**Information Campaign**

An information campaign, in particular public announcements, must be disseminated in a language understood by the refugees. It should include detailed information about:

**The purpose of the registration:** Why should the refugees register? What does

registration mean? What benefits are associated with registration? What may be the

consequences of a failure to register?

**Pre-conditions for being registered:** Who is to be registered? What are the criteria?

Who will decide? What happens to those refused?

**The basic steps in registering:** How does it work? What does the refugee have to do?

Do the refugees have to come with all family members? Which documents will they be asked to produce? Do they need to bring original or copies of certain documents?

**Confidentiality and sharing of data gathered:** Why might data be shared with

others, such as host government and certain partners? What data will be shared

with others? What are the refugees’ rights to privacy and to refuse to share data? What

are the consequences of refusing to share data?

**Registration location, opening hours and scheduling:** When is the registration location open? How can the refugees request appointments in urban context? When does each individual or family have to come to the registration location (mobile team schedule in informal settlements / scheduling system in camps)? What measures are in place for refugees who cannot come to the registration point?

**Procedures for absentees and others:** What happens for those who are not able to

attend the registration on the day they are scheduled? Are there arrangements for individuals who cannot come to the registration point (home visits / grouped transport provided)? Can detainees be registered?

**Complaint mechanism:**  How can refugees report difficulties in accessing the UNHCR registration procedures? How can they report misconduct by staff or other irregularities during the registration process?

**Information that registration procedures are free of charge and voluntary must be made prominent in any information campaign. This must be posted clearly visible outside each registration location, and should be included on posters, leaflets, in radio/internet announcements, etc.**

**\*\*\***

*Please see attached samples, which may be adapted as part of an information campaign*

All UNHCR services are free

**BEWARE OF FRAUD**

⮊ Services provided by humanitarian agencies are free of charge, including registration with UNHCR.

⮊ Humanitarian workers from UNHCR or any other humanitarian agency should never ask you for money for the assistance provided.

⮊ If persons (whether or not they are working for humanitarian organizations) promise you inclusion in assistance in exchange for money, they are lying to you and are committing fraud.

⮊ If this happens, please report it immediately by submitting a complaint in boxes available at the Registration Center or by calling the UNHCR Protection Hotline.



* Beware with whom you share your identity documents: always ask to see his/her official ID card to make sure you are sharing information with a trustworthy person or agency.
* If your documents are retained by any alleged service provider, please inform UNHCR immediately.
* UNHCR staff might ask to see your identity documents to help you. Under no circumstances they will retain your documents.
* You have the right to know the identity of the person and the organization asking you for information.
* Before disclosing any information about yourself always ask for an official ID to understand who is approaching you and why they are asking you questions.
* The information you provide to UNHCR, including your photos, is confidential and will never be shared with persons outside UNHCR without your consent.



All UNHCR services are free

UNHCR Protection Hotline: …  *insert phone no./mail …*

**NEW REGISTRATION FOR SYRIAN ASYLUM SEEKERS**

**To get an appointment with UNHCR**

Registration is the process where UNHCR interviews you and your family to be able to provide you with protection and certain assistance inside Egypt.

**What is UNHCR?**

The United Nations High Commissioner for Refugees (UNHCR) is the United Nations agency in charge of protecting refugees and providing them with support. UNHCR is an independent and apolitical international body. Its primary purpose is to advocate for the rights of refugees.

**What is registration?**



**Who can register with UNHCR?**

**Syrian nationals** in need of international protection can register with UNHCR Registration Centers in Zamalek and Alexandria. **All other nationalitie**s who wish to apply for protection in Egypt are required to approach UNHCR Office located 6th October City.

**Why should you register?**

It is important that you register so you can have access to international protection and basic services that UNHCR and partner organizations offer inside Egypt. It can also facilitate the acquisition of legal residency and help UNHCR advocate on your behalf with the authorities.

During your registration interview, you will get a UNHCR Asylum seeker card, which will enable you to have documentation, access assistance and receive protection in Egypt.

**What services and assistance do I have access to after I register with UNHCR?**

UNHCR and its implementing partners provide a range of services and assistance to registered Syrians in Egypt. Some services like basic education, health, legal advice, etc. are accessible to all while others like food and financial assistance are provided to the most vulnerable only. UNHCR and partners have put in place a system to determine those most in need and will follow up with them accordingly. What happens after the registration interview?

You are expected to obtain a residency permit from the Government of Egypt and transfer any residency stamp in your new UNHCR card. If you do not obtain or transfer your residency and face protection problems, UNHCR might not be able to assist you.

**What happen if some of my family members are unable to reach the Registration Center?** If there is a family member who has a serious medical condition that prevents him/her from coming to the Registration Centre, inform UNHCR Staff on the day of your appointment and UNHCR will arrange a home visit.

**Who will have access to your information?**

The information you provide UNHCR, including your photos, iris scans, is confidential and will not be shared without your consent.

Only one person from your family is required to get an appointment by contacting the UNHCR office nearest you. You will be given a day and a time for your interview. Note that appointments in Alexandria are only given over the phone.

**On the day of your appointment**

All your direct family members must be physically present with all their documents at the time of registration. You need to bring 2 passport size pictures and copies of all following documents for each family member that you would like to register: **National ID Card, Family Booklet, Passport, Birth Certificate, Marriage Certificate, School certificates/Diplomas, Military Service documents, Individual civil extracts**, etc. The original documents will also be requested the day of your registration interview. UNHCR will also collect biometric data for each family member from 3 years of age and above.

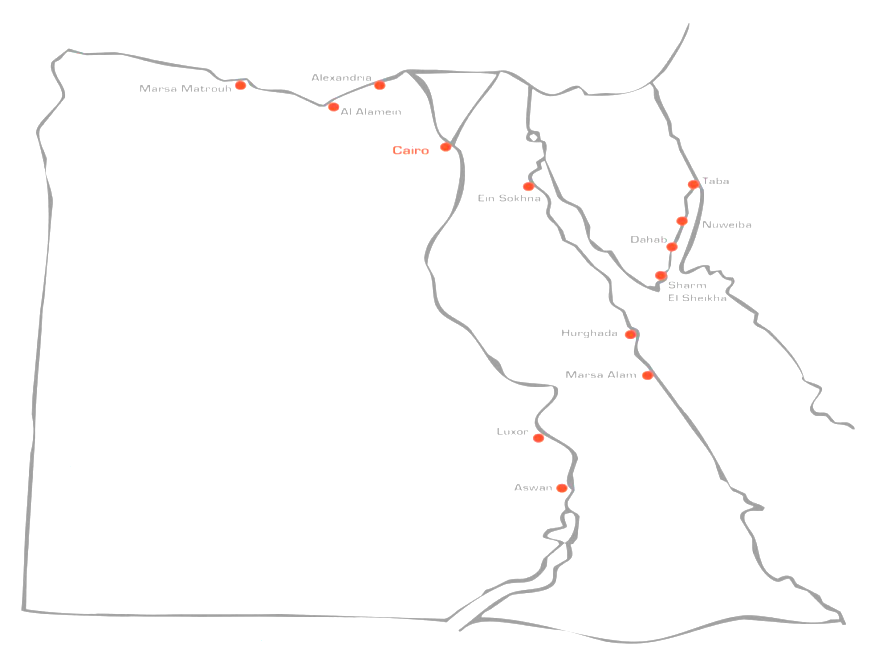
**You want to add your new born**

You will also be required to schedule an appointment to register your new child. Bring the birth certificate and the asylum-seeker cards and passports of you and spouse. The child has to be present at the registration interview.

**Your refugee document is expired**

You will be required to schedule an appointment and bring your original identity documents. Come with all your family members registered with you. Those who do not come to the renewal interview will be inactivated at UNHCR.

|  |  |  |  |
| --- | --- | --- | --- |
| **Office where you register** | **→** | **Alexandria** | **Cairo** |
| **Area where you live** | **→** | For Syrian nationals living only in the following areas :  **Alexandria**  **Marsa Matrouh**  **Damietta**  **El-Behirah** | For Syrian nationals living in all other locations in Egypt |



**FOR EMERGENCIES ONLY**

**24 HOUR HOTLINE**

**01285571774**



**UNHCR CAIRO**

**5 MISHAEL LOFT ALLAH, BEHIND MARRIOTT HOTEL ZAMALEK-CAIRO CAIRO**

In person from Sunday to Thursday 9am -3pm



**All UNHCR services are free of charge. At no point will you be asked to pay for any of the services provided by UNHCR or any of its partners.**

**Misrepresenting facts about yourself or family links constitutes fraud and may prevent you and/or your family members from being assisted by UNHCR and its partners.**

**UNHCR ALEXANDRIA**

**Call 012 081 89 810**

From Sunday-Thursday

9am-3pm

***\*Appointments can only be obtained over the phone\****

If you have any other queries not related to registration, you can contact our general helpline 012 77 399 892

