

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 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 and 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 the 60 days after the cash out deadline. You will be notified via SMS when the reimbursement is available at the post office.

Visit UNHCR Help
website:

help.unhcr.org/egypt



Call UNHCR Infoline:

02 2739 0400

Caritas Basic Needs is UNHCR's partner on the Cash-based Interventions programme.

Greater Cairo

Alexandria

Damietta



Monday to Friday

Monday - Saturday
(except Friday)

Sunday - Thursday



08:30 - 15:30

09:00 - 15:30

09:00 - 15:30



011 0284 2637

011 5189 0999

012 7437 6908



30 Sibaweh El-Masry
St. off Anwar
El-Mofty, behind
Moror Awal, Nasr City

26 Talaat Noaman
St., Egypt Chamber of
Commerce, Raml
Station, 3rd Floor

21/81, 1st District, 1st
Neighborhood,
beside the Tourism
and Hotels Institute,
New Damietta



1 5 9 4 6

IRIS-ENABLED POST OFFICES

✦ October: El-Hossary, Service complex (Mogamma El-khadamat), 7th district, Elmotamyez, 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, 33rd neighborhood, 9th neighborhood, 44th neighborhood

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

✦ Borg El Arab: Agamy Beetash, New Borg El Arab, Hanoveel, Borg El Arab old, Free Zone

✦ Damietta: New Damietta, Faculty of commerce, New Damietta 2nd, Mubarak housing

✦ Menofia: El Sadat city

✦ Dakahlia: Gamasa