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After being recognised as a refugee

You go to the immigration office for new documents

Where?

Amt für Integration und Migration

[Abteilung Ausländer-Angelegenheiten](#)

[Maximilianstraße 26](#)

93047 Regensburg

When?

Monday, Tuesday, Thursday and Friday: 08:00 to 10:30 a.m.

IMPORTANT: During this time you can come **without an appointment!**

IMPORTANT: You can only do this:

- **Pick up** your completed electronic **Aufenthaltstitel (=document for your stay).**
- **Register** yourself . Because you have just moved to Regensburg.
- **Deregister** yourself . Because you are moving away from Regensburg.
- **Re-register** yourself . Because you are moving to another flat in Regensburg.

Do you need something else?

Do you have another question?

IMPORTANT: You have to **call, write** an **e-mail** or a **letter**.

IMPORTANT: If necessary, you will be given **an appointment**.

The staff at the Immigration Office will give you the appointment.

Call:

A lot of people call.

The line is often busy.

Tip: Call **before 8.00 am** and **after 10.30 am**.

Only call if it is very important!

Only call this number: Tel: [0941 507 - 2777](tel:09415072777)

Write an e-mail or letter:

IMPORTANT: Only write your question once!

If you write often, it will take longer.

The staff will then have to check more.

Do not call another authority.

Only the Foreigners' Registration Office is responsible for all foreigners in Regensburg.

IMPORTANT: If you are in the asylum procedure, ask your counsellor.

Write this information in your e-mail or letter:

- What do you need?
- Your surname and first name
- Your date of birth
- Your address

Send the e-mail to this address: aaa@regensburg.de

Send the letter to this address:

Amt für Integration und Migration
Abteilung Ausländerangelegenheiten
Maximilianstraße 26
93047 Regensburg

You are going to Ausländer-Behörde:**You have an appointment at the immigration office:****Bring these documents with you:**

- Invitation to the appointment.
- If you have: Passport; residence title
- Asylum decision (= letter from the Federal Office for Migration and Refugees)

What can you do at the Immigration Office?

You apply for your "**Aufenthalts-Erlaubnis**" at the Foreigners' Registration Office.

The residence permit is very important (= document).

You will receive a small plastic card.

The residence permit shows that you are authorised to be in Germany.

Until your residence permit is ready, you will receive a "**Fiktions-Bescheinigung**".

The "Fiktions-Bescheinigung" is very important (= document).

You will need the "Fiktions-Bescheinigung" at the job centre and for work.

The electronic residence permit

Your small card with the residence permit also works online.

You can use it to **identify** yourself **online**.

Detailed information on the electronic residence permit can be **found here**:

[BAMF - Bundesamt für Migration und Flüchtlinge - Infothek - Broschüre "Der elektronische Aufenthaltstitel"](#)

The information is available in **many languages**.

Keywords: Foreigners' Registration Office, Aliens' Registration Office, residence title, residence permit, application, extension, papers, fictitious certificate, visa, visas

You can get money, work and integration courses at the job centre

Jobcenter

You always have two advisors (= people) at the job centre:

- Advisor for "**benefits**" (money / unemployment benefit II)
- Counsellor for "**placement**" (work / training and German course)

Address:

[Jobcenter Stadt Regensburg](#)
[Gewerbepark D 83](#)
93059 Regensburg

You can find more information about the job centre under the following link:

www.regensburg.de/jobcenter

Opening hours:

Monday, Tuesday, Wednesday, Friday: 08:00 to 12:00

Thursday only if you are working: 13:00 to 17:30

You can call during opening hours.

1. benefits: Money from the job centre

What do you have to do?

Phone the job centre.

Phone: [0941 640900](tel:0941640900)

Then dial the number on your phone: 2

Make an appointment for

"Antrag auf Leistungen" (= Arbeitslosengeld II)

for.

You need these documents for your application for Arbeitslosengeld II

- passport
- Recognition notice from BAMF (Federal Office for Migration and Refugees)
- Fiktions-Bescheinigung (= green document from the foreigners authority)
- Health insurance membership certificate (= letter from your health insurance company)
- Bank account: Bank statement, account card
- Rental contract or proof of your rent

At the job centre:

- Go to the appointment with your documents.
- You say to the security:
"I have an appointment with Mrs or Mr ..."
- With the counsellor you make an **application** for Arbeitslosengeld II.
- At home you will receive a **Bewilligungsbescheid** (=letter from the job centre).
- The letter states how much money you will receive.
- The letter states how long you will receive money.

2nd placement: Help with work, training and a German course

- You will receive a second appointment at Jobcenter.
- The letter will tell you when you have to go to Jobcenter.
- Or: The letter says when you will be called by Jobcenter .
- The second appointment is for work, training and your language/integration course.

IMPORTANT! You will be invited to Jobcenter.

=> You have to go to the appointment!

=> If you don't go, you will receive less money.

You need these documents for your appointment:

- Letter from Jobcenter with the appointment

- Passport
- Fiktionsbescheinigung (= green document from the foreigners authority)

At Jobcenter:

- Go to the appointment with your documents.
- You say to the security:
"I have an appointment with Mrs or Mr ..."
- The counsellor informs you if you can work.
- The counsellor informs you if you can do a German course.

Rules in the Job-Center

What do you have to tell Jobcenter immediately?

- You have a job or training.
- You have found another flat and want to move.

IMPORTANT! You must have the rent approved by Jobcenter!

You will receive Arbeitslosengeld II:

- You will only receive money from Jobcenter for a certain period of time.
- You will receive a letter one month before the end of the period.
- The letter says: You must apply for a new „Antrag auf Leistungen“ .
- The papers for the „Antrag auf Leistungen“ are in the letter.
- You fill in the papers.
- You send the papers with your signature by post to Jobcenter.
- Then you receive another letter (= Bewilligungsbescheid).
- The letter will tell you by when you will receive the money.

For an appointment at Jobcenter you always need:

- letter from the Jobcenter
- passport

Keywords: authority, social benefits, financial aid, approval, notification, application, extension, language course, job placement, labour market, training, counselling, Hartz IV, Hartz 4, ALGII, ALG2

You need a bank account for money

What is a bank account?

Here you can withdraw your money.

You can transfer money (= send money to other people).

You can get an EC card (EC= electronic cash).

You can pay in shops with your EC card.

You can get a bank account at a bank or Sparkasse.

You can choose your bank or Sparkasse (also a bank) yourself.

Here you will find many banks

[regensburg banken - Google Suche](#)

and savings banks

[regensburg sparkassen - Google Suche](#)

in Regensburg.

Why do I need a bank account?

Do you receive money from your work?

Do you get money from an office?

You have to pay your rent?

You have to pay your phone bill?

⇒You need a bank account.

How do I get a bank account?

Go to your bank or Sparkasse.

Say: "I would like to open an account".

Many people in Germany have a Bürger-Konto or a Guthaben-Konto.

You cannot incur debts with a citizen account or a credit account.

There are also other accounts.

Ask at your bank.

You can go there without an appointment.

If you need to:

Take a friend with you who speaks German or English.

What documents do you need to take with you?

- Passport or identity card
- A document for your stay in Germany
 - for example: a Ankunfts-Nachweis or a Aufenthalts-Gestattung or a Duldung)

Good to know:

There is a **spouse-partner bank account**:

You have a husband or a wife?

You can share a bank account with your husband or wife.

Important:

You must pay a Konto-Führungs-Gebühr:

You give the bank money for your account.

Ask your bank how much you have to pay.

You have to get account statements.

You must keep account statements.

Ask your bank or Sparkasse!

The bank will write you letters.

The letters are very important.

You have to open all the letters.

You don't understand the letter?

Ask your bank or Sparkasse!

Keywords: finance, cash, bank transfer, current account, savings account, banking, Maestocard, credit card

You need health insurance

What is statutory health insurance?

Look here in the app for the healthcare system in Germany:

 [Healthcare system in Germany](#)

There are many health insurance companies.
Krankenkassen give you health insurance and a card.
The card is an "electronic health card".
You need the card when you go to the doctor or hospital.

How do I find a Krankenkasse?

Health insurance is a type of insurance. It pays when you have to go to the doctor.

Search online for Krankenkassen. There is a list of all health insurance companies in Bavaria:

<https://www.gesetzlichekrankenkassen.de/preise/bayern/bayern.html>

Here you can also see which health insurance companies are available in Regensburg.
Decide on a health insurance company.
Check when this health insurance company is open.
It is best to make an appointment.

IMPORTANT: The health insurance company needs your documents! Bring them with you to the appointment:

- Anerkennungs-Bescheid BAMF (Federal Office for Migration and Refugees)
- "Fiktions-Bescheinigung" or electronic residence title (card)

Keywords: health insurance, health insurance, insurance card, medical treatment, cost bearer, medication, healthcare system, doctor, hospital

You need a flat

When are you allowed to move into your own flat?

You are a recognised refugee.
You have a letter from BAMF: "Anerkennungs-Bescheid"
People from the **community accommodation** (GU) or reception centre tell you: You may move out.
You can pay the rent (= money) for a flat.

I can move out. But I have no money for the rent. Who can help me?

The Job-Center can give you money for the rent:

You must first go to Job-Center .

Later you sign the rental contract.

The Job-Center will check: Is the flat too big or too small.

The Job-Center tells you: You will get money for the flat or not.

Then you can sign the tenancy agreement and move.

I have a flat: What do I have to do now?

You must immediately stick your name on the letter box of the new flat.

You will receive important letters from Job-Center.

How do I look for a flat?

Look under "Housing" in the app:

[Wohnen - Stadt Regensburg | Integreat](#)

Keywords: accommodation, flat search, flat adverts, tenancy agreement, rent subsidy, rent subsidy, social housing