorney to cross the Moldova border?"*
>
> *"Will Moldova allow a car to leave if there are unpaid fines, and can they be paid at the border?"*
>
> *"Which documents are checked at Palanca when travelling with a kitten? We are travelling with an animal for the first time."*
>
> *"Has anyone declared personal-use goods when entering Moldova? How does the procedure work if the value is above 300 EUR?"*
>
> *"My TP extension is still under review until the end of July. Can I still cross the Moldova–Ukraine border?"*
>
> *"Can Ukrainian citizens enter Bender?"*
>
> *"Can Ukrainian children with TP cross into the Transnistrian region with a group and an accompanying adult?"*
>
> *"A 16-year-old girl is flying alone from Berlin to Chișinău. Will she be allowed to enter if her mother meets her at the airport?"*

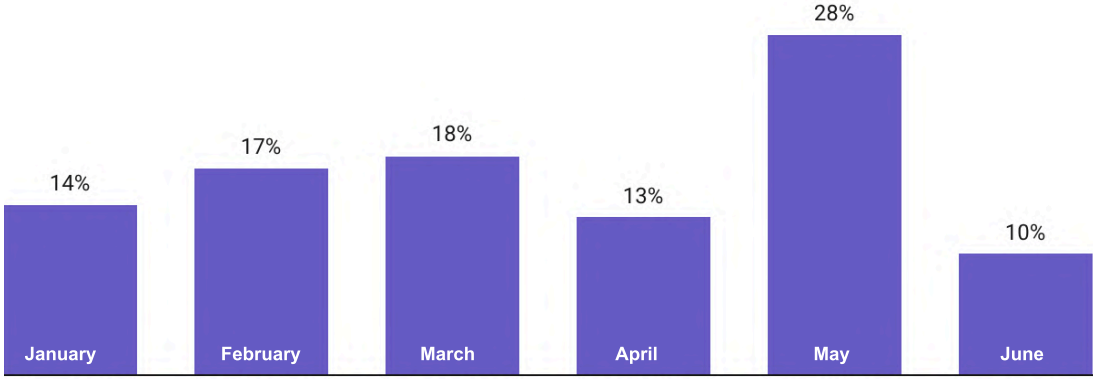
ACTIONS TAKEN BY INFO UNIT

- ➜ Shared Moldova Customs Service information on increased Easter-period border controls, including parcel rules, prohibited/perishable goods and value limits;
- ➜ Recommended contacting the Border Police Hotline at +373 22 259 717, the Green Line for Ukrainian citizens in Moldova at 0 800 800 11, or the Customs Service at +373 22 788 888;
- ➜ For unaccompanied minors, recommended to rely on official information from the UNHCR website and email the UNHCR Child Protection Unit for further guidance.

RECOMMENDATIONS

- !! Provide clear and regularly updated information on travel documents and requirements;
- !! Ensure awareness of the different border-crossing requirements applicable to children aged 16 and over who wish to relocate;
- !! Encourage refugees to verify border crossing information through official websites, trusted hotlines, especially for case-specific or time-sensitive questions.

FEEDBACK ANALYSIS: HOUSING 4%[65]



Monthly share of social media comments and threads on Housing

During January–June 2026, housing discussions focused mainly on affordability, availability and safe access to rental accommodation in Moldova, especially in Chișinău. Refugees asked where to find apartments or houses, which districts or cities were more affordable, whether to rent through owners or real estate agents, and whether short-term or long-term options were available.

High rent and utility costs were among the most frequent concerns. Refugees compared rental prices in Chișinău, Chișinău suburbs, Bălți, Cahul, and villages, and discussed whether moving outside the capital could reduce costs. Winter utility bills[66], heating

Many discussions also highlighted risks in the rental market. Refugees asked how to avoid scams, whether to pay deposits or advances, how to check real estate agents, and what to do when landlords refused to return deposits. Concerns included false advertisements, last-minute changes to rental conditions, high agent commissions, and cases where Ukrainians were refused as tenants, sometimes reportedly based on nationality.

Questions about temporary accommodation also continued. Refugees asked whether refugee accommodation centres (RACs)[69] were still operating, whether places had to be booked in advance, whether families or refugees with pets could be accommodated,

[65] 139 comments or threads out of a total of 3.196.

[66] For reference, central heating in Chișinău cost approximately MDL 2.500-4.000 in January, MDL 2.000-3.500 in February, MDL 1.500-2.500 in March, and MDL 500–1,500 in April 2026, depending on apartment size, insulation and weather conditions.

[69] As part of the Refugee Response the Moldovan authorities established Refugee Accommodation Centres, better known as RACs, where people displaced from Ukraine can temporarily live.

systems[67], gas[68], electricity and water payments were widely discussed, as many households struggled to understand or predict monthly expenses.

and which organizations could help with rent support when RACs closed or private rent became unaffordable.

Source: Acted Moldova

Some questions also concerned housing-related support, including minor repair assistance for vulnerable households, especially where poor housing conditions affected safety, warmth or basic living standards.

Overall, housing discussions showed that access to affordable and secure accommodation remained a major pressure point for refugees. The main needs were practical information on safe rental procedures, reliable housing search channels, tenant rights, available RACs, rent assistance and realistic housing costs in different parts of Moldova.

KEY ISSUES DISCUSSED BY REFUGEES DURING THE REPORTING PERIOD

№	Category	Brief Description
1	**Housing affordability and utility costs**	Concerns about high rent, especially in Chișinău, expensive winter utility costs, including heating, gas, electricity and the overall cost of maintaining housing.
2	**Searching for rental housing**	Requests for websites, groups, trusted real estate agents, owner-direct listings, short-term and long-term rentals, and advice on affordable districts or cities.
3	**Rental risks and tenant protection**	Concerns about fake listings, advance payments, high agent commissions, refusal to return deposits, unclear contracts, and cases where Ukrainians were refused or charged more.

[67] Questions about whether to choose an apartment with autonomous or centralised heating, and which option is more affordable.

[68] For reference, autonomous gas heating in Chișinău typically costs around MDL 1.500-2.500 per month during winter for a 50–70 m² apartment, depending on consumption, insulation and weather conditions.

4	**Temporary accommodation and housing support**	Questions about RACs, living conditions[70], availability of places, short-term stay possibility, accommodation with pets and housing-related support such as minor repair assistance[71].
5	**Longer-term housing options**	Questions about buying apartments or houses, mortgages, proving source of funds, and whether residence status or citizenship affected property transactions.

Examples of comments translated into English:

"Could you please tell me how much utilities cost in Chișinău for a two-room apartment?"

"Could you please share websites or groups where it is possible to find rental housing in Moldova without a real estate agent?"

"Could someone recommend a trusted real estate agent or a group with apartments directly from owners?"

"Is it safe to rent long-term through 999.md, or are there many scammers?"

"What should we do if we cleaned the rented apartment, but the landlord refuses to return the deposit?"

"Are there still refugee accommodation centres in Chișinău or Bălți where Ukrainians can stay?"

"If a refugee centre is closing, are there organizations that can help with housing?"

"Has anyone tried to buy an apartment in Chișinău with a mortgage as a Ukrainian? Is it possible without Moldovan citizenship?"

"Can a Ukrainian foreigner buy a house in a Moldovan village?"

ACTIONS TAKEN BY INFO UNIT

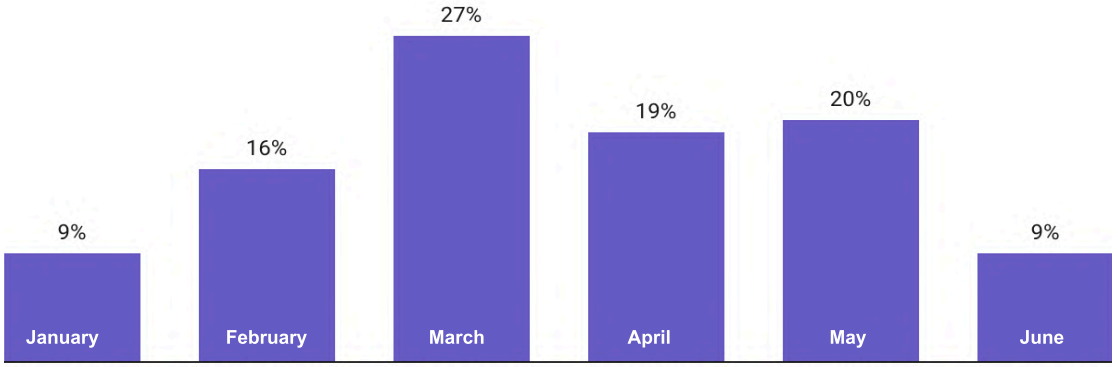
- ➜ Shared commonly used housing search resources and rental platforms in Moldova;
- ➜ Shared the NRC Kobli resource, which provides practical information for refugees, including housing, land and property guidance;
- ➜ Recommended contacting the Green Line at 0 800 800 11 for free accommodation.

RECOMMENDATIONS

- !! Provide refugees with practical information on how to rent safely, including contracts, deposits, advance payments and real estate agent fees;
- !! Share practical information on realistic rent and utility costs in different cities and regions of Moldova;
- !! Promote trusted housing search resources and encourage refugees to verify listings before making payments.

[70] Acted Moldova and UNHCR support RACs through essential repairs and maintenance to ensure safe and dignified living conditions.
[71] Acted Moldova supported vulnerable refugee households with essential repairs to improve safety, warmth, and living conditions.

FEEDBACK ANALYSIS: SECURITY 3%[72]



Monthly share of social media comments and threads on Security

Source: [Police of the Republic of Moldova]

During January–June 2026, security-related discussions mainly reflected refugees' need for reliable and timely information during disruptions, rumours and situations[73] perceived as unsafe. Many questions concerned electricity[74], [75], water[76], heating[77],[78] and hot water[79] disruptions, with

[72] 69 comments or threads out of a total of 3.196.

[73] On 10 April 2026, Chișinău Airport was evacuated after a bomb threat, which later turned out to be false.

[74] Power outage (31 January 2026) – An emergency disruption in Moldova's power system temporarily affected over 356,000 consumers across 219 localities, including Chișinău.

[75] Moldova declared a state of emergency in the energy sector from 25 March 2026 after Russian attacks on infrastructure in southern Ukraine led to the outage of the Vulcănești–Isaccea power line.

[76] In March 2026, Moldovan authorities suspended water supply in several northern districts, including Bălți, Soroca, Florești and Sîngerei, due to pollution risks in the Dniester River.

[77] In January 2026, adverse weather and voltage fluctuations affected the district heating system, while Termoelectrica carried out repairs to the network.

[78] Transnistrian region gas restrictions – In March 2026, strict gas-saving measures reduced heating in some homes and educational institutions.

[79] Planned utility disruption – Temporary hot water interruptions in Chișinău during May–June 2026 due to maintenance and testing of the district heating network in preparation for the heating season.

refugees trying to understand whether the issue was local or widespread, how long it would last, and where to check official updates.

Note: *Utility disruptions were included under Security category as uncertainty and rumours could contribute to a perception of instability or insecurity. Some refugees also discussed leaving Moldova if living conditions or the overall situation worsened.*

Refugees also raised concerns about sirens[80], loud or unusual sounds, smoke, fires, several officially reported drone and airspace incidents[81] and unconfirmed information circulating in online chats/groups (e.g. rumours that borders were being closed due to snowfall[82]; that Ukrainian men were not being allowed to leave through Chișinău International Airport; and that Ukrainian military recruitment authorities were operating in Moldova and checking Ukrainian citizens). In the absence of timely official information, refugees often turned to online chats and groups for clarification and confirmation, which sometimes amplified stress and uncertainty.

Security concerns also included theft, such as stolen car plates, scams and suspicious contacts, possible utility-related fraud calls and suspicious calls claiming to come from service providers (electricity meter replacement, alleged electricity compensation, delivery services, banks or public institutions, where people were asked to provide personal data, confirmation codes or money)[83], [84].

Overall, discussions highlighted the need for timely, clear and reliable information during emergency situations, as well as practical reminders to verify rumours and suspicious contacts through official sources.

KEY ISSUES DISCUSSED BY REFUGEES DURING THE REPORTING PERIOD

No.	Category	Brief Description
1	**Basic utility disruptions**	Questions about electricity, water, heating and hot water disruptions, including their scope, expected duration and where to find official updates.
2	**Emergency-like situations and safety alerts**	Concerns about sirens, loud or unusual sounds, smoke, fires, drone sightings, airspace incidents and other events perceived as possible safety risks.
3	**Rumours and unconfirmed information**	Discussions about unverified claims circulating online, including possible border closures and alleged restrictions or checks affecting Ukrainian citizens.
4	**Theft and property-related incidents**	Reports and warnings about stolen car plates and similar incidents affecting refugees' sense of safety in neighbourhoods.
5	**Scams and suspicious contacts**	Concerns about possible fraud calls or suspicious contacts claiming to represent service providers, banks, delivery services or public institutions, including attempts to obtain personal data, confirmation codes or money.

[80] In the Transnistrian region, some siren activations were publicly announced as planned checks.
[81] During March–May 2026, Moldovan authorities reported several unauthorized drone overflights or airspace incidents and temporary airspace restrictions in northern Moldova.
[82] In January 2026, heavy snowstorms and blizzards periodically caused temporary closures or severe restrictions at several border checkpoints in Moldova, although not all checkpoints were affected simultaneously.
[83] Premier Energy Distribution warned in March 2026 about fraudulent calls where unknown persons claimed to represent the company and asked for personal data under the pretext of replacing electricity meters.
[84] Reported calls supposedly from Moldcell, a Moldovan telecommunications provider/mobile operator, in which the callers cited their full names, raising concerns regarding personal data.

Examples of comments translated into English:

"Is there electricity in Chișinău now? Almost all of Moldova seems to be without power."

"There is a smell of burning across the whole area, sirens can be heard, and there is smoke. Does anyone know what is happening?"

"Are these reports about Ukrainians being deported fake news?"

"People are writing in chats that Ukrainian men are not being allowed to leave through Chișinău Airport. Has anyone heard anything?"

"The police said that 11 people from Mircea cel Bătrân and Milescu Spătaru reported stolen Ukrainian plates today."

"We received a call saying there was a state program to replace electricity meters. They asked when we would be at home so a technician could come. There was no official notice, and we do not understand how they got our number and name."

ACTIONS TAKEN BY INFO UNIT

- ➜ Shared official warnings and practical information on telephone and online scams, including fraud attempts involving fake bank employees, the "Ajutor la Contor" compensation program, National Health Insurance Company (CNAM), Premier Energy Distribution meter replacement calls, and SMS messages about alleged traffic fines;
- ➜ Encouraged refugees to verify information through official websites and trusted hotlines.

RECOMMENDATIONS

- !! Encourage refugees to verify information through official websites, trusted hotlines and recognized service providers;
- !! Share practical scam-prevention guidance, including how to identify suspicious calls, messages and requests for personal data.

FEEDBACK ANALYSIS: EMPLOYMENT 1%[85]

Source: [National Congress of Ukrainians of Moldova]

During January–June 2026, employment-related discussions were limited, but reflected refugees' need for income and financial stability. Most comments focused on job search, especially in Chișinău, Bălți and smaller localities. Refugees asked where to find vacancies, which employers were open to hiring Ukrainians, and whether it was realistic to find work without knowing Romanian.

Questions also concerned formal work under TP, registering with the employment office, and whether employment could affect cash assistance or social allowances.

Fewer discussions focused on self-employment, SRL registration[86], freelancing[87], patents[88], taxes and recognition of Ukrainian diplomas[89].

Language was one of the main barriers mentioned. Refugees often looked for Russian- or Ukrainian-speaking jobs, remote work, cleaning, caregiving, childcare, retail, hospitality, warehouse, construction or beauty-sector opportunities.

Some refugees shared that limited Romanian made it harder to access formal employment, while others noted that cafés, restaurants or Ukrainian-owned businesses could sometimes hire Russian- or Ukrainian-speaking workers.

Overall, discussions showed practical demand for reliable job-search channels, clear information on legal employment under TP, Romanian language learning, recognition of qualifications and self-employment options.

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[85] 35 comments or threads out of a total of 3.196.

[86] A Ukrainian citizen can generally open an SRL in Moldova, including as a foreign founder/investor, provided they comply with the usual registration requirements.

[87] Independent service work carried out by an individual without creating a company, under the simplified fiscal regime for independent entrepreneurs/freelancers introduced from 1 January 2026. Since the launch of the regime, refugees have reported technical difficulties accessing it. Authorities have been informed and are working to address these issues.

[88] Patenta de întreprinzător, a simplified form allowing an individual to carry out certain listed entrepreneurial activities in Moldova.

[89] Moldova and Ukraine approved an agreement on mutual recognition of study documents and scientific titles, but regulated professions may still require additional authorization or licensing.

KEY ISSUES DISCUSSED BY REFUGEES DURING THE REPORTING PERIOD

No.	Category	Brief Description
1	**Job search and vacancies**	Questions about where to find work in Chișinău, Bălți and smaller localities, including requests for job platforms, Telegram groups, trusted contacts and employers open to hiring Ukrainians.
2	**Language barriers**	Concerns about finding work without knowing Romanian, with refugees looking for Russian- or Ukrainian-speaking jobs, remote work or positions where language requirements were lower.
3	**Informal, low-paid and flexible work**	Requests for cleaning, caregiving, childcare, warehouse, construction, hospitality, beauty-sector, daily-paid or part-time work, often linked to urgent income needs or childcare responsibilities.
4	**Formal employment under TP**	Questions about whether TP holders could work officially, register with the employment office, sign contracts, and whether official employment could affect assistance or social allowances.
5	**Self-employment and qualification recognition**	Questions about freelancing, patents, opening an SRL, tax obligations, digital nomad status[90], and recognition or legalization of Ukrainian diplomas for regulated professions.

Examples of comments translated into English:

"Could you please tell me where to find remote work without knowing Romanian?"

"Could someone share websites where a Ukrainian woman can look for work?"

"In big markets they do not take me without Moldovan/Romanian, so I am looking for work in smaller shops, cafés, markets or as an assistant."

"I am looking for flexible work because I have children, including a four-month-old baby, so I cannot work full time unless I can take the child with me."

"Can people with Temporary Protection work? Are they hired officially?"

"If I get officially employed with a minimum salary, will this affect my UNHCR cash assistance?"

"For Ukrainians who are officially employed in Moldova, is work experience counted in Ukraine?"

"I am a beauty specialist from Ukraine. What do I need to open with the tax office in order to work officially, and how much tax would I pay per month?"

"Has anyone managed to register as a freelancer with Temporary Protection?"

"Has anyone legalized a Ukrainian dentist diploma in Moldova and can share their experience?"

[90] Digital nomad status allows foreign remote workers employed by or providing services to entities outside Moldova to obtain temporary residence in Moldova for up to two years, subject to eligibility requirements.

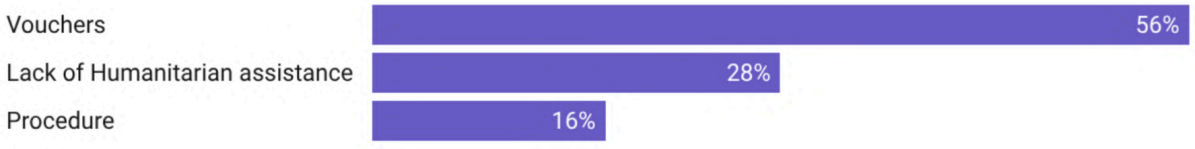
ACTIONS TAKEN BY INFO UNIT

- ➜ Shared job opportunities, vacancy announcements and online employment resources for refugees;
- ➜ Reminded refugees about DILO.MD, an online platform with job openings from Moldovan employers for refugees;
- ➜ Shared information on employment and professional development opportunities, including YOUR JOB MOLDOVA (a youth employment support program offering soft skills training and, where needed, additional hard skills training in areas such as SMM, sales, restaurant service and production), National Employment Agency (ANOFM)-related activities, the Chișinău Job Fair, and trainings on entrepreneurship and project management by AO Dopomoha;
- ➜ Shared information on the European Qualifications Passport for Refugees (EQPR) as a tool supporting access to employment, training, internships and further education;
- ➜ Shared economic opportunities for refugees, including small business grants under the Livelihoods project by Caritas Moldova, Diaconia and CRS Moldova.

RECOMMENDATIONS

- !! Share clear information on legal employment under TP;
- !! Promote reliable job-search platforms, vacancies and trusted employment support services for refugees;
- !! Provide practical guidance on different employment opportunities;
- !! Strengthen links between employment support, Romanian language learning and vocational training opportunities.

FEEDBACK ANALYSIS: FOOD/NON-FOOD ITEMS (NFI) 1%[91]



During January–June 2026, Food/NFI-related discussions were limited but showed demand for basic material assistance among newly arrived refugees and vulnerable households.

Refugees asked whether humanitarian assistance was still available, which organizations provided support, who was eligible, and how to register for food, hygiene items, household goods, bedding, diapers and other essential items.

Questions came mainly from newly arrived refugees and vulnerable households, including families with children, pregnant women, older persons and persons with disabilities.

Voucher assistance[92] was also a visible topic. Refugees asked about vouchers provided by The Salvation Army and Caritas Moldova, including registration links, whether vouchers were still available, what they could be used for, and why distributions appeared to have stopped or become less frequent.

[91] 32 comments or threads out of a total of 3.196.

[92] Non-cash assistance provided as coupons for purchasing selected goods in partner shops or supermarkets.

Source: Community Center 151

KEY ISSUES DISCUSSED BY REFUGEES DURING THE REPORTING PERIOD

№	Category	Brief Description
1	**Availability of humanitarian assistance**	Questions about whether food, hygiene items, household goods, bedding, diapers and other basic items were still available, which organizations provided support, who was eligible, and how to register.
2	**Support for newly arrived**	Requests from newly arrived refugees, families with children, pregnant women, older persons, persons with disabilities.
3	**Vouchers (non-cash support)**	Questions about vouchers provided by The Salvation Army and Caritas Moldova. Refugees discussed Kaufland vouchers from The Salvation Army, mainly for Ukrainian children, and asked whether registration links were still available. Caritas vouchers were also mentioned, with questions about their value, permitted use and availability.

Examples of comments translated into English:

"I have just arrived in Moldova. Are there any organizations providing assistance?"

"Are there still organizations helping refugees with food or humanitarian assistance?"

"Which organizations help pregnant women with humanitarian assistance?"

"My mother has a disability and needs adult diapers. Which organization could help with this?"

"Who received Caritas vouchers? What can they be used for and what amount are they issued for?"

"Were there Salvation Army vouchers this month?"

ACTIONS TAKEN BY INFO UNIT

- ➜ Shared information on the Clothes Bank by A.O. Omega Noua Generație for people in need of clothing;
- ➜ Shared information on Community Center 151 clothing distributions for women, children and other community members;
- ➜ Shared information on registration for vision glasses provided by the Charity Centre for Refugees.

RECOMMENDATIONS

- !! Provide clear and updated information on available Food/NFI support, including eligibility, registration steps, distribution timing and when programs are paused or closed;
- !! Communicate clearly when assistance is limited or unavailable, and refer vulnerable households to other support options where possible.

ABOUT US

Laoltă is a non-governmental organization from the Republic of Moldova, founded in 2020, which promotes the involvement of citizens in community mobilization, good cooperation with public authorities, and community development. Laoltă is a member of the "Moldova for Peace (MpP)" civic Initiative.

"Moldova for Peace" (MpP) is a civic initiative created to assist refugees from Ukraine. MpP brings together people who recognize and understand the difficulties faced by those who have left home and loved ones behind to reach safety. "Moldova for Peace" is a non-profit movement that operates under the legal umbrella of several NGOs of which Laoltă NGO is a member.

➜ **Accountability to Affected People (AAP TF) co-chair**

Laoltă co-chairs and presents updated data on refugee and local community feedback bi-monthly to the AAP Task Force working group and provides recommendations based on detailed and comparative analyses.

➜ **Refugee Coordination Forum member**

Laoltă is an active member of the Refugee Coordination Forum. The InfoUnit participates in sector and several working groups.

➜ **Round table discussions**

Laoltă participates in discussions on the refugee response in Moldova along with governmental entities, international and national NGOs, and UN agencies.

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