QUARTERLY SOCIAL LISTENING REPORT

FROM OCTOBER TO DECEMBER 2024

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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).

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 posts or threads shared via online social media sources.

Between October and December 2024, the InfoUnit collected 3.064 posts or threads, monitored over 124.351 posts, posted 58 informative updates covering topics like temporary protection, medical services, cash assistance, and legal issues, addressed 2.408 questions, and shared information about over 383 free events, training sessions, courses accessible to both refugee and host communities, and others.

Rumors and information spread quickly among the communities and can have serious consequences. Tracking social media enables humanitarian organizations and various stakeholders to stay informed about community discussions and tackle any misinformation that may arise.

Information monitoring also helps identify gaps or deficiencies in the humanitarian response.

In this report, the term "Refugees" applies to individuals displaced from Ukraine — including those seeking protection in Moldova, temporary protection, asylum seekers, refugee status, or others.

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

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), ACTED, IOM MOLDOVA, and others. Additionally, InfoUnit disseminated information about humanitarian aid programs, education, employment opportunities, medical services, and more.

- **No artificial intelligence used**: Collecting data manually provides a deeper context understanding. If the context is nuanced, it requires a human touch.
- **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**: Posts 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.

OUR 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 POSTS OR THREADS

21 Viber groups

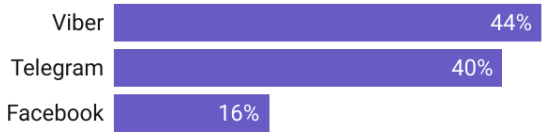
18 Telegram groups and channels

14 Online mass media

2 Facebook groups and pages

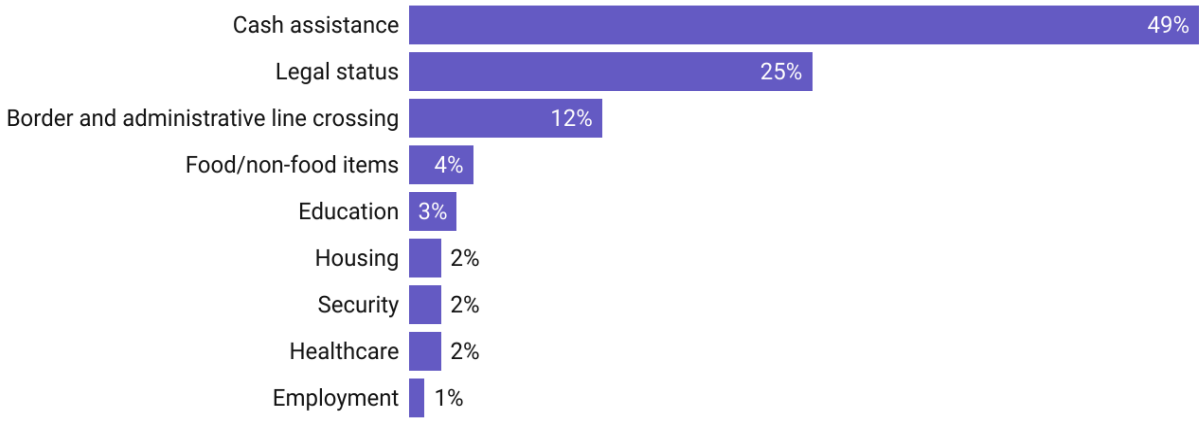
200.000+ TOTAL MEMBERS OF REFUGEE AND LOCAL COMMUNITIES MONITORED AND REACHED

The specified period contains data from the sources mentioned above, which have been distributed as follows in the chart. The chart illustrates the distribution of messaging platform usage.



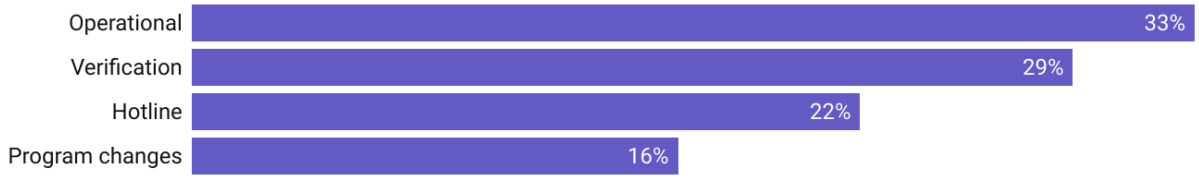
FEEDBACK ANALYSIS

During the reporting period a total of 3.064 social media posts and threads were collected.



FEEDBACK ANALYSIS: CASH ASSISTANCE 49%

UNHCR CASH ASSISTANCE FOR REFUGEES IN MOLDOVA 32 %[1]



[1] 32% UNHCR Cash assistance Program feedback, out of 49% collected feedback on Cash assistance programs.

OPERATIONAL ISSUES 33%

In October, refugees were mainly concerned about delays in payments, card issues, and lack of information.
There were also questions regarding the application process, such as the required steps, documents, and wait times, particularly from newcomers or those returning to Moldova from EU countries.

Also, those returning back from Ukraine questioned if they could resume payments. The lack of timely information from the UNHCR, regarding payments left many anxious and uncertain. Some refugees speculated that political events, like elections, were causing delays, though this was not widely believed.

Problems with updating personal information, such as new addresses and phone numbers, also arose, along with frequent issues related to lost or blocked cards.

Many refugees sought clarification on the medical documentation required to remain in the cash program and continue receiving assistance.

In November, delays in payments and card issues were major concerns, with many facing blocked cards and difficulty accessing received payments, and long waits for payments. Refugees often discussed delays after card reinstatement and unnotified payment postponements.

There were frequent questions about the status of payments, including winter payments.
Many had questions about the UNHCR cash program registration process, eligibility, and required documentation, especially newcomers or those who just received temporary protection.

Technical problems with issued cards, including loss, blockages, and access restoration, were widespread. Confusion about using cards for purchases online and offline and withdrawing money was also common.

Concerns included medical documentation required for continued cash assistance, particularly for families with children's health issues, as well as cash support for single mothers, pregnant women, and large families.

In December, refugees reported delays in payments, especially for November and December, along with issues activating, blocking, or losing their bank cards. Many were unsure how to reactivate or replace them.

The cash application process was a concern for those with deactivated profiles, creating uncertainty about future eligibility. There was also confusion over the winter payment of 920 lei[2], with questions about its distribution and eligibility.

Refugees also wondered if leaving or returning to Moldova would impact their financial assistance.

[2] UNHCR provides additional winter payments to its cash program beneficiaries between November 2024 and March 2025, amounting to 920 MDL per household per month.

Examples of comments translated into English:

" Good day, could you please tell me, if we have just arrived (we have temporary protection), when can we apply for UNHCR cash assistance? How long do we need to stay in Moldova?"
"Girls, has anyone accidentally locked their UNHCR card by entering the wrong PIN? Where did you turn for help, how quickly was it unlocked? And did you lose the payment for that period?"

"Hello girls, I have a question. We received payments at the beginning of 2023, then we left for 1.5 years and have just returned after almost 2 years. Will the payments be resumed for us? The old card is lost."

"Good evening, I received an SMS from the UN about an additional payment of 920 lei for the winter period. Is this amount for the family or for one beneficiary?"

"Good morning! My sister returned to Moldova after six months and wants to reactivate her cash assistance. Does she need to bring her children to Casu 32 today, or can she just register for the appointment?"

VERIFICATION INTERVIEW 29%

In October, the main concerns were issues with delayed SMS notifications for the verification interview, with many refugees facing missed appointments and system errors.

In October, the main concerns were issues with delayed SMS notifications for the verification interview, with many refugees facing missed appointments and system errors.

The verification process was complicated by confusion over required documents and locations of the registration offices, along with travel challenges, especially for those with limited or low mobility. The impact of travel outside Moldova on verification interview and eligibility criteria was widely debated.

Some refugees shared experiences about the re-registration for the cash program or status changes to continue receiving assistance.

Refugees actively shared advice on navigating the verification process, including when to attend appointments and how to communicate with staff.

In November, the verification process caused confusion, with refugees unsure about required documents, verification locations, and eligibility criteria. Accessibility issues, especially for those with limited mobility, made attendance difficult, and questions arose about whether children needed to attend too.

Communication issues were frequent, with long wait times, vague answers, and conflicting information from the hotline, adding to the confusion around verification and payments. Traveling outside Moldova added complications, with refugees unsure how leaving or returning would impact their eligibility.

Some refugees had to re-register or undergo repeated verification interviews, this leading to payment delays.

Refugees also reported potential scams, receiving calls from individuals pretending to be UNHCR representatives asking about their lives in Moldova.

In December, discussions mainly revolved around verification issues, with many refugees missing verifications due to unreceived SMS notifications, resulting in blocked payments.

Many refugees shared their experiences of trying to restore payments through re-verification. Some mentioned the work of mobile teams for on-site verifications, but complained about long wait times and poor communication.

Refugees also faced problems with blocked cards after they missed verification interviews, though some managed to unblock them through the hotline.

Many expressed confusion with the hotline's contradictory information and the absence of SMS notification.
There was speculation about changes to the assistance program, such as the frequency of verifications and possible payment cancellations.

Concerns were also raised about accessibility for people with disabilities and those living far from verification centers, as well as confusion over required documents, especially for those needing proof of vulnerability. Some discussed how to submit appeals if their applications were denied and expressed concern about the long process.

Many voiced dissatisfaction with the verification system, calling it a "mess," and there were discussions on how leaving Moldova affected verification and payments, with mixed experiences shared.

Examples of comments translated into English:

"You can wait a month for the mobile team. It's not a quick process."

"Good morning! I was told on the hotline that I didn't show up for the verification because I didn't receive the message. Has anyone had the same problem? What did you do?"

"I submitted a reapplication for assistance review because we were previously denied extension after verification. The circumstances have changed now…"

"We already called the mobile team… they arrived after 6 weeks (instead of the 2 weeks they promised), which caused us to lose payments for two months. So, think for yourselves. I'm taking a taxi and going there with a person with a disability."

"Good afternoon, girls, please answer if anyone knows: is it necessary to bring the children with you for the verification, or is it enough to just bring their documents?"

UNHCR CASH ASSISTANCE HELPLINE (CASH HOTLINE) 22%

In October, the hotline was often discussed for providing inconsistent responses, leaving refugees uncertain about their payment statuses.
Many refugees faced difficulties reaching the hotline due to busy lines or technical failures, further delaying resolution of their issues.

Card blockages and technical issues were common reasons for contacting the hotline, as users faced difficulties accessing payments or getting information about their card statuses.

getting through to operators, long hold times, dropped calls, and inconsistent responses, all of which caused significant misunderstanding.

Payment delays were a major concern, with many reporting a lack of clarity from the hotline on timelines and vague responses like "payments are in progress." Some refugees received conflicting information about payment statuses, further increasing confusion and anxiety.

Verification issues were also common, with users not receiving necessary notifications or

Insufficient or unclear communication forced refugees to rely on the hotline, where, according to them, the answers were often incomplete.

The delayed information on the official website caused refugees to rely on rumors or hotline calls for updates.

In November, refugees encountered various problems with the hotline, such as trouble being asked to submit documents without prior appointments. Operators often provided incomplete information, adding to the uncertainty.

The overall delays or lack in official information forced people to rely on the hotline, where information was often unclear for them.

In December, many refugees experienced problems with the hotline, including busy lines, long wait times, and dropped calls, with some of these issues occurring particularly on weekends and holidays. Many refugees stated that they received inconsistent or contradictory information about payment statuses, verification procedures, and timelines.

A common issue was the lack of SMS notifications for verification, leaving users unclear about appointments and their status.

Confusion also arose about verification schedules, with conflicting information about when verification was required. Technical problems with the hotline, such as call disconnections, made it more difficult to get assistance. Many refugees felt the hotline's responses were unhelpful, often just telling them to "wait" without providing clear solutions.

Given the confusion, some refugees suggested filing complaints about missed notifications and inconsistent information. Overall, there was dissatisfaction with the hotline's performance, with many criticizing its lack of clear, accurate answers.

Examples of comments translated into English:

"Oh, yesterday they told me that the SMS should arrive this week, and if it doesn't, I should call on Monday. But today, it turns out that the verification is this Friday."

"On the hotline, they told me they have no information about the payments."

"I was just told rudely—"Wait." And then they hung up. Maybe someone else was given more detailed information?"

"Hello, for those who haven't received payments for October, what are they saying on the hotline? I've been disconnected for two days and can't get through."

"I'll tell you more!!! We didn't receive any SMS, so I called them, and the operator said we hadn't been called for verification. But it turns out we've been supposed to be verified for the past two weeks! It feels like they're doing this on purpose."

UNHCR CASH ASSISTANCE PROGRAM CHANGES 16%

Refugees experienced payment delays and inconsistencies, creating uncertainty, especially for vulnerable families. Frustration grew over unclear rejections, slow appeals, and repeated verification requests, this added financial strain and concerns about unfair exclusions.

Some refugees struggled with UNHCR communication, facing limited office access, leaving them without information. Some refugees from vulnerable groups, like single parents, older refugees, and people with disabilities, reported being unfairly excluded from the cash program despite meeting eligibility criteria, fueling concerns of bias.

Many refugees feared the cash program would end or be reduced due to the political situation, creating uncertainty and rising anxiety. Those who left and returned to Moldova were unsure about rejoining the program.

Refugees called for greater accountability from both the UNHCR[3] and Moldovan authorities, demanding clear answers about cash distribution and payment delays.

Newly arrived refugees were uncertain about their eligibility as the focus shifted to the most vulnerable groups.

Examples of comments translated into English:

"This hotline didn't even know that people were receiving money until they were told, and they kept insisting how it was possible if those payments weren't even in preparation."

"Has anyone been able to get through to the hotline today? Who went through verification in July and still hasn't received a response? What are they saying? I can't get through!"

"They have had the same response for three months now."

"They always say to wait."

"Don't listen to this hotline, just check your cards and that's all."

ACTIONS TAKEN BY INFO UNIT

- responded to questions regarding the UNHCR Cash assistance program in the Facebook group "Ajutor Ucraineni in Moldova" and telegram channel Українці Молдова/Помощь Украинцам в Молдове;
- suggested contacting the UNHCR Cash Assistance Hotline at 0 800 10823, checking the UNHCR's website or telegram chat-bot for more information;
- informed about UNHCR additional winter payments of 920 lei per month per household, from November 2024 to March 2025;
- informed about hotline and registration centers temporary closures and working hours;
- provided feedback from social media on Cash assistance program;

RECOMMENDATIONS

- Ensure refugees receive timely notifications for appointments, interviews, and payments;
- Provide simple, step-by-step guidelines;
- Expand mobile verification teams and offer home visits or transport options for vulnerable groups;
- Simplify the appeal process with clearer instructions and faster response times;
- Provide clear information on eligibility, registration, and procedures for newcomers and returnees.

[3] UNHCR regularly communicates in this regard to clarify the reasons for the delays.

OTHER CASH ASSISTANCE PROGRAMS FOR REFUGEES IN MOLDOVA 17%

CASH ASSISTANCE PROGRAM IN THE TRANSNISTRIAN REGION

In October, many refugees shared their experiences of being refused cash assistance, believing it was due to factors like able-bodied family members or foreign income, while unclear and inconsistent eligibility criteria added to their confusion.

Registration issues arose, with help being granted or denied based on changes in family composition or health conditions. Delays and missing payments were common.

Some vulnerable families, especially those with children or members with disabilities, were denied aid. Concerns over vulnerability assessments, such as the second round of screening (verification process), also impacted access to assistance.

Money transfer issues, including payment delays added frustration. Despite these challenges, many refugees praised IOM staff for their support and depressed gratitude during special sessions or individual meetings.

In November, many refugees discussed winter assistance, including payments from World Vision Moldova and UNHCR payments, with concerns about how and when to receive help, and differences between organizations.

Delays in payments were a common issue, particularly with IOM/ADRA.

Frequent confusion arose regarding the registration, re-registration, and verification processes with IOM/ADRA and UNHCR, as well as the steps to take after being denied assistance, such as switching from IOM/ADRA support to UNHCR. Many refugees shared their experiences of transitioning.

Vulnerability screenings also sparked discussion, especially regarding their impact on eligibility and the timing of upcoming screenings.

Inquiries with receiving assistance in Tiraspol, such as winter help or compensations for utilities and registration on the left bank of the Dniester, were frequently raised.

In December, there was significant discussion about the registration and screening process with IOM/ADRA, including issues with receiving confirmation codes, screening interviews, and steps to take if assistance was denied. Many inquired about response times after re-applications, particularly following screenings or denials.

There were comparisons between receiving assistance in Moldova and the Transnistrian region, with some asking if they could switch regions after being denied assistance.

Winter assistance was a key topic, with refugees seeking details on when and how to receive payments from IOM/ADRA, UNHCR, and local authorities in the Transnistrian region, as well as questions about payment amounts and their frequency.

Payment delays and missing payments were common concerns, with refugees reporting confusion about the status of their payments. Some complaints were raised about difficulty reaching hotlines.

Also, there was confusion about the medical-social assistance (MPS) program including registration process, eligibility criteria, and delays in responses.

Examples of comments translated into English:

"The selection criteria are very strict now. If there is someone in the family who is able to work, assistance is denied."

"A person with limited mobility but without a disability is not accepted for work, hasn't left Ukraine, and was only registered with OSORC, yet assistance was denied."

"Will the winter assistance be sent to the card, or do we need to go somewhere to get it?"

"We were denied by OSORC in September and were thinking of waiting until December to try again, but now we are considering applying to the UNHCR instead. We are just looking for information on how to proceed."

"Good evening, can you please tell me if someone received UNHCR cash assistance 6 months ago, left, and then returns to live in Tiraspol—can they register with OSORC again? Thank you."

"Can you please advise on what to do if the confirmation code hasn't arrived?"

CASH ASSISTANCE FOR HOST FAMILIES[4]

Discussions focused on the registration process and updates for host families, with many beneficiaries being frustrated by difficulties reaching the hotline and getting timely status updates.

Concerns were raised about delays, missed payments, and unclear payment processing, sometimes for those living abroad. Refugees also asked about eligibility criteria and how to update or change host family details.

Disputes arose when landlords received benefits meant for refugees without their consent. Complaints about unannounced visits for verification purposes, as well as concerns over financial transparency of the received funds and potential misuse of funds, were also raised.

Frustration grew due to payment delays and missing notification codes, leading many to seek advice on how to follow up.
Others inquired about the program's details, including application procedures and eligibility criteria.

Examples of comments translated into English:

"We call the hotline, but no one picks up the phone, it always gets abandoned."

"Good afternoon, could you please tell me how to apply for this assistance?"

"Hello, I have a question. Does anyone have a host family that is located abroad? How do they receive payments as hosts?"

"Good evening. Could you please tell me, if the host family lives separately, what should be indicated in the field for the number of people living there?"

"Good evening. Could you please tell me where to call? I want to change the host family. Thank you in advance."

"Good afternoon, girls, does anyone know if the assistance for the host family (17th round) will be extended?"

[4] The cash assistance program for Moldovan households hosting refugees is managed by the World Food Programme (WFP) and its partner, World Vision International. The programme is coordinated with Catholic Relief Services, and the Ministry of Labour and Social Protection.

OTHER CASH ASSISTANCE PROGRAMS *(Action Against Hunger, Caritas, World Vision, Acted, People in Need, CRS, NRC, "Ajutor la Contor")*

In October, refugees raised concerns about delays in rental assistance programs, insufficient or unclear communication from various organizations, and frequent difficulties reaching hotlines.

Many sought clarification on payment methods, timing, and eligibility for both rental support and utility compensation, particularly regarding changes in the system, such as the requirement to pay heating bills upfront and receive reimbursement later.

Additionally, there were questions about whether rental properties would be inspected for tax compliance in relation to rental compensation.

Inquiries regarding the availability of cash assistance programs highlighted concerns about communication and information-sharing between organizations.

Some refugees reported receiving suspicious calls about financial assistance, prompting requests for guidance on how to verify their legitimacy.

There were many discussions about the potential extension of support programs.

In November, discussions focused on various forms of financial assistance, including rental support, support in paying for utilities, and heating. Winter assistance programs, such as those from World Vision[5] were frequently addressed, with an emphasis on payment processes, registration.

Changes to cash assistance programs were also discussed, including adjustments to utility and winter compensation, as well as the necessity of new initiatives for refugee support. Special attention was given to the accessibility of assistance for vulnerable groups, such as pensioners, people with disabilities, and those in need.

Technical issues with online applications, such as website access, registration forms, and system errors, were major concerns, along with difficulties in receiving accurate and timely information.

A key issue with the "Ajutor la Contor"[6] the program was difficult submitting applications, particularly with form completion, income reporting, and system errors.
Rental assistance compensation, eligibility requirements, payment methods (e.g., cards or transfers), and necessary documentation were also frequently discussed.

In December, discussions centered on issues related to compensation and assistance from government and international organizations for refugees and vulnerable groups. Main topics included heating and utility compensation, and support from international organizations and local municipalities.
Refugees expressed concerns about payment delays, missing notifications, and issues with mail or bank transfers. They also had questions about the application process, compensation amounts, and eligibility for winter aid. Registration issues included verifying vulnerability, document requirements, and technical difficulties, while delays, system errors, and missing SMS notifications further complicated access to compensation.

Rental assistance programs were a key concern, especially for large families, and people with disabilities.

[5] Cash assistance for the winter period from World Vision for Ukrainian refugees and vulnerable Moldovans, since October 2024 until February 2025;
[6] For the third consecutive year, the Government provides energy compensation to vulnerable households through the "Ajutor la contor" program, funded by the Energy Vulnerability Reduction Fund.

These discussions highlighted the need for improvements in the application and payment processes to ensure timely and effective support.

Examples of comments translated into English:

"Good afternoon, could you please confirm if this financial assistance (World Vision) will affect the 2.200 payments from the UNHCR? If approved, will it be paid to a card or through Moldovan postal services?"

"Has anyone heard about the heating compensation? Is it true that the system will be different this time – you pay the full heating bill first, and then they recalculate and refund the money to your card?"

"Good evening, everyone. When filling out the application for compensation, it asks for an income amount. What should I write if I'm not working and have no income? Please advise."

"Does anyone know if they will provide 800 lei for heating this winter?"

"Good evening! Could you please confirm if you had to register somewhere to receive assistance from World Vision?"

"Good afternoon. Could you tell me how to apply for winter period payments for a refugee from Ukraine?"

ACTIONS TAKEN BY INFO UNIT

- responded to questions about other cash assistance programs in the Facebook "Ajutor Ucraineni in Moldova" and telegram Українці Молдова/Помощь Украинцам в Молдове;
- informed about the 16th round of cash payments to Moldovan families hosting refugees;
- informed about IOM online and offline informational sessions;
- redirected refugees with inquiries about programs to the WFP hotline;
- shared information, instructions about winter help and heating compensation programs;
- interaction with World Vision, gave feedback and shared their FAQ on winter cash program;
- shared information about IOM rent assistance program;
- shared information about the second phase of winter assistance for vulnerable people in the Transnistrian region, provided by the NPO "Medical and Social Programs";
- provided feedback from social media regarding the WFP's Cash for Host program;
- provided feedback from social media for IOM on Cash assistance program;

RECOMMENDATIONS

- Expand assistance programs based on refugee needs and simplify the renewal or re-registration process;
- collaboration among organizations to streamline processes and share best practices;
- Ensure equal access to programs across regions;
- Ensure timely payments with multiple available methods (bank transfers, cash) and provide real-time payment status information.

FEEDBACK ANALYSIS: LEGAL STATUS 25%

INFORMATION MONITORED ON SOCIAL MEDIA ABOUT LEGAL ISSUES INCLUDES QUESTIONS ABOUT:

- Vehicle Regulations in Moldova*:* Rules for purchasing a vinieta[7], its validity, fines for non-compliance, and options for advance purchase. Conditions for Ukrainian vehicles: stay duration, fines for overstaying, technical inspection requirements, and registration issues. Winter tire requirements, use of all-season tires, and road safety regulations (car seat laws, technical inspection, and driver's license validity).
- Legal Status and Migration in Moldova*:* Information on temporary protection for Ukrainians, including rights to work, study, and access benefits. Procedures for obtaining residence permits through marriage, with required documents. Fines, deportation, and sanctions for overstaying or violating migration rules. Challenges with registration, temporary protection, residence permits, and document extensions.
- Social Rights & Benefits for Refugees*:* Healthcare services, maternity benefits, child allowances, and other social payments available to Ukrainian citizens under temporary protection.
- Power of Attorney and Notarial Services: Questions regarding powers of attorney for vehicles and other documents, including their use for selling, transferring, and driving vehicles across borders. Services such as notarizing documents, obtaining certificates, and other legal document processing.
- Legal Assistance & Support for Ukrainians: Legal consultations and organizations helping Ukrainians with temporary protection, residency permits, document legalization, and other legal issues. Information on purchasing property and vehicles in Moldova, including vehicle registration and legal requirements.
- Customs, Transport, and Trade*:* Problems with importing/exporting goods, including cars, across the border, customs checks. Compliance with customs rules regarding vehicle and goods importation.
- Bank Accounts & Financial Services: Issues related to opening bank accounts and cards for Ukrainians, including documentation and conditions.
- Employment & Labor Rights*:* Employment issues for Ukrainians with temporary protection in Moldova, including salary account openings and labor rights. Taxation and financial obligations for Ukrainian workers in Moldova.
- Marriage, Legalization: Legal aspects of fictitious marriages for residency, including procedures, requirements, and costs. How marriage can be used for legalizing residence, with related documentation and procedures.

[7] The tax for using the roads on the territory of the Republic of Moldova for each vehicle not registered in the Republic of Moldova.

During the reporting period, many refugees asked how to apply for temporary protection (TP) in Moldova, what documents were required (e.g., rental contracts), and whether it was possible to apply for protection without a rental agreement. Many were concerned about the extension of the temporary protection status, how to restore it after traveling abroad or losing documents, and whether it was possible to leave for an extended period without losing their status.

There were also discussions about obtaining temporary protection in Moldova if protection had already been granted in another country, and how to renounce Moldovan protection. Questions were raised regarding social benefits while having TP, medical assistance, rights to work and study.

Important topics included the interviews during the application process, the locations of migration offices, and the availability of legal assistance while getting TP. Refugees shared their experiences with difficulties in submitting documents, rejections, delays.

Questions in this category were much fewer compared to legal issues or to temporary protection, but they were still asked every month. Refugees actively sought reliable information on how to legalize their status and understand their rights.

Frequently asked questions about Moldovan citizenship focused on where to submit documents, whether an appointment was needed, and the required paperwork, such as proof of descent or birth certificates. Many inquired about the documents needed for citizenship based on roots or repatriation, and how to prove their ancestors lived in Bessarabia before 1940. Refugees also raised concerns about long waiting times (up to a year or more), how to check application status, and whether citizenship could be obtained through children or spouses.

Other questions included difficulties with registration, finding migration services or legal help, and the costs and timelines for obtaining citizenship. Personal experiences shared included delays, refusals, and related issues.

There were few questions in this category, but they covered key aspects of obtaining a residence permit in Moldova, including the grounds for application (work, marriage, or humanitarian reasons), required documents, and how to compile them.

Other common concerns included what happens to a residence permit when changing employers or ending a contract, whether reapplication is needed, and the mandatory medical insurance for permit holders, along with penalties for non-compliance and how to manage fines.

Refugees also asked about the annual renewal of the residence permit and sought guidance on where to get legal consultations and help with the process, fines, and document preparation.

Examples of comments translated into English:

"Hello, could you please tell me how to apply for temporary protection? Do I need a lease agreement or some kind of confirmation? Can I write a statement myself saying that we live at this address?"

"Hello, could you please tell me how to apply for temporary protection?"

"I forgot to get the vinieta. Will there be any problems at customs?"

"Can a Ukrainian citizen get Moldovan driver's licenses? Does anyone know?"

"Where can I open a bank account? What are the conditions for opening one?"

"Good morning, has anyone applied for Moldovan citizenship based on ancestry? My grandfather was born in Bessarabia before 1940. How realistic is it to apply?"

"Hello, can someone help? I have a residence permit based on a work contract. I want to terminate the contract and move to another company. What will happen to my residence permit? Do I need to reapply or just update it? Or can I just leave it as is?"

"Do you know if the protection will be extended?"

"What documents are needed for a car to stay in Moldova? And how long can I stay with the car?"

ACTIONS TAKEN BY INFO UNIT

- responded to questions related to legal status, including TP and shared informative posts;
- shared partners informative posts, video, leaflets regarding temporary protection status and other legal matters;
- informed about the risks of not paying the vinieta;
- shared an example of a lease agreement;
- provided information on car regulations in Moldova and how to prepare vehicles for the winter season;
- informed about Fundația de Binefacere Caritas Moldova free legal assistance to Ukrainian refugees and other vulnerable groups;
- shared information on the regulations for international postal items arriving in Moldova;
- informed that the IGM office for foreigners in Chisinau is relocating to a new address starting January 6, 2025;
- directed questions to the Green Line at 080080011, the Hotline of the General Inspectorate for Migration - at 080001527, the Legal Center of Lawyers (CDA) at +37360574848.

RECOMMENDATIONS

- Advise to consult qualified legal professionals for assistance with legal matters;
- Increase access to legal assistance;
- Inform refugees on different platforms and forms about their rights and obligations.

FEEDBACK ANALYSIS: BORDER AND ADMINISTRATIVE LINE CROSSING 12%

BORDER CROSSING

Frequently asked questions revolved around the necessary documents for crossing the Moldovan border, such as passports, requirements for children traveling alone or with guardians, and documents for pets and vehicles. Many inquiries also addressed the documentation needed for transporting pets, including vaccination certificates and microchips, as well as the regulations for bringing pets into and out of Moldova. There were also questions about the specific requirements for crossing the border with minors, particularly in cases where children were traveling with third parties, like coaches or guardians.

Many travelers were seeking clarification on the technical inspection (TI) requirements for vehicles with Ukrainian registration. There was significant anxiety about the impending fines in 2025 for cars lacking a valid inspection, leading to confusion about where and how to get it done at border crossings like Palanca and Mogilev-Podolski. Concerns also centered around potential penalties for expired inspections. This issue caused considerable stress, with many fearing delays or being turned away at the border due to inconsistent or unclear information.

Less frequently, questions arose regarding the regulations for crossing the border for individuals with temporary protection status or residence permits, particularly those coming from Ukraine or other countries. People wanted to know whether their status would affect their ability to cross the border or if additional documentation was required for those holding such statuses.

There were also occasional concerns about delays at border checkpoints, with travelers expressing frustration over long waiting times, as well as technical issues with customs systems that sometimes caused disruptions in the processing of documents and vehicles. These problems created uncertainty, as people feared that delays could lead to missed connections or complications at the border.

Additionally, some travelers asked about medical insurance requirements for entry into Moldova. Similarly, there were less common questions about customs restrictions on bringing goods and personal items across the border, with travelers seeking clarification on limits for certain products or items they could carry.

Examples of comments translated into English:

"Can you please tell me if a power of attorney is needed for a child under 14 when traveling with a grandmother to Moldova?"

"Hello everyone. Does anyone know if a car needs to undergo a technical inspection when crossing the border from Ukraine to Moldova?"

"Good afternoon! Today at the Palanca border, they started asking for a technical inspection. Does anyone have any information about this? On what grounds are they requiring the technical inspection now?"
"Can anyone tell me which customs allow pets? And what documents are needed?"

"I have a question: we are planning to cross the border by car with personal items, such as kitchen appliances, a TV, and household items. We'll put as much as we can in the trunk. Can anyone tell me if they will let us pass through customs? And where can I check what is allowed and what is not? Ukraine-Moldova."

ADMINISTRATIVE LINE CROSSING TO/FROM THE TRANSNISTRIAN REGION

Many questions were raised about entering the Transnistrian region, particularly regarding entry restrictions for Ukrainian citizens and non-residents. Many refugees expressed concerns about the requirement for invitations or family connections to enter, with some asking if Ukrainians could enter without these, while others shared experiences of being turned away when attempting to reach the region.

A common theme was the requirement for official permission, especially for those without relatives in the region and questions about the possible consequences of being turned back at the border.

There were also age-related restrictions for both men and women aged 18-60, and questions about whether an invitation from a relative was mandatory for entry.

Many travelers asked about the requirements for crossing the border with children, specifically whether father's consent was needed and which documents were required for minors.

Some were curious about customs rules for personal items, including household appliances and electronics, and whether there were limits on quantities or value when crossing into Transnistria.

A few questions centered around the requirement for migration cards, particularly for children, and whether there were any issues with long-term stays in Transnistria.

Examples of comments translated into English:

"Hello, could you please tell me if a Ukrainian citizen can travel from Chișinău to Dubăsari without any issues?"

"- Why might someone be denied entry to Transnistria?
- Currently, there are certain entry conditions for Ukrainian citizens aged 18 to 60. They are allowed entry if they have relatives, property, etc., in Transnistria. However, even then, they need to obtain permission."

"Could you please clarify if a mother traveling from Ukraine to Moldova and then to Transnistria with two children needs the father's consent for their departure?"

ACTIONS TAKEN BY INFO UNIT

- advised to contact the Border Police Hotline of the Republic of Moldova at +373 22 259 717, the Green Line for assistance to Ukrainian citizens in Moldova at 0 800 800 11, or the Customs Service of the Republic of Moldova at +373 22788888;
- informed about measures to restrict access to the Chisinau International Airport terminal;
- reminded that travelers are advised by the Border Police of the Republic of Moldova to contact the Green Line (022 259 717) or check the current status of checkpoints online before traveling;
- shared feedback from social media for UNHCR regarding the requirement of a technical inspection document when crossing the Moldovan border.

RECOMMENDATIONS

- Offer clear info on border documents, including passports, consent for minors, pet requirements, and vehicle inspection rules and requirements;
- Advise travelers to stay informed about potential border delays and technical issues by checking online or via official hotlines to avoid disruptions.

FEEDBACK ANALYSIS: FOOD/NON-FOOD ITEMS 4%

Organizations such as the International Federation of Red Cross (IFRC), The Salvation Army, Moldova-Film warehouse[8], and Katalyst Kitchens actively distributed vouchers for food, clothing, and hygiene products to refugees, people with disabilities, pensioners, and large families. However, there were frequent challenges with voucher activation, registration, validity,

[8] The Moldova-Film warehouse serves as a distribution point for the Hub Moldova for Peace, where aid such as food, hygiene products, and clothing is provided through the dopomoha.md platform.

and delays in distribution, particularly concerning winter clothing, which was often restricted to specific groups like the older, people with disabilities, or large families. This led to dissatisfaction and confusion among refugees who were unsure why not everyone could access the same assistance.

Many refugees faced difficulties receiving humanitarian aid, including food, hygiene products, and diapers. These items were provided by organizations such as Katalyst Kitchens and Moldova-Film warehouse, but assistance was often given through pre-registration and targeted at specific categories, like large families or persons with disabilities.

Vouchers for winter clothing, shoes, stationery, and medical supplies like walkers were part of the aid, but were not always fully available. Some refugees mentioned that organizations like Caritas Moldova had promised pharmacy vouchers for medication, but these were not always provided as expected.

Delays, outdated applications, and issues with SMS notifications only added to the confusion. Registration for aid was also a challenge, with access often limited for new applicants.

Additionally, receiving assistance required numerous documents, which posed challenges for families without all the necessary paperwork.

Many refugees also inquired about where they could receive aid, looking for information on distribution points in places like Chișinău, Tiraspol, and Gagauzia. However, distributions were often limited to specific days and times. Clear answers from organizations were not always available, which led to frustration, especially when refugees received vague or unclear responses.

Finally, many refugees were looking for information on other organizations that might be able to help, but often the information was outdated, with some organizations no longer accepting new applicants or even providing assistance.

Examples of comments translated into English:

"Good morning! Could you please tell me what is being given at Moldova-Film right now?"

"Hello, how are the vouchers being distributed at Linella right now? Do I need to register somewhere?"

"Good afternoon, could you please let me know where humanitarian aid is being distributed now? Unfortunately, all the places that were giving it before are no longer doing so. Are there any other organizations? Please share, it's really hard with rent, everything goes to that, and it's tough with a baby."

"We are really in need of diapers, household chemicals, and food. Does anyone know where aid is being given out right now? I only know about Katalyst, but I wasn't able to get anything there today."

"Today, Katalyst confirmed that there will be no more distributions, it's over."

"I appeal to all organizations providing aid to the Ukrainian people—please be merciful and distribute aid EQUALLY! Some people receive help very often, while others get it once or never at all! My family hasn't received any vouchers or money transfers from World Vision for two years... I'm sure there are many others like me. Even if you have just one child, should we all just give up? Everyone is celebrating the holidays, please be kinder and do good for all the children."

ACTIONS TAKEN BY INFO UNIT

- shared information about the Community Center 151's Free Shop events, where people can exchange clothes, shoes, and other items;
- shared information about the Moldova for Peace Hub clothes and shoes distribution;
- shared information about the Resonance Center diaper's distribution;
- shared information about The Salvation Army in Dubasari aid distribution;
- recommended contacting the Green Line at 0 800 800 11 and reaching out to local municipalities with any inquiries.

RECOMMENDATIONS

- Provide clear and regular updates on available services and distribution points;
- Offer more locations and flexible timing for aid distribution to reach more people;
- Expand eligibility criteria so more people can receive necessary goods and services.

FEEDBACK ANALYSIS: EDUCATION 3%

Requests frequently centered on finding free or low-cost resources for language learning, with a particular emphasis on Romanian and English. These requests sought both online and offline course options, including various platforms or institutions offering language instruction.

There were also numerous inquiries about educational opportunities for children, including the availability of Ukrainian-speaking schools, details on the enrollment process, and specific support for refugee families.

Many parents inquired about preschools, with an interest in those offering instruction in Ukrainian, as well as tutoring services for children in subjects such as Romanian, English, and Ukrainian to help them adjust to the local curriculum.

Additionally, there was a strong demand for information on support systems for children with specific needs, covering both educational accommodations and medical care.
Inquiries also included a wide range of requests for extracurricular activities and free services, with many parents looking for opportunities beyond regular schooling. These included access to educational resources, daycare options, and other forms of support to promote their children's development, ensure their well-being, and facilitate their continued education.

Other questions often revolved around university enrollment, available scholarships for refugee students, and the necessary documentation required for both school and university admissions.

Examples of comments translated into English:

"Are there any organizations in Chișinău that work with Ukrainian children (6 years old) for free?"

"Are there any schools or courses where I can learn Romanian for free?"

"Good afternoon. Can anyone share if their children are studying at a university in Chișinău? What was required for admission for Ukrainians, are there Russian-speaking groups, and is it possible to study for free? And are you satisfied with the experience?"

"Will children be accepted into schools in Chișinău if their temporary protection status lists a different city?"

"We got into kindergarten through online registration. We were also turned away from all other kindergartens. We got on the waiting list and after six months, we got a spot."

"Does anyone know if there are schools in Chișinău that teach in Russian or English? Or is Romanian the only language used in all schools?"

ACTIONS TAKEN BY INFO UNIT

- provided, upon request, the list of general education institutions for the enrollment of children from refugee families from Ukraine;
- reminded that children from Ukraine can be enrolled in kindergartens in the Republic of Moldova all year round;
- shared information about where to learn to swim in chisinau;
- shared information about educational opportunities, cultural and linguistic support and language courses, youth and adults programs;
- reminded that the child helpline - 116 111 is free and anonymous;
- informed that the Ministry of Education and Research of the Republic of Moldova, UNICEF, and People in Need Moldova were enrolling students in digital centers for online learning based on the Ukrainian curriculum at local schools;
- shared information about IOM Moldova registration for the Romanian language courses for beginners;
- informed about the Club of romanian language practice by Casa Providenței;
- informed about the work schedule of general education institutions providing preschool education services during the winter holidays;
- interacted with Moldova For Peace Hub and "Ion Creangă" National Children's Library in order to find out details about their courses;
- provided feedback for MilleniuM Training and Development Institute about their educational programs for teenagers.

RECOMMENDATIONS

- Offer more free or affordable online/offline Romanian and English courses;
- Expand access to Ukrainian-language preschools and tutoring for core subjects like Romanian, English, and Ukrainian to help children integrate into the local education system;
- Develop more programs for extracurricular activities and free services like daycare and educational resources, ensuring these are accessible to families in need.

FEEDBACK ANALYSIS: HOUSING 2%

Many refugees who arrived in Moldova were urgently seeking free housing and temporary accommodation, but the availability of shelters was limited. Most of the shelters were either already overcrowded or had closed their doors.

As a result, many refugees struggled to find a safe place to stay. On top of this, the high rental prices and steep utility costs posed a serious challenge for those who couldn't afford expensive housing, pushing them to search for more affordable living options or even temporary shelter arrangements.

These programs were seen as a potential lifeline, but navigating the bureaucratic processes to access them was not always easy.

A big problem also was the escalating cost of living in major cities like Chisinau and Balti, where housing prices kept climbing, adding extra financial strain on the refugees.

Along with these practical challenges, many refugees struggled with adaptation, sometimes facing language barriers, cultural differences, and, in some cases, negative attitudes from local residents.
This led to feelings of frustration, exclusion, and isolation among the newcomers, as they navigated an already difficult situation.

In addition to housing, refugees frequently inquired about rental assistance programs and support from local and international organizations. Many were particularly interested in programs designed for vulnerable groups, such as single mothers, people with disabilities, and the olderly.

Examples of comments translated into English:

"Hello! Please help with information – my acquaintance needs housing (can you provide addresses of hostels that accept Ukrainians for free)? Thank you."

"It's hard for everyone. Wait, the nightmare of heating costs is coming."

"Try reaching out to volunteers; I also heard that some people were staying at churches, where they helped refugees live for a while. I'm not sure about the situation now."

"Good afternoon, is there still free housing available? I'm a single mother, and we need to move out of our apartment in 10 days; we will be on the street. Maybe there are some affordable options for 150-200 euros?"

"Rental prices are astronomical, and food is expensive."

ACTIONS TAKEN BY INFO UNIT

- provided links to commonly used websites and groups featuring housing listings;
- advised to contact the Green Line at 0 800 800 11 for free accommodation;
- informed about IOM's assistance in paying rent for refugees from Ukraine;
- shared instructions on how to get the government's compensation for heating.

RECOMMENDATIONS

- Establish or extend rental assistance programs to help refugees with housing and utility costs, easing their immediate financial burden as they seek long-term solutions;
- Create targeted programs for single mothers, olderly people and people with disabilities, prioritizing their access to housing, financial aid, and specialized services.

FEEDBACK ANALYSIS: SECURITY 2%

Refugees in Moldova had a range of concerns, many centered around political developments[9] and potential changes in border regulations. Rumors about election-related movements and the possibility of border closures created uncertainty. There were also issues at border control, particularly questions regarding the treatment of Ukrainian men of conscription age, fears of deportation to Ukraine.

Safety was a major concern, especially in the transnistrian region, with reports of loud noises resembling explosions and threats causing refugees to question the security of their stay in Moldova.

In addition to safety, there was increasing anxiety over tensions, including incidents of hostility toward Ukrainians and concerns about discrimination.

In addition, there were ongoing discussions about living conditions, with many refugees facing challenges in finding affordable housing and dealing with rising food prices. Some reported economic strain, as refugees were blamed for contributing to higher costs.

[9] Presidential elections were held in Moldova on October 20, 2024, with a runoff held on November 3, 2024.

Bureaucratic challenges, especially regarding temporary protection and refugee status, remained significant. People worried about the possibility of being deported or facing complications in legal processes. Meanwhile, rumors about potential power outages and energy shortages in Moldova added to fears of instability.

Finally, misinformation and rumors continued to spread, leaving many unsure about the truth behind reports regarding power cuts, safety, and government actions.

Examples of comments translated into English:

"Hello everyone, can anyone explain what movements are starting in Moldova ahead of the elections? There are rumors that the borders might be closed."

"Could there be military exercises during this time, or is it something else? 😱 (Balka, Transnistrian region)"

"Question: Is everything the same when arriving at the airport for Ukrainians without protection? No issues, as before? Are they not being detained or tracked?"

"Hello everyone, who has lived or is currently living in Ceadîr-Lunga, could you share your thoughts? What's the infrastructure, sports, leisure like? And how do locals treat Ukrainians? Do they remove license plates from cars? Are bricks thrown at windows?"

"Good evening everyone, is anyone planning to move to another country due to the possible gas shutdown? It's terrifying to even think about."

"Hello, I've been reading recently that there will be power outages in Moldova. Sorry for asking, but do you think it's real or just panic? No one in our chat has mentioned it."

ACTIONS TAKEN BY INFO UNIT

- informed that a fake power outage schedule is circulating on social media. Premier Energy Distribution confirmed no planned outages at this time;
- shared information from the General Inspectorate of Emergency Situations advising against the use of fireworks during the holidays;
- informed about a new fraud scheme: The National Health Insurance Company clarified that its employees do not contact citizens about health insurance debts.

RECOMMENDATIONS

- Share reliable updates on borders, safety, and regulations;
- Promote awareness and tolerance within communities;
- Organize community-building events to ease tensions.

FEEDBACK ANALYSIS: HEALTHCARE 2%

The issues surrounding medical assistance for refugees with temporary protection included both free and paid services in state clinics, access to family doctors, and treatment for chronic conditions like diabetes and cancer. Treatment for chronic illnesses, disabilities, and the search for specialists were key concerns for those with specific medical needs.

There were also discussions about access to medical services before obtaining temporary protection status, including the possibility of emergency care and the availability of pediatricians for children.

Equally important were questions about buying health insurance, its cost, registration with a family doctor, and transferring to other doctors. Another key aspect was the availability of various medical procedures, such as X-rays and tests, both free and paid, depending on the referral from the family doctor.

At the same time, there was a need for psychological support, both for children who had experienced traumatic events and for adults struggling with adaptation.

Social benefits and support for people with disabilities and children were major topics, covering rehabilitation assistance, expense compensation, and questions about obtaining or transferring disability status in Moldova from Ukraine.

In addition, refugees faced various problems in accessing medical services, such as a shortage of places with family doctors, long waiting times, and difficulties in obtaining free services. This led to the spread of many myths and misinformation regarding the cost of medical services and the rights of refugees to free healthcare.

Issues related to special services for children, including vaccinations and rehabilitation, which were often essential for children with special needs, were also discussed.

Examples of comments translated into English:

"- Has anyone had a chest X-ray done at a state hospital? Do you have to pay for it? My family doctor gave me a referral, but they said I have to pay. I'm just curious how others are handling this."

"- Good afternoon. Does anyone know how much health insurance costs now?
- They don't issue it to Ukrainians."

"Compensated medicines – I know for sure they give them to children, the doctor told me, if your child is sick, come and get the medicine, it's your right!"

"- Hello, in state hospitals and clinics, is everything free for refugees in the transnistrian region? Or do you need to pay?
- Last year everything was free, but now they're saying it's been cancelled."

"Good evening, if you don't have temporary protection, do you have to pay if you call an ambulance?"

ACTIONS TAKEN BY INFO UNIT

- suggested contacting the Green Line at 0 800 800 11, IOM at 0 800 108 77, Ministry of Health +373 22 721 010, INTERSOS, Initiativa Pozitiva, or ACTED;
- shared information about how to access public primary health care in Moldova;
- shared information about how to access healthcare services at INTERSOS;
- shared information about primary health care services provided at INTERSOS medical centers;
- shared information about sessions at Community Center 151 on healthcare and mental health services;
- shared information about psychosocial support offered at multiple locations;
- shared information about training sessions on first aid and stress relief techniques , art therapy workshops;
- informed about the International Federation of Red Cross psychological support helpline for

basic assistance;
- ➜ shared information about psychosocial support in Balti at Zdorovii_Gorod;

RECOMMENDATIONS
- ➜ Increase number of family doctors and reduce waiting times, use mobile units or temporary clinics in underserved areas;
- ➜ Clarify refugees' healthcare rights, eligibility for services, and address myths about costs and entitlements;
- ➜ Expand access to mental health services for both children and adults;
- ➜ Ensure refugees can access specialists and ongoing care for chronic conditions, through state services or partnerships with local clinics.

FEEDBACK ANALYSIS: EMPLOYMENT 1%

Employment issues faced by Ukrainian refugees in Moldova often centered on the challenges of job searching, particularly for those without knowledge of the Romanian language.

There were also concerns about navigating official employment processes and understanding tax obligations.

Delays in salary payments and difficulties related to informal or unregistered employment were common topics of discussion, with many sharing experiences of delayed wages or lack of official contracts.
A significant number of people sought work opportunities in specific regions, including Chisinau, Balti, and Riscani.

Additionally, many were interested in part-time roles or positions in sectors that had minimal qualifications or language requirements.

To improve their prospects, refugees showed interest in skill-building programs, especially those that didn't require proficiency in Romanian language, and professional development courses aimed at enhancing their employability.

Finally, questions often arose about where to seek labor consultations, resources for finding jobs, and assistance with adapting to life in Moldova. Many were looking for guidance on how to navigate the labor market and adjust to their new environment.

Examples of comments translated into English:

"How is the job situation for Ukrainians in Chisinau? Is it possible to find something decent? - Decent, no."

"- Good evening, I'm looking for part-time work, a few hours or half a day. I have a little one and I'm a widow. It's really tough, I urgently need a job.
- I'm also interested."

"Can anyone advise, has anyone faced the issue of not being able to officially register for work due to the code provided in temporary protection not working? Please message me privately, thank you in advance."

"A refugee from Ukraine is looking for part-time work without knowledge of Romanian, with daily pay."

ACTIONS TAKEN BY INFO UNIT

- redirected questions to the Legal Center of Lawyers (CDA);
- shared information about job opportunities;
- shared information about job fairs;
- shared information about professional courses and trainings;
- addressed job inquiries in Ajutor ucraineni in Moldova to Robota project;
- shared information about Access to the Moldovan labor market for foreigners;
- shared IOM's information about the micro-grant program for employed, self-employed individuals, and registered entrepreneurs;
- assisted World Vision Moldova and shared online Job Market Assessment questionnaire;

RECOMMENDATIONS

- Provide guidance and support;
- Develop more part-time and entry-level roles with minimal qualifications or language barriers, particularly in high-demand areas;
- Help refugees better understand legal and tax requirements, and support them in obtaining official contracts to prevent issues with informal employment.

ABOUT US

Laolaltă 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. Laolaltă 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 Laolaltă NGO is a member.

- **Accountability to Affected People (AAP TF) member**

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

- **Refugee Coordination Forum member**

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

- **Round table discussions**

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

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