



## Information Service

Krakow Benefit Centre  
Office of the City of Krakow

**Issue 4**

**Krakow, 1 July 2023**

## Table of Contents

I.	Financial benefits based on family income. ....	2
1.	Family allowance and supplements to allowance. ....	2
2.	Childbirth grants. ....	4
1)	One-off childbirth grant (statutory) . ....	4
2)	One-off financial childbirth grant disbursed from municipal funds . ....	4
3.	Special attendance allowance. ....	4
4.	Caregiver supplement. ....	5
5.	Maintenance Fund. ....	6
6.	Housing supplement. ....	7
7.	VAT refund for supplied gas fuels in 2023. ....	8
II.	Financial benefits not based on family income. ....	9
1.	Parental benefit. ....	9
2.	One-off benefit "For life" ....	10
3.	Caregiver benefits. ....	10
1)	Medical care allowance: ....	10
2)	Nursing benefit. ....	11
4.	Financial aid to a repatriate to partially cover the costs of repairing, adapting or furnishing of a residential unit. ....	12
III.	Non-financial benefits. ....	12
1.	Krakow Family Card 3+. ....	12
2.	Large Family Card. ....	13
3.	Krakow Card ....	13

This is part of Krakow's promotional and social policy, aimed at its development, increasing accessibility to public transportation and cultural assets, as well as increasing the city's income from personal income tax. The program was introduced by a resolution of the Krakow City Council of 7 February 2018, No. XCIV/2450/18. .... 14

People who meet at least one of the following conditions are eligible to use the Krakow Card: .... 14

### I. Financial benefits contingent on family income.

#### 1. Family allowance and supplements to allowance.

The right to family allowance and supplements to this allowance is available if the family income per person or the income of a learner does not exceed the net amount of **PLN 674.00**. If a family member is a child with a certified disability or a certified moderate or

severe disability, the family allowance is available if the family income per person or the income of a learner does not exceed **PLN 764.00**.

If the family income exceeds the amount of PLN 674.00, or PLN 764.00 if the family is upbringing a disabled child, the family allowance with supplements is available in the amount equal to the difference between the total amount of family allowances with supplements and the amount by which the family income was exceeded. The allowance is not available if the difference is lower than PLN 20.00.

Family allowance is available until the child reaches the age of 18 or completes education, but no longer than until the age of 21 or 24 if the child continues primary or higher education and has a certified moderate or severe disability. Family allowance is also available to a learner understood as an adult learner (up to the age of 24) who is not dependent on his or her parents due to their death or due to a court judgment or court settlement establishing the right to maintenance from them if he or she continues his or her primary or higher education.

The right to family allowance is determined for the benefit period (lasting from 1 November to 31 October of the following year) starting from the month in which the application is received, not earlier than from the beginning of the benefit period until the end of this period.

The amount of family allowance is:

- **PLN 95.00** per child under the age of 5,
- **PLN 124.00** per child over the age of 5 until the age of 18,
- **PLN 135.00** per child over the age of 18.

The following supplements are available with the family allowance:

- for the birth of a child **PLN 1,000.00** – on a one-off basis (the application must be submitted until the child reaches one year of age, and in the case of an adopted child, within one year from taking custody of the child),
- for childcare during child care leave **PLN 400.00** – per month (this applies to persons to whom the employer granted child care leave and who remained in an employment relationship for at least six months before the leave was granted),
- for raising a child alone **PLN 193.00** – per month (no more than PLN 386.00 for all children), an increase of PLN 80.00 – per month in the case of a child with a certified disability or a certified severe disability (no more than PLN 160.00 for all children, is available in respect of a child whose other parent is dead, whose paternity has not been established, the action to establish maintenance from the other parent has been dismissed by the court),
- for raising a child in a large family **PLN 95.00** – per month for the third and subsequent children eligible for family allowance,

- for education and rehabilitation of a disabled child **PLN 90.00** – per month for a child up to the age of 5, or **PLN 110.00** – per month for a child over the age of 5 until the age of 24,
- for the start of the school year **PLN 100.00** – is available once a year in connection with the start of the school year or annual preschool preparation,
- for commencement by the child of education away from the place of residence – a supplement in the amount of **PLN 113.00** is available – for 10 months in connection with residence in the locality where the secondary school is located (boarding school, boarding house) or **PLN 69.00** for commuting to a secondary school located away from the child's place of residence.

## 2. Childbirth grants.

### 1) One-off childbirth grant (statutory).

is paid in the amount of **PLN 1,000.00** provided that the criterion of income amounting to **PLN 1,922.00 per person** is met. The grant is available if the child's mother was under medical care no later than from the 10<sup>th</sup> week of pregnancy until the day of delivery. The requirement to submit a certificate does not apply to parents adopting a child and the legal guardian.

### 2) One-off financial childbirth grant disbursed from municipal funds.

in the amount of **PLN 1,000.00** provided that the criterion of income amounting to **PLN 1,000.00** is met. For families that are holders of the Krakow Family Card, the grant is available regardless of family income. The grant is available if the applicant has resided in Krakow for one year prior to the date of the child's birth, and the child must also be a resident of Krakow.

## 3. Special attendance allowance.

Special attendance allowance is available to persons who, in accordance with the provisions of the Act of 25 February 1964 – the Family and Guardianship Code, are obliged to provide maintenance, as well as to spouses, if:

- they do not take up employment or other gainful employment; or
- they give up employment or other gainful employment – in order to provide permanent care for a person with a certified severe disability or a certified disability with the following indications: the need for permanent or long-term care or assistance of another person in connection with significantly limited ability to unaided existence, and the need for permanent co-participation in the daily life of the child's guardian in the process of treatment, rehabilitation and education.

The special attendance allowance is available if the total income of the family per person of the caregiver and the family of the person requiring care does not exceed the criterion of

income amounting to **PLN 764.00 net** (based on income from the year preceding the benefit period, taking into account loss and gain of income).

The special attendance allowance is available in the amount of **PLN 620.00** per month.

The special attendance allowance is not available if:

- the person who is a caregiver:
  - has an established right to an old-age pension, disability pension, survivor's pension due to the death of a spouse granted in the case of concurrence of the right to a survivor's pension and another pension benefit, social benefit, permanent benefit, teacher's compensation benefit, pre-retirement benefit, pre-retirement allowance, parental supplementary benefit referred to in the Parental Supplementary Benefit Act of 31 January 2019,
  - has an established right to a special attendance allowance, nursing benefit or caregiver allowance, as referred to in the Act of 4 April 2014 on the establishment and payment of caregiver allowances,
  - has a certified severe disability;
- the person requiring care has been placed in a foster family, with the exception of a related foster family, in a family children's home, or, due to the need for education, revalidation or rehabilitation, in a facility providing round-the-clock care, including a special school and educational centre, with the exception of an entity performing therapeutic activities, and enjoys round-the-clock care there for more than 5 days a week;
- another person has an established right to early retirement in respect of a person requiring care;
- the right to a family allowance supplement referred to in Article 10, the right to a special attendance allowance, the right to a nursing benefit or the right to a caregiver's benefit referred to in the Act of 4 April 2014 on the establishment and payment of carer's allowances is established in respect of a person requiring care;
- another person is eligible abroad, in respect of the person requiring care, for a benefit to cover the expenses of care, unless otherwise stipulated by the regulations on coordination of social security systems or bilateral social security agreements.

#### 4. Caregiver supplement.

A caregiver supplement is paid on the basis of Resolution No. VII/127/19 of the Krakow City Council of 13 February 2019 on the establishment and implementation of the caregiver supplement, from own funds of the Municipality of Krakow. It amounts to **PLN 500.00** per month.

The right to a caregiver supplement is available only to persons residing in the Municipality of Krakow, who have established, by virtue of an administrative decision:

- the right to a special attendance allowance within the meaning of the provisions of the Family Allowances Act of 28 November 2003 or,

- the right to a caregiver allowance within the meaning of the provisions of the Act of 4 April 2014 on the establishment and payment of caregiver allowances.

The caregiver supplement is granted automatically, for the period for which the right to a special attendance allowance or caregiver allowance has been established. The right to the caregiver supplement is available as of the date the special attendance allowance or caregiver allowance is granted, but no earlier than as of 1 January 2019.

## 5. Maintenance Fund.

A benefit from the maintenance fund is available to a child until he or she reaches the age of 18, or if he or she is a student at primary or higher school until the age of 25, if maintenance cannot be enforced against his or her parent. If a person has a certified severe disability – the benefit is available indefinitely.

Ineffective enforcement means enforcement as a result of which the full amount due on account of outstanding and current maintenance obligations has not been enforced within the last two months; ineffective enforcement is also considered to be a situation where enforcement of maintenance against the maintenance debtor residing outside the Republic of Poland cannot be initiated or conducted in particular due to:

- the absence of a legal basis for taking action to enforce the enforcement order at the debtor's place of residence,
- the eligible person being unable to indicate the residence of the maintenance debtor abroad;

Consequently, where the maintenance debtor resides in the territory of our country, enforcement is conducted by a court enforcement officer who issues a certificate confirming the status of enforcement (which is necessary for the application to establish the right to the maintenance fund benefit). However, if the debtor resides outside the Republic of Poland, the necessary document for the application to establish the right to the maintenance fund benefit is information from the competent court or a foreign institution about the enforcement of the enforcement title abroad, or about the failure to take such action due to the absence of a legal basis or the eligible person being unable to indicate the place of residence of the maintenance debtor abroad.

A prerequisite for receiving the maintenance fund benefit is meeting the income criterion. These benefits are available if the family income per person in the family does not exceed the amount of **PLN 900.00 net**. (In the current benefit period 2022/2023 effective until 30/09/2023.)

**However**, in the benefit period 2023/2024 (i.e., from 01.10.2023 to 30.09.2024) – a prerequisite for receiving the aforementioned benefit is to meet the criterion of income which cannot exceed **PLN 1,209.00 net** per person in the family.

In the event that family income per person in the family exceeds the amount of PLN 900.00, by an amount not higher than the amount of the maintenance fund benefit due

to the eligible person in the benefit period for which the right to this benefit is established, the maintenance fund benefit is due in the amount of the difference between the amount of the maintenance fund benefit due to the eligible person and the amount by which the family income per person in the family was exceeded. If the amount of the maintenance fund benefit to which an eligible person is entitled is less than PLN 100.00, the benefit is not due.

Maintenance fund benefits are available in the amount of the existing established maintenance, but not more than **PLN 500.00** per month per child.

Maintenance fund benefits are not available if the eligible person:

- has been placed in an institution providing 24-hour maintenance or in foster care;
- got married.

The right to the benefit is established for the benefit period (lasting from 1 October to 30 September of the following year) starting from the month in which the application is received, not earlier than from the beginning of the benefit period until the end of this period.

## 6. Housing supplement.

The housing supplement is a benefit intended to subsidize housing expenses incurred in connection with the occupation of a residential unit, and is available to a person who simultaneously meets three conditions, i.e.:

- having a legal title to the premises (or waiting for a qualifying replacement unit or social rent of the unit),
- earning monthly income not exceeding 40% of the average salary in the national economy, i.e., PLN 2,538.46 in single-person households and 30%, i.e., PLN 1,903.85 in multi-person households. The average salary in the national economy in 2022 was PLN 6,346.15.
- residing in a unit with an area that does not exceed the metric standards specified by the legislature, according to the following table.

Number of household members	normative area	area allowed with 30% of normative area being exceeded	Area allowed with 50% of normative area being exceeded, provided that <b>the proportion of room and kitchen space in the usable area of this unit does not exceed 60%.</b>
1 person	35 sq.m.	45.50 sq.m.	52.50 sq.m.
2 people	40 sq.m.	52.00 sq.m.	60.00 sq.m.
3 people	45 sq.m.	58.50 sq.m.	67.50 sq.m.
4 people	55 sq.m.	71.50 sq.m.	82.50 sq.m.
5 people	65 sq.m.	84.50 sq.m.	97.50 sq.m.
6 people	70 sq.m.	91.00 sq.m.	105.00 sq.m.

If more than one person resides in a unit, for each additional person the normative area of the unit is increased by **5 sq.m.**

Usable floor space standards are increased by **15 sq. m.** if the unit is occupied by a disabled person who uses a wheelchair, or a disabled person if the disability requires living in a separate room. The requirement to live in a separate room is decided by county disability assessment teams.

The housing supplement is not a fixed amount and is calculated individually based on the supporting documents.

The amount of the housing supplement may not exceed 70% of the expenses attributable to the normative area of the occupied unit. On the other hand, if the applicant for a housing supplement resides in a unit that is not part of the municipality's housing resources, the expenses incurred are recalculated up to the rent that would apply to the unit if the same was part of the municipality's housing resources.

## 7. VAT refund for supplied gas fuels in 2023.

A **VAT refund for supplied gas fuels in 2023** is available to a household gas fuel customer if he/she:

- uses gaseous fuel-fired heating equipment as the main source of heating for the household, which equipment is entered or reported in the Central Building Emission Register, or after this date – in the case of a main heating source entered or reported for the first time in the Central Building Emission Register;
- is a person in a single-person household, in which the amount of average monthly income within the meaning of Article 3(1) of the Family Benefits Act of 28 November 2003 does not exceed PLN 2,100, or a person in a multi-person household, in which the amount of average monthly income within the meaning of Article 3(1) of the Family Benefits Act of 28 November 2003 does not exceed PLN 1,500 per person.

The method of calculating household income depends on the application submission date.

If the first application is submitted during the period:

- **from 1 January 2023 to 31 July 2023** – household income earned in **2021** is taken into account;
- **from 1 August 2023 to 31 July 2023** – household income earned in **2022** is taken into account.

Household is understood as:

- a natural person living and administering alone (single-person household); or
- a natural person and persons related or unrelated to him or her in a de facto relationship, cohabitating and administering with him or her (multiple-person household).

**Gaseous fuels** mean high-methane or nitrogenated natural gas, including liquefied natural gas and propane-butane or other combustible gas, supplied through the gas network, as well as agricultural biogas, regardless of their intended use.

**A household customer of gaseous fuels** is a final customer who purchases gaseous fuels exclusively for consumption in the household (a person who has contracted with a gas supply company).

An application for payment of VAT refunds for gas fuels supplied in 2023 must be submitted no later than by 29 February 2024.

In the case of an invoice for gas fuels supplied in 2023 received after 29 February 2024, the application for payment of VAT refunds must be submitted within 30 days after receipt of the aforementioned invoice documenting the supply of gas fuels.

This benefit does not have a specific statutory amount and will be a refund of VAT in the amount of the gas supply invoice.

**VAT refunds will be made from billing invoices** for gas consumed during the period from 1 January 2023 to 31 December 2023. VAT refunds can be claimed after the receipt and payment of the first and each subsequent invoice for gas fuels during the aforementioned period.

## II. Financial benefits not contingent on family income.

### 1. Parental benefit.

It is granted regardless of family income to the mother of a child not eligible for a maternity benefit and is paid in the amount of **PLN 1,000.00**, during:

- 52 weeks in the case of birth of one child, adoption of one child or taking custody of one child;
- 65 weeks in the case of birth of two children in a single delivery, adoption of two children, or taking custody of two children;
- 67 weeks in the case of birth of three children in a single delivery, adoption of three children, or taking custody of three children;
- 69 weeks in the case of birth of four children in a single delivery, adoption of four children, or taking custody of four children;
- 71 weeks in the case of birth of five or more children in a single delivery, adoption of five or more children, or taking custody of five or more children.

The father of the child is eligible for a parental benefit in the event of:

- shortening, at the request of the child's mother, the period of receiving a parental benefit, maternity benefit or emoluments for the period established by the Labour Code as a period of maternity leave, a period of leave under maternity leave conditions

or a period of parental leave, after the child's mother has used this benefit, allowance or emoluments for a period of at least 14 weeks from the date of the child's birth;

- the death of the child's mother;
- abandonment of the child by the mother.

## 2. One-off benefit "For life"

It is granted in the amount of **PLN 4,000.00** to the child's mother or father, legal guardian, de facto guardian of the child (if he or she has applied to the guardianship court for adoption of the child) regardless of family income. A prerequisite for granting the benefit is the possession of a medical certificate, confirming a severe and irreversible handicap or an incurable life-threatening disease, which arose during the prenatal period of the child's development or during childbirth. An application to establish the right to a one-off benefit must be submitted within 12 months from the date of the child's birth, and if the application concerns a child under legal guardianship, de facto guardianship or adopted child – within 12 months from the date the child is taken into guardianship or adoption, no later than the date the child reaches 18 years of age. In the case of a child placed under guardianship or adopted by 31 January 2023, the application to establish the right to the one-off benefit must be submitted within 12 months of the child's birth. The benefit is available if the child's mother was under medical care no later than from the 10<sup>th</sup> week of pregnancy until the day of delivery (this obligation does not apply to the legal or de facto guardian).

## 3. Caregiver benefits.

### 1) Nursing allowance:

A nursing allowance is granted to partially cover expenses arising from the need to provide care and assistance of another person in connection with inability to function unaided.

Nursing allowance is available to:

- a disabled child;
- a disabled person over the age of 16, if he or she has a certified severe disability;
- a disabled person over the age of 16 with a certified moderate disability, if the disability arose before reaching the age of 21;
- a person who has reached the age of 75.

Nursing allowance is not available to:

- a person eligible for medical care supplement;
- a person placed in an institution providing free round-the-clock maintenance;
- if a family member is eligible abroad for a benefit to cover the expenses of such person's medical care, unless otherwise stipulated by the regulations on coordination of social security systems or bilateral social security agreements.

The amount of the nursing allowance is **PLN 215.84** per month.

## 2) Nursing benefit.

A nursing benefit for resignation from employment or other gainful employment, is available to:

- mother or father,
- the child's de facto guardian,
- a person who is a related foster family, within the meaning of the Act of 9 June 2011 on family support and the foster care system,
- other persons who, in accordance with the provisions of the Act of 25 February 1964 – The Family and Guardianship Code, are obliged to provide maintenance, with the exception of persons with severe disability – if they do not take up or give up employment or other gainful employment in order to take care of a person with a certified disability together with the following indications: the need for permanent or long-term care or assistance of another person in connection with significantly limited ability to unaided existence, and the need for permanent participation on a daily basis of the child's guardian in the process of treatment, rehabilitation and education, or a person with severe disability.

The persons referred to in section 4, other than those related in the first degree to the person in need of care, are entitled to nursing benefits if all of the following conditions are met:

- the parents of the person requiring care have deceased, have been deprived of parental rights, are minors, or have a certificate of severe disability;
- there are no other first-degree relatives, are minors or have a certified severe disability;
- there are no persons referred to in sections 2 and 3, or have a certified severe disability.

The nursing benefit is available if the disability of the person requiring care arose:

- no later than until reaching the age of 18, or
- When being a student at primary or higher school, but no later than until reaching the age of 25.

The nursing benefit is not available if:

- the person who is a caregiver:
  - has an established right to an old-age pension, disability pension, survivor's pension due to the death of a spouse granted in the case of concurrence of the right to a survivor's pension and another pension benefit, social benefit, permanent benefit, teacher's compensation benefit, pre-retirement benefit, pre-retirement allowance, parental supplementary benefit referred to in the Parental Supplementary Benefit Act of 31 January 2019,

- has an established right to a special attendance allowance, nursing benefit or caregiver allowance, as referred to in the Act of 4 April 2014 on the establishment and payment of caregiver allowances,
- the person requiring care:
  - remains married, unless the spouse has a certified severe disability,
  - has been placed in a foster family, with the exception of a related foster family, in a family-type children’s home, or, due to the need for education, revalidation or rehabilitation, in a facility providing round-the-clock care, including a special school and educational centre, with the exception of an entity performing therapeutic activities, and enjoys round-the-clock care there for more than 5 days a week;
- another person has an established right to early retirement in respect of a person requiring care;
- the right to a family allowance referred to in Article 10 of the Family Allowances Act, the right to a special attendance allowance, the right to a nursing benefit or the right to a caregiver allowance referred to in the Act of 4 April 2014 on the establishment and payment of caregiver allowances is established in respect of a person requiring care;
- another person is eligible abroad, in respect of the person requiring care, for a benefit to cover the expenses of care, unless otherwise stipulated by the regulations on coordination of social security systems or bilateral social security agreements.

The amount of the nursing benefit amounts to **PLN 2,458** per month.

#### 4. Financial aid to a repatriate to partially cover the costs of repairing, adapting or furnishing of a residential unit.

A repatriate who has incurred costs related to repairs, adaptation or furnishing a residential unit at the place of settlement in the Republic of Poland is eligible for a financial aid from the state budget to partially cover the incurred and documented costs. Any member of the repatriate’s immediate family who runs a household with him or her is also eligible for this aid.

A repatriate should submit an application in this case within 2 years from the date of acquiring Polish citizenship. The Mayor of the City of Krakow issues a relevant decision to repatriates who have settled in the city of Krakow. Detailed information in the SO-30 procedure link: [https://www.bip.krakow.pl/?dok\\_id=3276&sub=procedura&proc=SO-30](https://www.bip.krakow.pl/?dok_id=3276&sub=procedura&proc=SO-30)

### III. Non-financial benefits.

#### 1. Krakow Family Card 3+.

It is an element of the pro-family policy of the Municipality of Krakow and constitutes a system of discounts, concessions, preferences and entitlements aimed at families with many children. This system is created by the Municipality of Krakow and partners who join the program on the basis of agreements concluded with the City.

The following persons may benefit from Krakow Family Card 3+:

- families with many children, residing in the Municipality of Krakow, in which the parents (a parent in the case of single-parent families) settle personal income tax in the Tax Office competent for the person residing in the City of Krakow. A family with many children is defined as a family consisting of parents (a parent in the case of single-parent families) with at least three dependent children (including children over whom they exercise family foster care):
  - up to the age of 18;
  - up to the age of 24 – if the child is a student at primary or higher school;
  - without age restrictions – in the case of children with a certified severe disability.
- family-type care and educational institutions run by or on behalf of the Municipality of Krakow.

The Krakow Family Card is issued for a period of one year.

A list of discounts, concessions, preferences and entitlements can be found at <https://kkr.krakow.pl/>.

Detailed information in the SO-28 procedure link:

[https://www.bip.krakow.pl/?dok\\_id=3276&sub=procedura&proc=SO-28](https://www.bip.krakow.pl/?dok_id=3276&sub=procedura&proc=SO-28)

## 2. Large Family Card.

This is a nationwide program for large families that offers a system of discounts and additional entitlements. Holders of the Large Family Card can take advantage of a list of cultural, recreational or transportation offers throughout the country. Discounts are offered not only by public institutions, but also by private businesses. The right to have a card is available to a member of a large family understood as a family in which the parent(s) or spouse of a parent has or had as dependants a total of at least three children regardless of their age.

A Large Family Card is also available to children:

- up to the age of 18;
- up to the age of 25 – if the child is a student at primary or higher school;
- without age restrictions – in the case of children with a certified moderate or severe disability.

but only if, on the date of application, there are at least three children in the family who meet the above conditions.

A list of discounts can be found at: <https://empatia.mpips.gov.pl/kdr>

Detailed information in the SO-27 procedure link:

[https://www.bip.krakow.pl/?dok\\_id=3276&sub=procedura&proc=SO-28](https://www.bip.krakow.pl/?dok_id=3276&sub=procedura&proc=SO-28)

## 3. Krakow Card

This is part of Krakow's promotional and social policy, aimed at its development, increasing accessibility to public transportation and cultural assets, as well as increasing the city's income from personal income tax. The program was introduced by a resolution of the Krakow City Council of 7 February 2018, No. XCIV/2450/18.

People who meet at least one of the following conditions are eligible to use the Krakow Card:

- they are registered for permanent residence in Krakow;
- they settle personal income tax in Krakow.

The following are also eligible to use the Krakow Card: children of the persons referred to above, up to the age of 18, and persons residing in care and educational institutions run by the Municipality of Krakow or at its request, up to the age of 18, educators and directors of these institutions.

A person who is eligible for the program titled "The Krakow Card" is given the status of a Krakow Card (also known as a Card), which is a confirmation of the discounts, concessions, preferences and entitlements.

The status is recorded on a carrier selected by the applicant. The carrier of status is issued as part of the program – "Krakow Card" and this can be:

- Krakow City Card containing a photograph;
- Malopolska Agglomeration Card;
- Krakow Family Card;
- or a student ID card used as a carrier for the status of the Krakow Card and the Krakow Public Transport ticket.

The card is valid for a period of one year counting from the date it was received, i.e., from the date of positive verification of a complete application.

Only applications for the issuance, renewal, change of carrier or issuance of an additional form of Krakow Card are accepted at Krakow Benefit Centre locations.

Detailed information can be found at <https://www.kk.krakow.pl/>

***Applications for all the above-mentioned benefits should be submitted to the Krakow City Hall Benefit Center, address: ul. Stachowicza 18 from 7.40 a.m. to 06.00 p.m. (it is possible to take a ticket from the queue machine until 05.30 p.m.), or Os. Zgody 2 from 7.40 a.m. to 06.00 p.m. (it is possible to take a ticket from the queue machine until 05.00 p.m.).***

To avoid waiting in a queue, it is advisable to schedule your appointment at the Centre in advance via the website: <https://umawianiewizyt.um.krakow.pl>

Detailed information on benefits can be found at [www.sprawyspoleczne.krakow.pl](http://www.sprawyspoleczne.krakow.pl)  
and [www.bip.krakow.pl](http://www.bip.krakow.pl).

**Office of the City of Krakow**  
KRAKOW BENEFIT CENTRE

**30-103 Kraków**  
**ul. Stachowicza 18**  
**tel. +48 12 616 50 23**  
**fax. +48 12 616 50 37**  
**KBC Helpline tel. +48 12 616 55 55**  
**so.umk@um.krakow.pl**  
**www.sprawyspoleczne.krakow.pl**  
**www.krakow.pl**