

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 combined 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.

	Greater Cairo	Alexandria	Damietta
Infoline	15946 (from all governorates)		
WhatsApp	01102842637	01151890999	01274376908
Working Hours	Monday to Friday 8:30 AM to 3:30 PM	Monday to Saturday (except Friday) 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 rd Floor	21/81, 1 st District, 1 st Neighborhood, Beside Tourism and Hotels institute, 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), 7th district, Elmotameyz, 6th district, 3rd district, 1st district-Zayed, Main October.
- ✘ **Giza:** Ard El Lewa, Kafr Tuhmus, 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, 8th district, 10th district, Swiss project.
- ✘ **Katameya:** Youth housing-Obour, Obour city, Obour Market, 1st settlement, Madinty, Orabi association, 10th of Ramadan, 6th neighborhood, 33th neighborhood, 9th neighborhood, 44th 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.