



The Belize COVID-19 Cash Transfer Program

The Belize COVID-19 Cash transfer program, also known as BCCAT will help vulnerable families affected by COVID-19 and its economic hardship by providing temporary cash support. The social assistance program is implemented by the Ministry of Human Development, Families & Indigenous Peoples' Affairs in partnership with the National Bank of Belize Limited, Digi, and Belize Social Investment Fund.

Eligibility and Application Processes

Who is eligible for the BCCAT program?

Vulnerable families:

- Who are NOT receiving any of the following government social assistance programs - BOOST, the Unemployment Relief Program, Food Pantry; and
- Who have been severely impacted by the economic downturn brought on by COVID-19.

How are beneficiaries selected for the BCCAT program?

To be selected for BCCAT, households must be identified as poor through a screening process using a certified poverty assessment tool to measure the families' social and living conditions.

The information is saved in a database where it is processed and the poorest families with at least one Belizean member living in the household.

All approved applicants from the COVID Food Assistance Program were assessed and screened and new applicants from the open application in December were assessed and screened for BCCAT eligibility.

What would exclude a family from receiving the cash benefits from the BCCAT program?

Families will not be approved for the BCCAT temporary cash-transfer program if:

1. At least one member of the household is receiving benefits from the following social assistance programs:
 - a. Unemployment Relief Program
 - b. BOOST
 - c. Food Pantry Programme
2. non-poor families based on the poverty assessment tool.

What do you use my social security number for?

During the interview, the Ministry representative will request for social security numbers for all members of the home, the social security numbers are used to confirm the age and identity for each member of the family.

If your application is approved, you will be requested to submit certain legal documents to the Ministry assigned WhatsApp number for verification and enrollment.

Notification and Enrolment

How will I be notified if I am eligible for BCCAT or not?

BCCAT beneficiaries will be notified of their selection via phone call or during fieldwork conducted by a Ministry representative, and of their payment dates through an SMS message from a short code 150.

Applicants who did not qualify for the BCCAT program will receive an SMS message from the Ministry of Human Development or letter notifying them of their unsuccessful application. The SMS message will say the following:

“Dear John Doe, we are sorry to tell you that you have not qualified for the Belize COVID Cash Transfer Program. If you want to appeal, please call MHD on 0-800-MHD-HELP (for Digi customers) or 0-800-CALL-MHD (for SMART customers).”

***The Appeal process for unapproved applicants will start on February 16 to March 9, 2021.**

Payments

How much will beneficiaries receive?

Beneficiaries will receive two months worth of payments at \$150 per month. This means, beneficiaries will cash-out \$300 every two months for the six-month period.

How long will beneficiaries receive their cash benefits?

Beneficiaries will be able to cash-out every two months for a six-month period.

How will beneficiaries receive their cash benefits?

BCCAT beneficiaries will receive their cash benefits through a mobile payment solution called MobilePayz. MobilePayz will allow beneficiaries to cash out their funds using their mobile phones.

Beneficiaries will receive an SMS message from Digi with the payment amount and when and where to collect the cash benefits. Beneficiaries can use a DigiCell or Smart Mobile service to receive the SMS message about their payment. Beneficiaries can visit the Digi stores countrywide or National Bank of Belize locations to cash out their cash benefits.

Cash out days for Digi stores are Tuesday to Thursday from 9 am to 12 pm and 1 pm to 4 pm and Fridays from 9a.m to 12p.m.

Cash out days for National Bank of Belize locations are Monday to Friday from 8a.m to 3p.m.

***Note: no banking information will be required.**

Why is it important to have an active mobile number?

The mobile number that is given will be used to send you an SMS message to inform you that your cash benefit is ready and the location to go to collect your money.

The mobile number given to the Ministry representative must be active to receive the SMS message every two months. The mobile number with the SMS message must be taken during your visit to the Digi or National Bank of Belize locations to show the agent. The agent will look at the SMS message and give you the amount of money stated in the message.

I do not have an active mobile number, what should I do?

If a beneficiary of the BCCAT program does not have an active mobile number, please call us on our Hotline numbers: 0-800-MHD-HELP (Digi Customers) or 0-800-CALL-MHD (SMART Customers) to make your report.

Is it possible for beneficiaries to update his/her mobile number to receive the payment SMS message?

Yes, as a beneficiary of the BCCAT program you can update your mobile number by contacting the Ministry of Human Development office or Ministry Hotline to register your new mobile number. A Ministry representative will request for the name and social security number for the person responsible for cashing out the relief benefits.

Is it possible for an authorized person to cash-out my benefits on my behalf?

Yes, you can contact the Ministry of Human Development office in your district or the Ministry Hotline to register an authorized person to collect your relief benefits. Additionally, you can access the authorization form on the BCCAT Website at humandevlopment.gov.bz/bccat.

Can a beneficiary change the authorized person assigned to cash-out their benefits?

Yes, you can change the authorized person responsible for collecting your benefits by visiting the nearest Ministry of Human Development office or calling the Ministry office in your district to request a new authorization form for the new authorized person to fill out. You can also access the authorization form on the BCCAT Website at humandevlopment.gov.bz/bccat. Return the form to the Ministry of Human Development office along with the social security card for the new authorized person before your next payment date.

Appeals and Complaints

My application was not approved, how can I appeal?

If you believe that your application should have met the requirements for approval, you can submit your application for administrative review.

You can call or visit the Ministry offices in your district or call the Hotline number to submit your application for a review. A Ministry representative will request the following information from you to find your application in the social registry.

- a. Full Name
- b. AppID # or MIS# (Unique number given to all applications assessed)
- c. Social Security number
- d. Contact number

The Ministry representative will review your application with you and submit the application to the BCCAT management team. Your application will be re-processed in the social registry to determine your social and living conditions. Only poor families will be selected for the BCCAT program.

A Ministry representative will call you with an update on your application status within 5 working days.

Do I need to pay a fee before or after I collect my benefits?

The cash that you receive is to help your family during this difficult time. No fees should be charged during cash-out. If you are asked to pay a fee before or after you collect your

money, please report this to your nearest Digi store or National Bank of Belize office or on the Hotline numbers: 0-800-FOR-DIGI or 0-800-NBB-HELP.

How can a beneficiary make a complaint about the BCCAT program?

We have a system in place that is confidential and safe for you to make a complaint. Beneficiaries or non-beneficiaries can call us on our **Ministry Hotline numbers: 0-800-MHD-HELP (Digi Customers) or 0-800-CALL-MHD (SMART Customers) or on Belize Social Investment Fund hotline number: 822-2414.**

Beneficiaries can also visit the humandevlopment.gov.bz/bccat to fill out the online complaint form.

Who do I contact for more information on the Belize COVID-19 Cash Transfer program?

To ask more questions about the BCCAT program, you can use one of three ways:

- you can walk in to any of the Ministry of Human Development offices
- Call us at 0-800-MHD-HELP (Digi Customers) or 0-800-CALL-MHD (SMART Customers) or 822-2414; or
- Visit our BCCAT Website at humandevlopment.gov.bz/bccat

You can also view your BCCAT application status at

<http://humandevlopment.gov.bz/bccatstatus>.