

# UNHCR Cash Assistance

What?



Cash assistance is provided to eligible registered refugees and asylum-seekers to cover their priority basic needs. Cash assistance is provided for a limited duration depending on the availability of funds and continued eligibility of beneficiaries.

Who?



To determine who is eligible, UNHCR uses automated mathematical formula which takes into account several factors such as age, gender, disabilities, other assistances received, housing, education, employment characteristics, among other factors.

How?



UNHCR Infoline/offices do not schedule nor conduct assessment interviews for cash assistance. You need to schedule an assessment with Caritas Basic Needs. If found eligible, you will receive an SMS to inform you about the amount, location, and deadline to collect your assistance. **Please keep your phone number updated with UNHCR!**

Where?



You will receive an SMS when the assistance is available for collection at the Post Office. The SMS will tell you if you need to use an iris camera for identification and will tell you the locations of post offices that have the iris camera. The post office teller will instruct you how to use the camera. Please place the iris-scanner at the same level of your eyes (do not look down at the camera) and keep your eyes wide open. The principal applicant is the **ONLY** person who can receive the money from the post office.

**Having problems collecting cash at the post office? Questions? Complaints? Scheduling Assessment? Need to Assign alternative cash collector within your case? Call **Caritas Basic Needs**.**

**Important notice:** ALL inquiries & complaints related to UNHCR cash assistance **MUST** be recorded via **Caritas Basic Needs**. Otherwise, we will not be able to address them. If you could not collect assistance despite following this guidance, you will be reimbursed within 60 days after the cash out deadline. You will be notified via SMS when the reimbursement is available at the post office.

	<b>Greater Cairo</b>	<b>Alexandria</b>	<b>Damietta</b>
Infoline	01129880899 01288064703 01129880800 01129880111 01129880060 01129880886	01151890999 01151889882 01157088411 034838245 034875198 034875197	01016684787 01156624557 0572432404 01207936632 01122000821
WhatsApp	01102843159	01151890999	01274376908 01122000821
Working Hours	Monday to Friday 8:30 AM to 3:30 PM	Monday to Saturday 9:00 AM to 3:30 PM	Sunday to Thursday 9:00 AM to 3:30 PM
Address	30 Sibaweh El-Masry St. off Anwar El-Mofty, behind Moror Awal, Nasr City	26 Talaat Noaman St., Egypt Chamber of Commerce, Raml Station, 3 <sup>rd</sup> Floor	21/81, 1 <sup>st</sup> District, 1 <sup>st</sup> Neighborhood, Beside Al-Rashidy Mosque, New Damietta

Need to update your phone number?

<https://bit.ly/3mXwUm6>

Visit UNHCR Help website:

<https://help.unhcr.org/egypt/en/cbi/>



**Iris-enabled Post Offices:**

**October:** El-Hossary, Service complex (Mogamma El-khadamat), 7<sup>th</sup> district, Elmotamyez, 6<sup>th</sup> district, 3<sup>rd</sup> district, 1<sup>st</sup> district-Zayed, Main October.

**Giza:** Ard El Lewa, Kafr Tuhrmus, Madinet El Awqaf, Haram Central, El Maleka, Mohandssen, Giza First.

**Downtown Cairo:** Cairo Main Office.

**South Cairo:** Maadi.

**East Cairo:** Ain Shams, Zahraa Ain Shams, Martyr Abdel-Moneim Riad, Qubba east, New Nozha, 8<sup>th</sup> district, 10<sup>th</sup> district, Swiss project.

**Katameya:** Youth housing-Obour, Obour city, Obour Market, 1<sup>st</sup> settlement, Madinty, Orabi association, 10<sup>th</sup> of Ramadan, 6<sup>th</sup> neighborhood, 33<sup>th</sup> neighborhood, 9<sup>th</sup> neighborhood, 44<sup>th</sup> neighborhood.

**Alexandria:** El-Mandara, El-Montazah, Madinet Fisal, Alexandria Main, El-Nokrashy, El-Saray.

**Borg El Arab:** El agamy-beetash, New Borg El-arab, Hanoveel, Borg El-arab old, Free Zone.

**Damietta:** New Damietta, Faculty of commerce, New Damietta second, Mubarak housing.

**Menofia:** El Sadat city.

**Dakahlia:** Gamasa.