

For all questions related to Temporary Protection or your life as a Ukrainian refugee in Belgium;  
Call the [Vluchtelingenwerk Vlaanderen Infolijn](tel:+3222254421)  
in Ukrainian from Monday to Friday between 09:00 and 12:30 on  
**+32 2 225 44 21**  
or write to the WhatsApp/Telegram chat at **+32 489 13 33 55**  
**The information is provided free of charge**

## BACKGROUND

To qualify for Temporary Protection in Belgium, you need to provide evidence that confirms your permanent residence in Ukraine in the period before the outbreak of the war: November-December 2021 and January-February 2022, until 24/02/2022. The Immigration Office indicates that objective documents must be submitted that:

- are issued by official bodies, including state bodies of Ukraine;
- contain the full name of the applicant;
- indicate the address of residence in Ukraine;
- contain a date that confirms physical presence on the territory of Ukraine.

However, no concrete list of documents that are accepted as proof of such residence is provided by the Immigration Office. Therefore, Vluchtelingenwerk Vlaanderen has constituted a non-limitative list of documents that can serve as proof when applying for Temporary Protection. This list is based on signals gathered through our contacts with applicants for Temporary Protection via the [Infolijn](tel:+3222254421). It is not officially confirmed by the Immigration Office, and it is a living document, subject to changes on the basis of changing practices. In any case, it is strongly recommended to combine different types of documents — official, domestic, financial and medical — to create a complete picture of your residence in Ukraine on the moment of the outbreak of the war.

It is important to gather these documents before applying for Temporary Protection. On the basis of signals gathered through the Infolijn, we observe that documents added to the application afterwards are often not taken into consideration. It is advisable to print the documents out and clearly explain to the Immigration Office, on the moment of applying, what these documents are and how they confirm your residence in Ukraine at the moment of the outbreak of the war (24 February 2022).

## NON-LIMITATIVE LIST OF DOCUMENTS

### 1. Certificate from the State Border Service of Ukraine.

Mandatory document for each family member, including children, applying for Temporary Protection. This document confirms the dates of entry into or exit from Ukraine on specific dates (from September 2021 to April 2022).

Contact information for inquiries: <https://dpsu.gov.ua/uk/zayava-stosovno-peretinannya-osoboyu-derzhavnogo-kordonu> (Instructions and sample request).

Головний центр обробки спеціальної інформації

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тел.: (044) 527-63-01, 527-63-02  
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You can obtain a sample application form for a certificate from the Tax and Customs Administration by contacting the [Vluchtelingenwerk Vlaanderen Infolijn](#).

## **2. Documents confirming your place of residence**

Form No. 13 or an extract from the register of the local community (information about your 'registration' on the specified date).

This document can be obtained from the Administrative Services Centre, local council, housing office, or through relatives in Ukraine, or through Diya.

## **3. Rental agreements or proof of ownership of accommodation**

- Official rental agreement or written agreement with the owner;
- Certificate of ownership.

## **4. Utility bills in the applicant's name**

Bills for electricity, water, gas, internet, mobile communications (documents must contain your name and address in Ukraine).

If possible, download them from the suppliers' personal accounts.

## **5. Bank documents**

Account statements showing income from salaries, pensions, scholarships, social benefits, payments for services or purchases in Ukraine, indicating your physical address.

Transactions until 24.02.2022 confirm your active presence in Ukraine.

## **6. Educational and employment documents**

- Certificate from an educational institution or student ID confirming enrolment in a full-time program in 2021-2022;
- Employment record book, certificate of employment or contract;
- Military ID.

Documents must contain the date and (if possible) the address of the educational institution or workplace.

## **7. Medical documents**

- Extracts from eHealth, outpatient cards, vaccination certificates, prescriptions.

The data must reflect the date of application and the medical institution in Ukraine. These can be obtained through the registry office, a relative or on the basis of a power of attorney.

## **8. Documents from state institutions**

- Summons, certificates, letters or other documents issued by courts, police, prosecutors, state administrations. Documents can be obtained through the court registry or by submitting a request.
- Reports to the State Tax Service of Ukraine, if you were a private entrepreneur, etc.

## **9. Tax documents**

- Income certificate;
- Tax returns or other documents containing the taxpayer's address.

Can be obtained through the taxpayer's electronic office or at the tax office.

## **10. Payments and financial activity**

- Bank transactions: payments in supermarkets, utility bills or other services; official transfers to an address in Ukraine (e.g. from relatives);
- Child support, parental support.

## **11. Photo and video evidence**

- Is not accepted as primary evidence
- Photos or videos taken before 24 February 2022 that contain geolocation can be used as additional, supporting evidence in the presence of other documents.

## **12. Mandatory proof of residence for children**

Proof of residence needs to be provided for both parents and children. For children, the following documents can be used:

- a certificate from the educational institution confirming that the child studied there between September 2021 and May 2022, indicating the address of the educational institution and the child's surname and first name, and stating that the child attended classes in person/on-site/offline;
- medical documents, including vaccination records;
- registration of place of residence (residence permit);
- pupil or student ID card;
- extracts from outpatient records.

It is important for any of the above documents that **they mention your name**. Otherwise the migration office will not consider this as credible proof.