

SUBMITTING A CLAIM TO THE REGISTER



On 2 April 2024, the Register of Damages for Ukraine started receiving claims for damages caused by the destruction of housing.

1

Who can submit a claim?

If your home in Ukraine has been damaged or destroyed since 24 February 2022, you are entitled to compensation. It doesn't matter whether you live in Kyiv, Lviv, Donetsk or Simferopol. Please note that only the homeowner can submit a claim.

2

Where to start? How to submit a claim?

Use either the Diia web portal or the Diia mobile application. In Diia, you will have access to the claim form that you will need to fill out. It is designed to be simple and easy to navigate.

3

What information do I need to enter?

You will need to fill in information about yourself, your home and its ownership, information about what caused the destruction and the nature of the damage or destruction. If you have it, you should also include information about the value of your home or how much you spent on restoring it.

4

Where to get all this information?

Diia will draw a lot of information from other registers and databases on its own, so you can view it. You will also be able to provide additional evidence proving the ownership and damage to your property - documents, photos, reports, etc. Every piece of evidence is important.

5

Review, confirm, send

Double-check everything: before submitting your claim, make sure all your information and evidence is accurate and complete. Click the "Submit" button and your claim will be submitted. In Diia, you can check its status, supplement the claim if you have new evidence, or withdraw it.

6

What's next? When will my claim be processed? When can I expect a payment?

After the submission, the Register will check whether your claim meets all the eligibility criteria, and if so, the Register's Board will decide whether to record your claim in the Register. It will take some time - there will be a lot of claims. It should also be recalled that the Register will not review your claim on the merits and will not award compensation - this is the task of the so-called "compensation mechanism", which is yet to be established.

7

Remain updated

All notifications about your claim, including status updates, will be sent via Diia web portal or mobile application - so check and update the mobile application. Also, visit the Register's website - www.RD4U.claims and social media accounts - for more information.