SO YOU’VE JUST MADE ALIYAH...
WHAT’S NEXT?

ALIYAH
GUIDE

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Download our Web App:
WWW.NBN.ORG.IL/NEXT-STEPS

AUGUST 2020
**OLEH GLOSSARY**

Welcome Home! As an Oleh Chadash (new immigrant), the terms below will help you communicate and establish yourself during your first days in Israel.

**BITUACH LEUMI - ביטוח לאומי**
*National Insurance Institute*

Bituach Leumi is the body responsible for health care registration, payment of various pensions, and allowances to residents of the country. New Olim who have no income are exempt from Bituach Leumi Health Care Tax contributions for up to one year from their date of Aliyah.*

* May not be applicable for those with previous A-1 status or have previously paid into the bituach leumi system.

**BITUACH MASHLIM - ביטוח משלים**
*Supplemental Health Care*

Supplemental health care available through the chosen Health Care provider at an additional cost.

**DARKON - דרכון**
*Passport*

You can apply for an Israeli passport 90 days or three full months (whichever is longer) after your Aliyah date.

**D’MEI KIYUM - דמי קיון**
*Living Allowance*

Upon receiving your last Sal Klita payment, visit your Misrad Haklita representative. A living allowance may be available to those who meet the specific criteria of the Misrad Haklita.

**IRIYAH - עירייה**
*Municipality Office*

**ISHUR YETZIAH - אישור יציאה**
*Document Confirming Permission to Travel*

Document necessary for traveling outside of Israel during the time period prior to eligibility for an Israeli passport or in the case of emergency travel without a passport.

**KARTIS ASHRAI - כרטיס אשראי**
*Credit Card*

**KASPOMAT - כספומט**
*ATM*

**KUPAT CHOLIM - קופת חולים**
*Health Care Providers*

Clalit, Leumit, Maccabi, Meuhedet

**MECHES - מכס**
*Customs Authority*

**MINHAL HASTUDENTIM - מנהל הסטודנטים**
*The Student Authority*

The Student Authority subsidizes the cost of tuition for an undergraduate degree (for new Olim under 27) or a graduate degree (for new Olim under 30), within three years of Aliyah and for recognized programs (provided you do not already have a similar degree from abroad).

**MISRAD HA’ALIYAH V’HAKLITA - משרד העלייה והקליטה**
*Ministry of Aliyah and Integration*

This office is responsible for dispensing the rights and benefits available to Olim as well as employment guidance and services. More commonly referred to as Misrad Haklita.

**MISRAD HAPNIM: RASHUT HA’UCHLUSIN V’HA’HAGIRA - משרד הפנים* איורח Паָעְלָם ו’הָגִירה*
*Ministry of the Interior*

Immigration & Population Authority

The Ministry of the Interior is responsible for citizenship, Israeli ID cards, changes of address, Israeli travel documents, birth certificates, visas, and more.

**MOETZA EIZORIT - מועצת אזורית**
*Regional Council*

**SAL KLITA - סל קליטה**
*Absorption Basket*

Financial assistance provided to eligible Olim through the Misrad Haklita.

**TEUDAT OLEH - תעודת עולה**
*Oleh Benefits Booklet*

This booklet is important for documenting usage of your Aliyah rights.

**TEUDAT ZAKAUT - תעודת זכאות**
*(for Katin Chozer or Ezrach Oleh)*

Oleh Booklet for Israeli Citizens

Olim with prior Israeli status will receive their Teudat Zakaut at either the airport or at Misrad Haklita.

**TEUDAT ZEHUT - תעודת זהות**
*Identity Card*

Your Teudat Zehut number (Mispar Zehut) is important and will be requested as proof of identification. It is the document necessary for using any and all services in Israel, as well as establishing yourself within various government offices as an Israeli citizen. Where applicable, your Teudat Zehut will list your spouse and children on the Sefach (addendum).
YOUR FIRST TWO WEEKS IN ISRAEL IN SIX STEPS

WHEN YOU ARRIVE AT BEN GURION AIRPORT, YOU WILL RECEIVE THE FOLLOWING:

- **Teudat Oleh** (Oleh booklet) from Misrad Haklita (Ministry of Aliyah and Integration). A Teudat Zakaut (Benefits Booklet) will be issued to someone with an Ezrach Oleh status.
- **Temporary Teudat Zehut** (Israeli ID card): Due to Covid restrictions, this document will not be issued at the airport for anyone. See page 4.
- **Health care registration form**: If you are a Katin Chozer, Ezrach Oleh, or previous A-1 Temporary Resident, see page 4, Misrad Haklita.
- **First cash payment of Sal Klita** (Absorption Basket) to those who are eligible.
- **“Note of Future Bank Account”** to be stamped by your Israeli bank when you open an account to then be shown to your local Misrad Haklita. See page 4, Bank Account.
- **Israeli SIM card** with 5,000 minutes, 6 GB internet package. The plan expires after 3 months. See page 13

IMPORTANT NOTES:

- If you are a Katin Chozer (Returning Minor), were previously an A-1 Temporary Resident or an Oleh B’Sheinit – your Teudat Oleh / Zakaut will not be issued at the airport and you will not receive your first payment of the Sal Klita. Please make sure to set up an appointment with your local branch of Misrad Haklita to receive the Teudat Oleh / Zakaut and Sal Klita payments.
- If you are a Mishpachat Olim, the spouse who is not a Returning Resident may, if eligible (see above) receive their Teudat Oleh / Zakaut upon arrival at the airport, as well as the first installment of Sal Klita for himself / herself and for the children.

BELOW IS A CHECKLIST – FOLLOWED BY A DETAILED EXPLANATION – OF SIX IMPORTANT STEPS YOU NEED TO TAKE WITHIN YOUR FIRST TWO WEEKS IN ISRAEL.

- **STEP 1 - BIOMETRIC TEUDAT ZEHUT**
- **STEP 2 - BANK ACCOUNT**
- **STEP 3 - MISRAD HA'ALIYAH V'HAKLITA**
- **STEP 4 - KUPAT CHOLIM**
- **STEP 5 - MONTHLY CHILD BENEFITS**
- **STEP 6 - SCHOOL REGISTRATION**

THE FOLLOWING THREE STEPS ARE TIME-SENSITIVE. SEE BELOW FOR DETAILED EXPLANATION.

- **STEP 7 - ARNONA (MUNICIPAL TAX) BENEFIT**
- **STEP 8 - DRIVER'S LICENSE CONVERSION**
- **STEP 9 - ISRAELI PASSPORT**
**STEP 1:**

**BIOMETRIC TEUDAT ZEHUT**

Obtaining your Teudat Zehut, Israeli ID card is one of your most important steps to complete once your isolation period is over. You must make an appointment with the Population and Immigration Authority division of the Misrad Hapnim to get your biometric Teudat Zehut at [www.myvisit.com](http://www.myvisit.com). We strongly recommend booking an appointment while you are still in isolation. You will need your Mispar Zehut (found in your Teudat Oleh, Israeli passport, or Teudat Zakaut) and cellphone number (preferably one that receives texts) to make an appointment.

**WHAT YOU NEED:**
- Original birth certificate with Apostille
- Original marital status certificate(s) if relevant with Apostille
- Original Proof of Judaism (the same document brought to your Jewish Agency interview)
- Valid foreign passport
- 2 passport pictures for each family member receiving a Teudat Zehut
- There is NO FEE for your FIRST biometric Teudat Zehut.

*Copies of all documents are needed in addition to originals for the Downtown Jerusalem location.*

**WHAT YOU GET:**
- Temporary Teudat Zehut
- Application confirmation with instructions for tracking, delivery, and activating your biometric Teudat Zehut

**Need help?** Contact NBN Answers at *3680 or answers@nbn.org.il. For an online tutorial on how to set an appointment on MyVisit, see: [https://www.nbn.org.il/online-government-accounts/](https://www.nbn.org.il/online-government-accounts/)

**STEP 2:**

**BANK ACCOUNT**

In order to open a bank account, both spouses (if applicable) must be present. If you are married, you must open a joint account in order to receive Sal Klita payments as a family. If you have an Israeli bank account, it must be updated with a Mispar Zehut and Teudat Oleh / Teudat Zakaut. If married, both spouses must attend.

**WHAT YOU NEED:**
- Teudat Oleh / Teudat Zakaut
- Teudat Zehut
- Passport (from country of origin)
- NIS cash or check to make a deposit into your new account
- Note of Future Bank Account which was received at the airport
- US citizens will be requested to provide their Social Security number and complete a W-9 form

**WHAT YOU GET:**
- Bank account number
- Instructions for online banking
- Note of Future Bank Account gets stamped; retain this paperwork for Misrad Haklita
- Deposit receipt proving you have activated the account for Misrad Haklita

**IMPORTANT NOTE FOR JOINT BANK ACCOUNT HOLDERS**

Holders of a joint bank account can sign a form at the bank entitled Tofes Arichut Yamim. This form will enable each spouse to have continued access to the bank account in the event that the other passes away. If this form has not been signed prior to the death of the other, the account will remain frozen until a will of inheritance has been settled or probated. We encourage everyone to ensure that this form has been signed.

**STEP 3:**

**MISRAD HA’ALIYAH V’HAKLITA**

Email or call your local branch of Misrad Haklita to schedule an appointment with a personal Klita counselor. It is advised to contact them within the first few days of arrival as it can take up to 2 weeks to get an appointment. A contact list for Misrad Haklita offices can be found on page 9.

**WHAT YOU NEED:**
- Teudat Oleh
- Teudat Zehut
- Form stamped by your bank upon opening your bank account
- Receipt of bank deposit or bank statement
- If you are a Katin Chozer or Ezrach Oleh you must bring your Israeli passport. An appointment should be made even if you have not yet received your Teudat Zehut. You will sign up for health insurance at this meeting.
WHAT YOU GET:
✓ Sal Klita: Confirmation of the dates the payments will be deposited into your bank account
✓ Information regarding local Ulpan programs and registration vouchers for Ulpan
✓ Advice on Oleh resources in your neighborhood
✓ Information regarding tuition assistance, if applicable - contact the Minhal Hastudentim (Student Authority) at Misrad Haklita for more information
✓ In the case of Mishpachot Olim, someone married to a veteran Oleh, or an Israeli, spouses will be added to a joint Teudat Oleh.

IF YOU ARE A KATIN CHOZER YOU WILL ALSO NEED:
1. Transcript of entries and exits from Misrad Hapnim if you are making Aliyah from within Israel or your status was not approved from abroad by the Aliyah center of the Jewish Agency
2. Passport pictures
You will then receive your Teudat Zakaut and review of your rights and benefits.

IF YOU ARE A PREVIOUS A-1 TEMPORARY RESIDENT YOU WILL ALSO NEED:
1. Transcript of entries and exits from Misrad Hapnim if your status was not approved from abroad by the Aliyah center of the Jewish Agency
2. Passport pictures
You will then receive your Teudat Oleh, healthcare registration and review of your rights and benefits.
If you are an Oleh B’Sheinit, you will receive your Teudat Oleh or Zakaut.

STEP 4. KUPAT CHOLIM

As an Oleh, you are entitled to up to 12 months of free basic health coverage. If you begin working within the first 12 months of Aliyah, payment for health insurance will be taken directly from your salary. It is recommended that Olim of all ages register for supplemental health insurance through their Kupat Cholim. In addition, registration within the first 90 days of Aliyah exempts Olim from any waiting periods otherwise required before receiving supplemental service benefits. Please note that supplemental health care is not free or covered by Oleh benefits.

COMPLETING YOUR HEALTH CARE REGISTRATION:
To complete your health care registration, bring your confirmation form, which you will have received at the airport or Misrad Haklita, to the local administrative branch of your chosen Kupat Cholim 7-10 days after registering for health care.

IMPORTANT NOTES:
→ Children are registered for free.
→ If you were a previous A-1 Temporary Resident you may not receive the first year’s free health insurance benefit.

CREATING GOVERNMENT ACCOUNTS ONLINE
You can now create an online government accounts to complete many important Bituach Leumi actions. See www.nbn.org.il/online-government-accounts/

STEP 5: MONTHLY CHILD BENEFITS

Bituach Leumi (National Insurance Institute) offers a monthly stipend to all Israeli citizens based on the number of children under the age of 18 in their family. You are eligible for this benefit immediately following your Aliyah. However, if there is no deposit made within 60 days of Aliyah please proceed directly to Bituach Leumi to rectify the situation. Retroactive payment will be available but not for more than 3 months from the date of application.

You can now create an online Bituach Leumi account to complete many important Bituach Leumi actions. See www.nbn.org.il/online-government-accounts/

Each child who is eligible for the monthly child benefit will have a savings account* opened in his or her name. Bituach Leumi will deposit ₪50 into the account per month, and parents have the option of matching that amount, which will be taken from their monthly child allowance. Parents have six months to select a savings plan, which can be done online (in Hebrew, on the Bituach Leumi website) or in person at your local Bituach Leumi branch. Otherwise the savings plan will be opened automatically.

For more information: www.nbn.org.il/child-benefit

*Please consult with an accountant if you have any questions about possible foreign tax implications of this savings account.
STEP 6: SCHOOL REGISTRATION

Upon arrival, contact your local Department of Education (Agaf Hachinuch) or Municipal Oleh Coordinator (where applicable) to assist with registration into the school system.

WHAT YOU NEED:
1. Teudat Zehut of both parents (except in cases of split Aliyah)
2. Your child’s Israeli ID number (Mispar Zehut) found in the Sefach in your Teudat Zehut
3. Documentation showing your place of residence (such as a rental agreement or bill)
4. Evaluations for a Va’adam Hasama (placement committee for children with learning differences)

For more information on navigating the Israeli school system, see www.nbn.org.il/education

STEP 7: ARNONA (MUNICIPAL TAX)

All cities and towns in Israel charge Arnona (municipal tax). Tenants are obligated to make these payments which are calculated based on the size of your residence. Olim and Ezrachim Olim are granted a discount on Arnona (for up to 100m²) during one of their first two years in Israel. The rate of the discount is determined by the local municipality. Further discounts based on age and income may be available through your municipality but not while receiving the Oleh discount. See: www.nbn.org.il/arnona

WHAT YOU NEED:
1. At the municipality, present your Teudat Oleh, Teudat Zehut and Arnona bill if you have one.
2. A 12-month apartment rental contract or proof of ownership.

IMPORTANT NOTES:
→ Activating your Oleh discount can be completed online in many Municipalities. See the Municipality website for more information.
→ The request for an Oleh discount may have to be repeated after January 1st.
→ The Arnona reduction is not granted to Ktinim Chozrim, or to those who spent a significant amount of time as previous A-1 Temporary Residents and do not have a new Teudat Oleh.
→ It is important to deal with the Arnona bill soon after your arrival, since the discount is not retroactive.

STEP 8: DRIVER’S LICENSE CONVERSION

As an Oleh, you have five years from your Aliyah date written on your Teudat Oleh or Teudat Zakaut to complete the conversion process from a foreign to an Israeli driver’s license.

WHAT YOU NEED AT MISRAD HARISHUI:
1. Online Tofes Yarok Form
2. Teudat Zehut
3. Teudat Oleh / Teudat Zakaut
4. Valid foreign driver’s license and a copy (front and back) of your license
5. Proof of having a foreign license for 5 full years immediately preceding the date of your Aliyah.

Schedule an appointment at www.myvisit.com

An Oleh is entitled to drive on a foreign driver’s license up to one year from the last entry date, following one full consecutive year abroad.

For detailed steps and criteria for converting your license, see www.nbn.org.il/driving

INTERNATIONAL DRIVER’S LICENSE

If you do not have a valid foreign license when traveling outside of Israel you must have an international driver’s license. For more information see www.nbn.org.il/driving

STEP 9: ISRAELI PASSPORT

An Oleh can apply for an Israeli passport 90 days or three full months (whichever is longer) following the date of Aliyah. As an Israeli citizen you must have an Israeli travel document for exiting and entering the State of Israel. You will continue to enter and exit your country of origin with your foreign passport. For detailed information see page 14.

We are here to help: education@nbn.org.il

All children in grades 1-12 are entitled to Ulpan hours at their school. Contact your child’s school directly for more information.

For more information see www.nbn.org.il/arnona
WHERE TO TURN IN EMERGENCY SITUATIONS

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<td>UNITED HATZALAH</td>
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<td>FIRE</td>
<td>102</td>
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<tr>
<td>24 HOUR POISON CONTROL HOTLINE</td>
<td>04-777-1900</td>
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<td>ELECTRIC COMPANY*</td>
<td>103</td>
</tr>
<tr>
<td>MUNICIPALITY OR REGIONAL COUNCIL OF THAT CITY</td>
<td>106</td>
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*Customer Service at the Israel Electric company available 24/7. You must have your contract number available when calling.

Knowing where to turn in the case of a medical emergency can be overwhelming. When going to your Kupat Cholim for the first time, it is advisable to inquire from the Kupah where and how to turn for help both during and outside of office hours. Turning to your Kupat Cholim first may give you the information necessary for you to have a more effective resolution of the medical emergency.

**KUPOT CHOLIM:**
CLALIT *2700 → 4 FOR ENGLISH
LEUMIT *507 → 2 FOR ENGLISH
MACCABI *3555 → 4 FOR ENGLISH
MEUHEDETI *3833 → 3 FOR ENGLISH

**URGENT CARE CENTERS:**
TEREM is a network of urgent care centers found in several cities throughout Israel (see: www.terem.com). You will need to present your Kupat Cholim membership card and there will be a fee. This will not be reimbursed by your Kupat Cholim (unless you have been sent with a Hafnaya – referral letter). There are some Kupot Cholim that have urgent care hours in their clinics. This is sometimes referred to as a Moked. Speak to your Kupat Cholim for more information. Services at an urgent care center can often save someone a trip to a busy ER. If the urgent care center cannot resolve the situation, they will send you to the ER with a Hafnaya. The referral is important as it will provide the hospital with background medical information dictating the need to go to the ER and generally cover the treatment.

**AMBULANCE SERVICE:**
If you are not admitted to the hospital, you will be charged for the service of taking an ambulance. 24-hr observation in an ER is typically not considered admittance. You will be billed to the address listed in your Teudat Zehut. If you are admitted, make sure to present the ambulance bill to your Kupat Cholim together with your discharge papers to ensure reimbursement for services.

Do not hesitate to contact your Post Aliyah advisor directly for guidance and support.

**GOING TO THE EMERGENCY ROOM:**
If you need to make an emergency visit to the ER without a previous visit to a doctor or urgent care center, you will only need to present your Teudat Zehut (or at least know the number) to open a file. You will not need to present your Kupat Cholim card although you will need to provide the receptionist with the name of your Kupat Cholim and family doctor (if you have one). As in any country, be prepared to wait.

When going to the ER, if you are not consequently admitted to the hospital, or if you don’t have a doctor’s referral or a referral from your Kupat Cholim call line, you may be charged a fee for the emergency room visit.

An exemption from charges in the emergency ward is granted automatically for a number of specific health crises, including: work injury, road accident, school accident, fracture, foreign object in eye, joint dislocation, stitches. For full details: www.health.gov.il
It is important to be prepared for all eventualities, to have a plan in place and to know how to protect yourself and your family in the event of a national emergency. Pikud Ha’Oref (The Home Front Command) is responsible for direction and guidance in times of a national emergency such as rocket / missile attacks and earthquakes. The Pikud Ha’Oref website www.oref.org.il provides up-to-date information and important guidelines to be followed in times of national emergencies. A pamphlet in English on emergency preparedness can be found here: www.oref.org.il

During times of national emergency, Nefesh B’Nefesh will post important directives and general information as needed. As always, never hesitate to be in touch with your Aliyah Advisor directly.

WHERE TO TURN:
Gas Masks: At this time, there are no gas masks available for distribution. Should the need arise, the Home Front Command will open distribution centers throughout the country.
Missile Fire Alerts: Different types of missiles can have different ranges. The Home Front Command will provide instructions specific to each region in the country. A siren will be sounded warning citizens to seek shelter. The siren alert will also be heard on radio and television. One should seek immediate shelter. For expanded information and guidance see www.oref.org.il

www.i24news.tv/en          www.ynetnews.com
www.iltv.tv               www.israelnationalnews.com
www.haaretz.co.il         www.onlineradiobox.com/il/newstalk
www.jpost.com

NEFESH B’NEFESH SERVICES:
Have questions? NBN Answers is available to answer your questions and provide guidance by phone at *3680 or answers@nbn.org.il, Sunday - Thursday. We offer one on one meetings, translation services for bills and paperwork received.

MUNICIPAL COORDINATORS:
Municipal Coordinators can be found in cities with large concentrations of Anglo Olim. For more information contact NBN Answers at *3680 or answers@nbn.org.il

THE SHIRA PRANSKY PROJECT:
Provides guidance and answers enquiries about navigating the health care system. See: www.shirapranskyproject.org

YAD SARAH:
Best known for their medical lending services and offers a wide range of other services in 100 locations throughout the country. See: www.yad-sarah.net

ERAN EMOTIONAL CRISIS HOTLINE (for all ages) - 1201 extension #10 for English

EMOTIONAL ASSISTANCE DURING TIMES OF NATIONAL CRISIS:
Israel Center for Psychotrauma:
www.metiv.org
Natal Trauma Center:
www.natal.org.il/en  1-800-363-363
Talking to Your Kids About Terror:
www.nbn.org.il/talking-to-kids

SHIL (SHEIRUT YE’UTZ L’EZRACH):
A citizen’s advice bureau found in most cities throughout Israel offering a wide range of free services. See: www.molsa.gov.il

REVACHA (SOCIAL SERVICES):
Found in every municipal region, all Revacha offices have reception hours. No appointment is necessary.

NATIONAL HOTLINES FOR MEN AND WOMEN IN CASES OF RAPE OR SEXUAL HARASSMENT:
Women – 1202 from any phone    Men – 1203 from any phone
SCHEDULE AN APPOINTMENT WITH A KLITA COUNSELOR AT YOUR LOCAL OFFICE OF MISRAD HAKLITA TO ARRANGE SAL KLITA PAYMENTS, REGISTER FOR ULPAN AND LEARN MORE ABOUT OLEH BENEFITS.

PLEASE DO NOT VISIT MISRAD HAKLITA WITHOUT SCHEDULING AN APPOINTMENT IN ADVANCE.

For a full list of additional branches please see www.nbn.org.il/klitaoffices

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<th>E-MAIL</th>
<th>CONTACT INFO</th>
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<tbody>
<tr>
<td>ACCO</td>
<td>1 Shlom Ha-Galil St.</td>
<td></td>
<td>073-397-3500</td>
<td>Acco</td>
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<tr>
<td>AFULA</td>
<td>34 Yehoshua Henkin</td>
<td></td>
<td>073-3973810</td>
<td>Afula</td>
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<tr>
<td>ARAD</td>
<td>34 Chen Blvd., 2nd floor</td>
<td></td>
<td>08-634-1527, 08-634-1605</td>
<td>Arad</td>
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<td>ASHDOD</td>
<td>Menachem Begin Ave., Zimmer Building</td>
<td><a href="mailto:ashdod@moia.gov.il">ashdod@moia.gov.il</a></td>
<td>1599-900-914</td>
<td>Ashdod, Yad Binyamin, Gan Yavne, Bnei Ayish</td>
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<td>ASHKELON</td>
<td>9 Beri Katsnelson St.</td>
<td></td>
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<tr>
<td>BE’ER SHEVA</td>
<td>31 Shazar St.</td>
<td><a href="mailto:beer.sheva@moia.gov.il">beer.sheva@moia.gov.il</a></td>
<td>1599-500-921</td>
<td>Be’er Sheva, Yerucham, Mitzpe Ramon, Meitar and Omer</td>
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<tr>
<td>BEIT SHEMAH</td>
<td>9 Herzl St.</td>
<td></td>
<td>073-397-2450</td>
<td>Beit Shemesh, Ramat Beit Shemesh</td>
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<td>BNEI BRAK</td>
<td>148 Jabotinsky St.</td>
<td></td>
<td>03-619-6149, 1599-500-907</td>
<td>Bnei Brak</td>
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<tr>
<td>HADERA</td>
<td>13 Hillel Yaffe</td>
<td><a href="mailto:hadera@moia.gov.il">hadera@moia.gov.il</a></td>
<td>073-397-3200</td>
<td>Hadera, Samaria, Menashe, Zichron Yaakov, Or Akiva, Pardes Chana</td>
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<td>HAIFA</td>
<td>15 Pal Yam</td>
<td><a href="mailto:heifa@moia.gov.il">heifa@moia.gov.il</a></td>
<td>1599-500-922</td>
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<td>HASHARON</td>
<td>23 Hataas, Industrial Zone, Kfar Saba</td>
<td></td>
<td>1599-500-906</td>
<td>Ra’anana, Kfar Saba, Sharon Area</td>
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<tr>
<td>HOLON</td>
<td>36 Eliat St.</td>
<td></td>
<td>1599-500-908</td>
<td>Holon, Bat-Yam, Azur</td>
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<tr>
<td>JERUSALEM</td>
<td>4 Mevo Matmid</td>
<td><a href="mailto:jerusalem@moia.gov.il">jerusalem@moia.gov.il</a></td>
<td>1599-500-923</td>
<td>Jerusalem, Gush Etzion, Ma’ale Adumim, Binyamin Region, Yehuda Region, Mevasseret Zion</td>
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<tr>
<td>KARMIEL &amp; GALILEE</td>
<td>2 Ma’ale Kamon St., BIG Center, 2nd floor, Karmiel</td>
<td></td>
<td>1599-500-920</td>
<td>Karmiel, Galilee</td>
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<tr>
<td>KATZIRN</td>
<td>The Municipality Community Center, Old Industrial Area</td>
<td></td>
<td>04-699-9336</td>
<td>Katzrin, Golan</td>
</tr>
<tr>
<td>KIRYAT GAT</td>
<td>3 Hagefen St.</td>
<td></td>
<td>08-687-8666</td>
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<tr>
<td>KIRYAT MALACHI</td>
<td>2 Hanegev St.</td>
<td></td>
<td>1599-500-914</td>
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<tr>
<td>KIRYAT SHMONA</td>
<td>104 Tel Chai Blvd., Tzchar Building</td>
<td></td>
<td>073-397-3752</td>
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<tr>
<td>KRAYOT</td>
<td>7 Hameyasdim, Kiryat Bialik</td>
<td></td>
<td>073-397-3103</td>
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</tr>
<tr>
<td>MA’ALOT</td>
<td>21 Yerushalayim, Ha-Rakafot Mall</td>
<td>073-397-3652</td>
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<tr>
<td>NAHARIYA</td>
<td>9 Haatzmaut Rd.</td>
<td></td>
<td>073-397-3602</td>
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<tr>
<td>NETANYA</td>
<td>3 Barkat</td>
<td><a href="mailto:netania@moia.gov.il">netania@moia.gov.il</a></td>
<td>1599-500-905</td>
<td>Netanya Area</td>
</tr>
<tr>
<td>PETACH TIKVA</td>
<td>26 Histadrut St.</td>
<td><a href="mailto:petach.tikva@moia.gov.il">petach.tikva@moia.gov.il</a></td>
<td>1599-500-907</td>
<td>Petach Tikva, Givat Shmuel</td>
</tr>
<tr>
<td>RAMLA</td>
<td>91 Herzli, Governmental Precinct</td>
<td></td>
<td>1599-500-912</td>
<td>Modiin, Ramla</td>
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<tr>
<td>REHOVOT</td>
<td>12 Binyamin</td>
<td></td>
<td>073-397-4800</td>
<td>Rehovot</td>
</tr>
<tr>
<td>RISHON LEZION</td>
<td>3 Israel Gili</td>
<td><a href="mailto:rishon.lezion@moia.gov.il">rishon.lezion@moia.gov.il</a></td>
<td>1599-500-910</td>
<td>Rishon LeZion, Ness Ziona, Mazkeret Batya, Yavne</td>
</tr>
<tr>
<td>TZFAT</td>
<td>1 Ha-Gdud Ha-Shlishi St. Sharei Hair Mall, 2nd floor</td>
<td></td>
<td>073-397-3702</td>
<td>Tzfat</td>
</tr>
<tr>
<td>TEL AVIV</td>
<td>6 Esther Hamalka, Tel Aviv</td>
<td><a href="mailto:tel.aviv@moia.gov.il">tel.aviv@moia.gov.il</a></td>
<td>1599-500-901</td>
<td>Tel Aviv, Ramat Gan, Givataim, Kiryat Ono, Herzelia, Ramat Hasharon</td>
</tr>
<tr>
<td>TEVERIA</td>
<td>16 Yochanan Ben Zakai, 2nd floor</td>
<td></td>
<td>073-397-3810</td>
<td>Teveria</td>
</tr>
</tbody>
</table>
OLEH BENEFITS

SAL KLITA ABSORPTION BASKET
Financial assistance provided by Misrad Haklita. An initial cash payment is received at Ben Gurion Airport, followed by an additional wire transfer after you give Misrad Haklita your bank details. You will receive seven monthly installments of Sal Klita in all, followed by a supplementary grant (based on eligibility), all of which will be transferred directly into your Israeli bank account.

It is granted only to those who spent less than 24 months in Israel (consecutively or cumulatively) during the three years prior to making Aliyah, and no longer than three years in Israel during the seven years prior to making Aliyah.

The amount of Sal Klita given is determined by age and family status. Use the Nefesh B’Nefesh Sal Klita calculator at www.nbn.org.il/salklita to review exact sums.

Sal Klita is paid out over the first six months after Aliyah between the 1st and 15th of each month. Upon receiving your last payment, visit your Misrad Haklita representative as you may be eligible for D’mei Kiyum, living allowance for another six months. There are specific criteria for eligibility. See: www.nbn.org.il/unemployment-benefits

Traveling abroad during the first six months will cause payments to stop. The payments can be reinstated by visiting Misrad Haklita upon return, but will not be received before 30 days after arrival back in Israel. If you are away from Israel for over 12 months from your Aliyah date, payments are discontinued.

HEALTH COVERAGE
Basic coverage in any Kupat Cholim of your choice; free coverage for those who are unemployed. If you are working, the health insurance payments will be deducted from your salary. Any supplementary coverage given by the Kupat Cholim is not free.

Up to 12 months after Aliyah, if unemployed.

Previous A-1 Temporary Residents are not entitled to free health insurance if they already received this benefit and will need to begin paying for coverage upon making Aliyah.

HEBREW ULPAN
Free Hebrew immersion classes are available in many different locations around Israel. The address on your Teudat Zehut dictates the general area in which you will attend Ulpan. See: www.nbn.org.il/hebrewstudy

Children receive Sha’ot Olim, which are supplementary hours of Hebrew study in school. See: www.nbn.org.il/israeli-schools

MA’ON AND MISHPACHTON (DAYCARE)
Olim Chadashim are entitled to a reduction in Ma’on and Mishpachton (daycare) tuition. This benefit depends on the mother’s employment status. An additional reduction for tuition can also be requested, based on income. To receive the benefit, your child’s Ma’on or Mishpachton has to be recognized by Tamat (Ministry of Economy).

To see if your Ma’on or Mishpachton is recognized, visit the Tamat website at: www.moital.gov.il/MolsaResidence

A mother who is an Olah receives this benefit for up to two years from the date of her Aliyah.

SUBSIDIZED TUITION FOR A BA OR MA DEGREE
Tuition is subsidized if studies begin before age 27 for a BA and age 30 for an MA, and if you start your studies within three years of Aliyah. Students who are under 23 can also receive assistance for Mechina, a one-year preparatory course. You must study at a program recognized by Minhal Hastudentim; if you are in a private or international program, you are only eligible for partial assistance. If you already have a degree, a similar degree (BA or MA) is usually not subsidized.

See: www.nbn.org.il/higher_ed

RENTAL ASSISTANCE
Rental assistance is given by the Ministry of Housing and usually begins automatically in the eighth month of Aliyah. This benefit lasts until the end of your 5th year of Aliyah.

<table>
<thead>
<tr>
<th>TIME AFTER ALIYAH</th>
<th>SINGLE OLEH</th>
<th>OLEH FAMILY</th>
<th>SINGLE PARENT FAMILY</th>
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<tr>
<td>MONTHS 8-12</td>
<td>₪233</td>
<td>₪402</td>
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<td>2ND YEAR</td>
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<td>3RD YEAR</td>
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<td>4TH YEAR</td>
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<td>5TH YEAR</td>
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<td>₪99</td>
<td>₪223</td>
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<tr>
<td>6TH YEAR</td>
<td>₪134</td>
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</tbody>
</table>

For more information see www.nbn.org.il/rentalassistance
**MORTGAGE RATES**

Low interest rates for new Olim, as compared to other market rates. You need a Teudat Zakaut issued by the Misrad Hashikun (Ministry of Housing) through your mortgage bank.

- Granted up to 15 years after Aliyah. This benefit is only granted for the purchase of a first home in Israel. Benefits are subject to change. Please see our website for updates: [www.nbn.org.il/mortgage-benefits](http://www.nbn.org.il/mortgage-benefits)
- Israeli citizens (Israeli citizens born abroad, returning minors, or returning residents), previous Temporary Residents (A-1), or people with prior extended stays in Israel over the last seven years, may not be eligible for certain benefits. Please visit our website or contact the Nefesh B’Nefesh Government Advocacy Department for more details at advocacy@nbn.org.il

**CUSTOMS BENEFITS**

1. Olim are allowed to bring appliances and household goods from ANY COUNTRY customs-free.
2. Olim receive customs reductions on the import of equipment for establishing a business, up to the value of $36,000 USD. See: [www.nbn.org.il/postal-packages](http://www.nbn.org.il/postal-packages)

**Postal Packages:**

An Oleh who is entitled to this customs benefit may consider sending a postal package, containing personal items only, as a customs-exempt shipment. Customs Authority: [www.taxes.gov.il/customs](http://www.taxes.gov.il/customs)

For more information: [www.nbn.org.il/shipping](http://www.nbn.org.il/shipping)

You can import appliances tax-free for up to three years after Aliyah. You may bring up to three shipments of imported goods.

A file with customs is necessary for releasing your shipment tax free. A file will be automatically opened for you by the Customs Authority. For general Customs enquiries, email advocacy@nbn.org.il

- If you are a previous A-1 Temporary Resident, Meches may ask you for additional documentation.

**TAX BREAKS**

1. Income tax reduction on income earned in Israel. The income tax reduction on income earned in Israel works on a points system, where one point is equal to ₪218. New Olim receive three points per month (₪654) for the first 18 months after Aliyah, two points over the next 12 months, and one point during the last 12 months. Once you begin to work, advise your employer that you are an Oleh.
2. Tax breaks on passive and active income earned overseas.

For income earned in Israel, the tax breaks apply for the first 3.5 years.

For income earned abroad, the tax breaks apply for the first 10 years.

- For more information about both of these benefits, please consult with an accountant.
- See: [www.nbn.org.il/tax-breaks](http://www.nbn.org.il/tax-breaks)

**CUSTOMS BENEFITS FOR A CAR PURCHASED OR IMPORTED**

Olim pay a reduced tax rate on the purchase of a new car in Israel or import of a car from overseas. In order to be eligible for the tax reduction, Olim must hold a valid foreign driver’s license that was issued prior to the date of Aliyah. A valid Israeli driver’s license is also required. An Israeli driver’s license must be obtained by the end of your first year of Aliyah in order to maintain this benefit. Importing a car is a detailed process that should only be pursued following thorough research regarding the costs and benefits. For further information, please visit: [www.nbn.org.il/buying-car](http://www.nbn.org.il/buying-car) and [www.nbn.org.il/car-import](http://www.nbn.org.il/car-import)

Available up to three years after Aliyah.

The reduced tax benefit is only valid for a new car, imported car, or passport to passport purchase.

A car imported with Oleh rights has certain restrictions. See articles above.

**PURCHASE TAX**

If you are an Oleh, you will get a special benefit in the form of purchase tax brackets – 0.5% and 5% – depending on the purchase price, and as long as you are personally living in your apartment (not renting it out for example). For more information or if you have purchased a home within 2 years of your Aliyah please see [www.nbn.org.il/aliyah-purchase-tax](http://www.nbn.org.il/aliyah-purchase-tax)

**ARNONA (MUNICIPAL TAX) REDUCTION**

All cities and towns in Israel charge Arnona. Olim are customarily granted a discount of 70–90% (up to 100 m²) on the Arnona payments. Check with your local municipality for specific details about this benefit. A 12-month rental contract or proof of ownership must be provided to obtain this benefit. For more information: [www.nbn.org.il/arnona](http://www.nbn.org.il/arnona)

Available to use during one of the first two years after Aliyah.

- Ktinim Chozrim are not eligible for this benefit.

**NOTE:** Israeli citizens (Israeli citizens born abroad, returning minors, or returning residents), previous A-1 Temporary Residents, or people with prior extended stays in Israel over the last seven years, may not be eligible for certain benefits. Please visit our website or contact the Nefesh B’Nefesh Government Advocacy Department for more details at advocacy@nbn.org.il.
THE FOLLOWING IS AN OVERVIEW OF HOW TO SET UP BASIC UTILITIES IN YOUR NEW HOME IN ISRAEL. WHEN MOVING INTO YOUR NEW HOME, IT IS ADVISABLE TO UPDATE THE UTILITY BILLS IN YOUR NAME, EVEN IF YOU ARE RENTING.

DID YOU KNOW? Nefesh B’Nefesh offers translation services at each of our office locations. Need help? Contact NBN Answers at *3680 or answers@nbn.org.il

HELPFUL HINT: You can find translations of bills and automated voice menus at www.anglo-list.com

To transfer the bill into your name:

- **Dial 103** and follow voice menu instructions (in Hebrew). For an English translation, see www.anglo-list.com.
- You will need to provide the current number on the electric meter reading and contract number on the top left of the bill. When renting, you will need to get a copy of the previous bill from either your landlord or previous owner.
- Provide your name, Mispar Zehut, and phone number.
- You will be billed every two months. Payment can be made online at www.iec.co.il or by automatic withdrawal linked to your bank account or credit card.

There are two ways in which gas is supplied in Israel:

1. Central gas tank that provides gas for an entire apartment building. The central gas tank is refilled automatically by the gas company.
2. Private gas tanks (gas balloons). When using private gas tanks, keep track of the refill date.

Every municipality has its own company that deals with the administration and billing for water and sewage services. The municipal website for your city may have contact information for the water company that services your city. Most water companies have an online system in place to transfer billing from one tenant to another.

Personal consumption is billed based on the number of residents in your home. It is advisable to bring a reading of your water meter so the previous tenant will be charged for past usage. You will be billed every two months.

If you live in an apartment building you will be asked to pay Va’ad Bayit fees, which cover all of the shared expenses to maintain the building (cleaning of the stairway, elevator maintenance, electricity in the hallway, gardener, central heating, etc.). Each building has a Va’ad Bayit and payments vary from ₪60/month to ₪500. In the event of a conflict you may contact the Aguda Letarbut Hadiyur (Housing Culture Society) at 1-800-404-040.
Today, communications encompass multiple services, including Internet, landline, cellphone and television. There are dozens of carriers that offer these services, and often, combining multiple services from one carrier will save you money. You can find an overview of services, prices and links to the various carriers at: www.kamaze.co.il.

INTERNET
To set up an Internet connection, you need both Tashtit (infrastructure) and a Sapak (ISP). The Tashtit is your physical connection to the Internet. It is advisable to consult with neighbors which company provides reliable fast service in your area, as even if the carrier promises a certain speed, it can be compromised by heavy use in your neighborhood. Once you have decided on the Tashtit speed you need, shop for a Sapak that will provide that matching speed. Configuring your router, trouble-shooting connection issues and so forth are typically managed through the Sapak.

CELLPHONE
One of the most important factors in choosing a cell service is the reception in the areas you frequent, i.e. your home and work. There are dozens of options to take into account when choosing a plan: there’s a “kosher” option which limits the phone to voice-only, no data or text. Before contacting any carrier, research the package that best suits your needs. [For example, if you use WhatsApp, you don’t need unlimited texts.]

The SIM card received at the airport will expire after 3mo from your date of arrival. You have the option of keeping your number with HOT the service provider of the temporary sim or the company of your choice. Call 02-659-9000, the customer service number for HOT mobile for Olim Chadashim for more information.

LANDLINE
Many people opt today for just using a cell and not getting a landline – it is recommended to first check the clarity of your cell reception before doing this. Since landline service can be provided via telephone wires, cable, Internet and more, compare any service with what your Tashtit or Sapak provider may offer. Your International Calling plan can often be an add-on from your landline or cell provider. NOTE: Most plans will not cover calls to cellphones outside of the US & Canada.

A NOTE ABOUT BANKING IN ISRAEL:
• Your bank of choice may insist on opening an Oleh account at a specific branch.
• More and more banks are becoming cashless.
• A transaction fee is charged for every action taken in the bank or Kaspomat machine (ATM).
• There are three ways to transfer foreign funds: bank, money changer, transaction company. Research the best and safest way to transfer foreign funds.
• All banks offer online banking and services.
• Always inquire if there are discounts available for new Olim.

Helpful Hint: Living Financially Smarter in Israel is an excellent website and FB group for guidance and information on banking in Israel.

There are members of the population such as women over 60, men over 65, students, soldiers and children who are eligible for discounts on public transportation. The Rav Kav is Israel’s smart card and is the mode of payment for all public transportation services. It contains passengers’ ID information and discounted rate where applicable. One can receive a Rav Kav at various Al HaKav, Citypass and other stations throughout the country.

NOTE:
• A Rav Kav is necessary to use a bus transfer. A transfer is good for 90 minutes.
• Funds can be added to a Rav Kav at charging stations throughout the country, the Rav Kav app, or online at www.ravkavonline.co.il

NATIONAL PAY AND GO PARKING SERVICES:
Pango - פנגו
www.en.pango.co.il
CelloPark
www.cellopark.co.il
One can apply for their Israeli passport 90 days or three full months (whichever is longer) after their date of Aliyah. Should you need to travel before receiving your Israeli passport, an Ishur Yetziyah must be obtained from any branch of Misrad Hapnim. No appointment is necessary for an Ishur Yetziyah and there is no fee.

When traveling abroad, make sure to have both your Israeli and foreign passports available. Leave and return to Israel using your Israeli passport, but enter your country of origin using your foreign passport only. For example, if you are a Canadian Oleh, exit Israel using your Israeli passport, but enter Canada using only your Canadian. Regardless of the type of Israeli travel document that you have, you will always stand in the Israel line at passport control.

Plan ahead:
You must book an appointment to apply for your Israeli passport at the Population and Immigration Division of the Misrad Hapnim. On average, it takes approximately 10 business days to receive a passport. However, this process can take longer during official Israeli holidays and during the summer season.

Application for a passport is by appointment only!
To make your appointment visit: www.myvisit.com

WHAT TO BRING
- Teudat Zehut
- Foreign passport
- Processing fee - Israeli credit card
- All family members requesting passports (including children) must be physically present at Misrad Hapnim

For a full list of Misrad Hapnim branches and operating hours, see www.nbn.org.il/misrad-hapnim

IMPORTANT NOTE:
- Passports are payable online with an Israeli credit card at www.bit.ly/2Iqhwbl
  Discounted fees available with online payment only from November 1st - February 28th

WHAT YOU WILL GET
- An SMS will be sent to your phone with a tracking number to enter here www.gov.il/statusdarkon to verify the status of your passport arrival.
- A first Israeli passport will be issued for five years.

In an emergency, the Border Control Police at Ben Gurion Airport may allow you to leave the country with your foreign passport only, or they may refer you to Ben Gurion’s branch of Misrad Hapnim.

As a rule, any visit outside of Israel may stop your Sal Klita payments. Upon returning to Israel, you must visit your local branch of Misrad Haklita and have payments reinstated. Payments will be reinstated 30 days after returning to Israel. Payments will not be retroactive, but will be paid going forward until the full amount of Sal Klita has been received. We suggest that you check your bank statement to ensure that all Sal Klita payments are received as scheduled. Commuters and other people who need to travel outside of Israel for work purposes should contact Misrad Haklita to discuss their specific situation.

Please note that if you leave the country and do not return within 12 months of your Aliyah date, you lose the remainder of your Sal Klita payments.

If you travel abroad for a period of two months or more, your rental assistance will be temporarily discontinued. Upon your return, you must notify Misrad Hashikun in order for them to reinstate your payments.

Olim Chadashim are NOT required to present an exit permit from the IDF before leaving Israel. Olim who have an official army draft date must return to Israel up to three days prior to that date.

Need help? Contact NBN Answers at *3680 or answers@nbn.org.il
NEFESH B’NEFESH IS HERE TO OFFER YOU GUIDANCE AND RESOURCES AS YOU INTEGRATE INTO YOUR LIFE IN ISRAEL.

CONTACT NBN ANSWERS AT *3680 OR ANSWERS@NBN.ORG.IL SUNDAY-THURSDAY WITH ANY QUESTIONS.

GOVERNMENT ADVOCACY DEPARTMENT
Throughout your Aliyah you will have many interactions with government offices and dealings with Israeli bureaucracy. Contact our Government Advocacy Department for assistance with government absorption at advocacy@nbn.org.il.

EMPLOYMENT DEPARTMENT
Our employment department offers personal career consultations, guidance and advocacy with licensure, virtual and employment events throughout the year. Please contact us at employment@nbn.org.il.

EDUCATIONAL GUIDANCE
At any point in time following your Aliyah, you may decide to explore educational options for your children grades K-12. Please feel free to be in touch with the Nefesh B’Nefesh Education Advisors at education@nbn.org.il.

For higher education guidance please contact nbnstudents@nbn.org.il.

COMMUNITY GUIDANCE
Looking for a different community than the one you have first settled? Contact communities@nbn.org.il

NEFESH B’NEFESH LONE SOLDIERS PROGRAM
The Lone Soldiers Program acts as the address for every Lone Soldier in Israel regardless of country of origin before, during, and after their service in the IDF. We provide resources, support, and guidance for a successful IDF service and acclimation to life in Israel.
For more information please call: *6563 or email lspen@nbn.org.il.

NEFESH B’NEFESH OFFICES THROUGHOUT THE COUNTRY
JERUSALEM
Beit Ofer,
5 Nachum Hefzadi
02-659-5800

TEL AVIV*
Bet Mozes
76 Rothschild Blvd.
072-336-9280

LONE SOLDIERS HQ
Beit Hachayal – Tel Aviv
60 Weizman Street
1-800-071-400

*Due to Covid-19 restrictions, availability is by appointment only.

FOLLOW US ON SOCIAL MEDIA
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@nefeshbnefesh
www.nbn.org.il/social
@nefeshbnefesh
linkedin.com/groups/874617

#LIVELOVEISRAEL

DON’T FORGET TO UPDATE US WITH ANY CHANGE IN YOUR CONTACT INFORMATION ANSWERS@NBN.ORG.IL

Download our Web App: WWW.NBN.ORG.IL/NEXT-STEPS

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WORKING IN PARTNERSHIP TO BUILD A STRONGER ISRAEL THROUGH ALIYAH

THE TLV HUB IS A FREE CO-WORKING SPACE STAFFED BY NBN PROFESSIONALS. OILM CAN ENJOY THE BENEFITS OF A VIBRANT BUSINESS ENVIRONMENT WHILE RECEIVING GUIDANCE ON ALL ASPECTS OF ALIYAH, INCLUDING EMPLOYMENT, GOVERNMENT ADVOCACY AND SOCIAL INTEGRATION.

NEFESH B’NEFESH EMPLOYMENT DEPARTMENT AND JOB BOARD

NBN employment professionals can help you navigate the Israeli job market, provide industry specific information, and help you network with professionals in your field. We offer personal career consultations, guidance and advocacy with licensure, virtual and employment events throughout the year.

CONTACT US AT EMPLOYMENT@NBN.ORG.IL

THE NBN JOB BOARD FEATURES HUNDREDS OF JOBS FOR ENGLISH-SPEAKING OILM FROM OVER 4000 COMPANIES.
WWW.NBN.ORG.IL/JOBBOARD

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02-659-5800
02-659-5800
02-659-5800
02-659-5800

* Due to Covid-19 restrictions, availability is by appointment only. Call 072-336-9280

THE HUB IS OPEN DAILY SUNDAY-THURSDAY 9AM-5PM.
FOR MORE INFORMATION SEE: WWW.NBN.ORG.IL/NBN-TLV-HUB