



UNHCR

Services for

Refugees and

Asylum Seekers

in Egypt

June 2026

This booklet provides a detailed overview of the services offered by the United Nations High Commissioner for Refugees (UNHCR) and its partner organizations in Egypt to registered refugees and asylum seekers, as well as how to access these services.

Make sure to obtain reliable information from official UNHCR sources as listed below.

Contact UNHCR



UNHCR in Egypt has several platforms and channels dedicated to communicating with refugees and asylum seekers. Make sure to use the appropriate method to contact us based on the service you need, to ensure easier and faster access to services for you and others.

Do you need to..

Learn more about the services provided by UNHCR and its partners?

Always make sure to visit the Help Centre website through the following link: help.unhcr.org/egypt/en/
Or by scanning this QR code.



Stay informed about ongoing updates and the latest news related to asylum?

Follow UNHCR's two official Facebook pages and WhatsApp channel:

UNHCR's **Facebook** page is available in English, Amharic, Oromo, Somali, and Tigrinya. Search for the page name: **Refugees in Egypt** or scan the QR code.



UNHCR's **Facebook** page in Arabic: search for the page name **مفوضية الأمم المتحدة لشؤون اللاجئين/ معلومات هامة للاجئين في مصر**, or scan the QR code.



WhatsApp channel in Arabic: search for the page name **مفوضية الأمم المتحدة لشؤون اللاجئين/ معلومات هامة للاجئين في مصر**, or scan the QR code.



Recently, many individuals have appeared on Facebook pages and groups impersonating UNHCR to promote various services in exchange for money. Please verify the source of your information, especially on social media.



Find out the status of your case in the refugee status determination process

You can visit the Refugee Status Determination website at:
rsd.unhcregypt.org/RefugeeResult.aspx
or scan the QR code.



Find out the status of your case in the resettlement process

You can also visit the resettlement website at:
rst.unhcregypt.org
or scan the QR code.



New registration for new arrivals from Sudan

To request an appointment for first-time registration with UNHCR, visit the following link and follow the steps shown in the instructional video:
help.unhcr.org/egypt/en/fleeingsudan
or scan the QR code.



Request an appointment to renew your card, check your residency appointment, or to change your phone number

To request an appointment to renew your card, know and download your residency appointment, and change your phone number registered at UNHCR, visit the 'My UNHCR' portal: help.unhcr.org/egypt/en/myunhcr or scan the QR code.



Inquire about details related to your case?

Call the UNHCR Infoline from Sunday to Wednesday, from 8:15 a.m. to 3:30 p.m., and on Thursday from 8:15 a.m. to 2:00 p.m. at 0231330000.

Contact a specific UNHCR department?



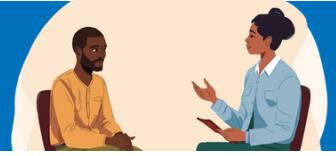
Make sure to contact only the responsible department for your request. Messages not related to the department's activities will not be considered.

| | |
|--------------------------------------|---------------------|
| Protection referrals | arecapro@unhcr.org |
| Detention referrals | arecadet@unhcr.org |
| Education referrals | arecaedu@unhcr.org |
| Community-based protection referrals | arecacs@unhcr.org |
| Complaints | arecacom@unhcr.org |
| Reporting fraud and scam | arecafrd@unhcr.org |
| Reopening your file | arecaapr@unhcr.org |
| Information on resettlement | arecarsti@unhcr.org |

Visit our reception center

17 Mecca Al-Mokarrama Street, Seventh District, 6th of October City
From Sunday to Thursday, from 8:00 a.m. to 2:00 p.m.

Registration



Registering gives your stay in Egypt an official status as an asylum seeker. It also helps you in your daily interactions with the Egyptian authorities and UNHCR's partner organizations.

When you register with UNHCR, you will be provided with a UNHCR card. Please pay attention to the validity of your card/document and make sure to contact UNHCR to renew it three months before its expiry date.

UNHCR Registration Documents

Asylum Application Document (White Paper)

This document is issued to individuals who have formally applied for refugee status without presenting valid identity documents. It does not entitle the holder to obtain a residence permit, but it serves as proof of an asylum application in Egypt until their case is reviewed (Refugee Status Determination) by UNHCR. The individual should be granted international protection considerations.

If you obtain identity documents after this paper has been issued, please contact UNHCR to schedule an appointment to receive an asylum seeker registration card.

Asylum-seeker Card (Yellow Card)

This card is issued to individuals registered with UNHCR who have formally applied for refugee status and provided valid identity documents. Card holders are allowed to obtain a residency permit to regularize their stay in Egypt. The card is valid for 18 months.

Refugee Card (Blue Card)

A refugee card is issued to individuals who have been officially recognized as refugees by UNHCR. This card also allows its holder to obtain a legal residence permit to regularize their stay in Egypt. It is valid for three years.

Registration Services

- New registration
- Adding family members
- Case closure
- Request to reopen the case
- Renewal of cards
- Updating information
- Obtaining closure number
- Changing the principal applicant

To book registration appointments, you can contact our Infoline as indicated on the previous page.

You may also visit in person at the Reception Center, 17 Makka Al-Mukarrama Street, 7th District, 6th of October City, from Sunday to Thursday, 8:00 AM to 2:00 PM.

You can also book a registration appointment through the Help website, as indicated on the next page.

Registration

Arriving from Sudan and want to register for the first time?

Have you arrived from Sudan after April 2023 and have not yet registered with UNHCR?

You can request first-time registration through the Support Center website without going to the office or calling the information line. Visit the following link or scan the code, then watch the video on the page to learn how to request an appointment step by step:

help.unhcr.org/egypt/en/fleeingsudan/



Is your UNHCR card about to expire?

If your UNHCR cards and those of your family are about to expire, you can request a renewal appointment without going to the UNHCR office or calling the information line by following simple steps on “My UNHCR” portal:

help.unhcr.org/egypt/en/myunhcr/

“My UNHCR” portal only works during the month your card expires, not before. If you want to add or separate family members from your case, you must book an appointment through the information line or visit the office in person.



When should I go to the Reception Center?

If you prefer to request a registration-related service from the Reception Center, make sure to go on the correct day for the required service to ensure you receive it.

Renewing cards
and updating
information

Mondays
and
Wednesdays

New
registration

Tuesdays

File closure

Thursdays

What documents should I bring to my first registration appointment?

Please bring the originals and copies of the following documents to your registration appointment:

- Passport(s)
- All other available identity documents
- Marriage / divorce certificate(s)
- Birth / death certificate(s)
- Family cards
- Education certificates
- Proof of registration with UNHCR in other countries (if available)



RESIDENCE PERMIT PROCEDURES

YOU CAN GET A RESIDENCY APPOINTMENT WHEN

- Renewing UNHCR cards at the reception center
- Booking an appointment by calling the Infoline on 0231330000, then print the appointment from "My UNHCR" platform.

Only the head of household can go to Abbasia on the day of the appointment, remember to bring the following:



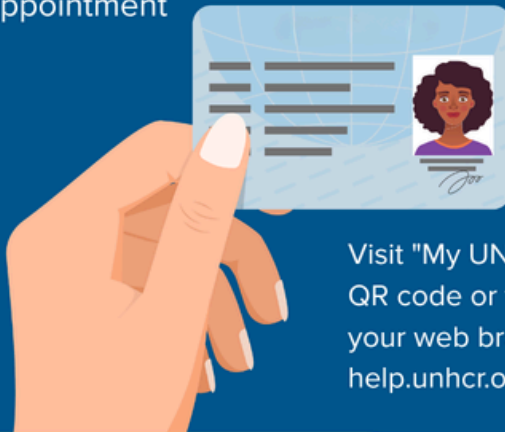
Passports and UNHCR cards for the family members registered in the file, valid for at least 3 months from the date of appointment



A print of the appointment from "My UNHCR" platform



Personal photos of family members over the age of 12



Visit "My UNHCR" platform by scanning the QR code or typing the following link into your web browser:
help.unhcr.org/egypt/myunhcr



**ALL UNHCR SERVICES
ARE FREE OF CHARGE.**

Refugee Status Determination



Staff in the Refugee Status Determination (RSD) team are intensively trained to conduct interviews with refugees in order to gather information about the reasons individuals left their countries and sought asylum. This enables them to determine whether a person qualifies as a refugee. The RSD interview is your opportunity to present your case and explain the circumstances that led you to flee your country. Based on the interview, UNHCR will determine whether you meet the refugee definition and grant refugee status in accordance with international refugee law. When your individual RSD interview is scheduled, you will receive a phone call informing you of the appointment and advising you on the steps you need to take before the interview. After the scheduling call, you will also receive an SMS message.

During the interview:

- This is your opportunity to tell your story, and UNHCR staff will support you throughout the process. During the interview, you will be asked several questions about yourself, your family, any problems you may have faced, and your fear of returning to your country. Inform UNHCR about any family members accompanying you. All individuals aged 12 and above will be interviewed separately.
- Bring all available documents for yourself and accompanying family members, such as travel documents, identity papers, employment records, and any documents that support your refugee claim.
- It is important to provide only original documents, as submitting fake or fraudulent documents may negatively affect your case and could lead to a rejection decision.
- It is important to cooperate with UNHCR staff during the interview and always provide truthful and complete information. Lack of honesty or accuracy may negatively affect your case and could lead to a rejection decision.

During the interview, you have the right to:

- Be interviewed in a language you can communicate in;
- Be represented by a lawyer or legal representative qualified under UNHCR procedures.

Please note:

- Each asylum seeker has an individual case and different reasons for leaving their country; every case will be assessed individually according to UNHCR rules and procedures.
- Do not follow rumors encouraging you to present specific stories to obtain refugee status, as this would be considered inaccurate information and could lead to a rejection decision.
- Intentionally misleading UNHCR about your case or identity is considered fraud and may lead to rejection.
- Your data and documents will remain confidential and will not be shared with other parties without your consent. Under no circumstances will UNHCR share your information with your country's government.
- Do not sign any documents unless you have read, understood, and agreed to them.
- While you are in Egypt, you are expected—like any foreign national—to respect the laws, customs, and traditions of society.
- Verbal or physical threats against UNHCR staff violate Egyptian law. UNHCR will report anyone making such threats, and that person may be prosecuted.

What should I prepare or bring with me to the Refugee Status Determination (RSD) interview?

- Your UNHCR registration card;
- Any documents relevant to support your asylum claim;
- Original identity documents for you and your family members (such as passports, ID cards, military certificates, marriage certificate, birth certificates, and medical reports if available);
- Proof of prior registration with UNHCR offices in other countries.

Can I have a legal representative to assist me during the RSD process?

You have the right to have a legal advisor/representative assist you during the interview. St. Andrew's Refugee Services (StARS) provides information, counseling, referrals, and legal representation free of charge. To learn more about StARS, please visit:

help.unhcr.org/egypt/en/partners/st-andrews-refugee-services-stars/ or scan the QR code.

Why do procedures for RSD interviews differ from one case to another?

UNHCR in Egypt follows different procedures depending on the complexity of each case. Some cases undergo both registration and RSD in the same interview; others have separate registration and RSD interviews; and some cases may require more than one RSD interview to ensure that UNHCR has sufficient information to complete the status determination process.



What happens if I miss my RSD interview appointment?

If you miss your RSD interview without a valid explanation, your case may be closed. If you miss your appointment, you must request a new one as soon as possible and explain why you were unable to attend. A new appointment will only be granted if you provide an acceptable explanation.

Will my family members registered in my case be required to attend the RSD interview?

All individuals registered in the case must attend the interview unless you are informed otherwise. All family members aged 12 and above will undergo a separate interview.



What happens if my refugee status application is rejected?

You will be given an appointment to be notified of the decision. You will be asked to present your asylum seeker registration card and identity documents (passport or any proof of identity), and to sign a notification receipt.

On the appointment date, you may receive a rejection letter explaining the reasons your asylum application was denied. You have the right to submit an appeal within 30 days from the date of notification. If you decide not to appeal the decision, you will no longer be considered a person of concern to UNHCR.

I was rejected, but my parent, child, or sibling was accepted. How does this affect me?

If your case is rejected while your parent, child, or sibling is accepted, UNHCR will explain the reasons for the decision. If you have concerns or believe a mistake has been made in your case, you should inform UNHCR.

How will I be notified of the Refugee Status Determination decision?

Once your RSD decision is ready, you will receive an SMS or a phone call indicating the date/time of your results notification appointment. Each individual will be informed of the method, location, and date of notification by phone or SMS.

You can also check the website under the Refugee Status Determination results section: rsd.unhcregypt.org/RefugeeResult.aspx, which includes the date of your notification appointment.

How can I submit an appeal request?

You can download the appeal form from the following page:

rsd.unhcregypt.org/FormsAndLeaflets.aspx

In the appeal form, you must include:

- The reasons why you believe the rejection decision was incorrect
- Your updated contact details (phone number, current address, etc.)

You can submit the completed appeal form either:

- By email to: arecaapr@unhcr.org
- Or by going in person to the RSD building at: 44A, Second Neighborhood, 8th District, 6th of October City, on specific days.



What happens during the appeal process?

The appeal process allows UNHCR to review the initial rejection and ensure that the decision made was correct. Appeal requests are reviewed by staff members who were not involved in the initial interview decision.

Not all appeals result in an appeal interview. Therefore, it is important to include all the reasons why you believe the decision was incorrect.

If an appeal interview is required, you will be notified of the interview date via SMS.

If your rejection decision is overturned, you will be granted refugee status. If the rejection decision is upheld, your case will be closed, and you will be considered not eligible for refugee status under international law.

It is very important to keep your contact details updated and to inform UNHCR of any changes, such as your phone number or current address, at any stage of the Refugee Status Determination process.

New Service Launched

Check Your Residency Appointment Online



Enter your UNHCR case number



Complete verification process



View your latest residency appointment



Download and print your appointment slip



Access the service:
help.unhcr.org/egypt/en/myunhcr/



SCAN QR CODE

This service is available anytime through MyUNHCR and helps you access your residency information **without visiting UNHCR offices.**

UNHCR services are always free of charge.

Protection from Sexual Exploitation and Abuse

If you are subjected to any of the following prohibited behaviors by aid workers, that involve abuse of power or position, you have the right to report it immediately.

It is **PROHIBITED** for an aid worker to:

Engage in any sexual activity with children < 18 years old



Engage in sexual relationships with beneficiaries



Exchange goods, services, employment, or money for sexual favors



Engage in any inappropriate behavior with sexual intention, either verbal or physical



- All services provided by United Nations agencies, its partners and other NGOs are always free of charge. Aid workers should never ask you for money, sex or anything else in return of services they provide for.
- UN agencies, UN partners, and NGOs have **ZERO TOLERANCE** for sexual exploitation and abuse.
- Sexual exploitation and abuse by humanitarian aid workers is a violation of your rights. It is never your fault if you were subjected to it.
- We are here to ensure your safety and dignity. Report immediately if you faced or witnessed misconduct.
- Reporting is confidential and will not affect your access to the services provided.

To report:

- 1 Email: inspector@unhcr.org or arecacom@unhcr.org
- 2 Visit: www.unhcr.org/igo-complaints.html
- 3 Ask to speak to a **PSEA Focal Point**
- 4 Use the **complaint boxes**



Cash Assistance



Who can receive cash assistance from UNHCR or its partners?

UNHCR aims to provide cash assistance to registered individuals who are identified as being most in need. UNHCR uses data collected from refugees to determine their eligibility for cash assistance.

If you are found eligible according to UNHCR criteria and sufficient funding is available, you will be notified via SMS on your registered phone number.

How does UNHCR determine who is eligible for cash assistance?

UNHCR relies on the information recorded in your file during registration and does not require additional assessment interviews to determine eligibility.

Eligibility is assessed based on a combination of factors, including the household's economic situation, risks faced by the family, other relevant factors.

This includes reviewing various data such as household size and ages, education level, specific needs, medical condition, and employment status, among others.

Each refugee or asylum seeker's profile is compared with others registered with UNHCR, and those identified as most economically vulnerable are selected for assistance.

Where can I collect the cash assistance?

Once you receive an SMS on your phone number registered with UNHCR, you can collect the cash assistance from any post office in Egypt before the deadline indicated in the SMS.

If you are notified that you will receive the assistance through iris scan (eye biometric), you will need to go to the nearest post office equipped with an iris scan camera. You can find the list of post offices with iris scan cameras on the following page:

help.unhcr.org/egypt/en/ca/

Please note that only the case holder can collect the cash assistance unless they assign an alternate recipient on their behalf. To assign an alternate recipient, please contact UNHCR Infoline and request an authorization, or visit UNHCR's Reception Center.

If you would like to update your phone number registered with UNHCR, please contact UNHCR Infoline at: 0231330000.

I no longer receive cash assistance—how can I submit a complaint?

UNHCR continuously reviews the data of registered households in Egypt. Before each cash assistance distribution cycle, some households that no longer meet UNHCR's eligibility criteria are removed, based on analysis of registered data and the availability of funding.

If you would like to submit a complaint, please contact UNHCR infoline at: 0231330000. All complaints will be reviewed, and UNHCR or its partners will only contact households that are eligible for follow-up.



How can I collect cash assistance at the post office?

You will be asked to present your UNHCR card to the cashier, who will verify your details. If the SMS indicates that you will receive assistance through iris scan, you will need to go to a post office equipped with iris scan cameras. Once there, place the camera at the same level as your eyes and look directly into the scanner with your eyes open during the scan.

Please note that the recipient of the cash assistance (usually the principal applicant) is the only person who should go to the post office unless an alternate recipient has been officially authorized. To назначен an alternate recipient, please contact UNHCR Infoline and request an authorization, or visit UNHCR's office.

Also, make sure that your UNHCR card is valid and renew it before it expires to avoid being excluded from the assistance list.

What should I do if I am unable to collect the cash assistance at the post office?

Please ensure that your UNHCR card is valid, as the Egyptian Post does not accept expired cards. Also, carefully follow the instructions in the SMS and note the following:

- Only the case holder mentioned in the SMS can collect the assistance. No one else can collect it on their behalf (unless you have submitted an authorization request through the UNHCR information line and nominated another person).
- Make sure to collect the assistance before the deadline indicated in the SMS.
- At the post office, ensure the iris scan camera is at eye level, keep your eyes fully open, and look directly at the camera during the scan. Avoid blinking or looking sideways. Also, do not wear colored or decorative contact lenses.
- Try visiting other post offices that support iris scan or try again on another day.

If the issue is still not resolved after following all the steps above, please contact the UNHCR information line or visit a UNHCR office as soon as possible to formally register your complaint. This is a very important step—without a formal complaint, UNHCR cannot address the issue. A staff member will discuss the matter with you, assist in resolving it, and record your complaint. UNHCR will investigate your issue, and if it is confirmed that you followed the steps above, your complaint will be resolved within the same collection cycle if submitted at least 3 days before the deadline. You will be notified via SMS about when, where, and how to collect the assistance. Please regularly check SMS messages from UNHCR on your registered phone. If your complaint is submitted within two days before the deadline or on the last day, and the issue is confirmed, compensation will be made in the next assistance cycle.

Who should I contact for inquiries or complaints about cash assistance?

Please contact UNHCR through the information line: 0231330000 or visit a UNHCR Reception Center. A UNHCR staff member will provide appropriate guidance and register your issue if further action is needed.

For more information, please visit: help.unhcr.org/egypt/en/ca/

Please note that all inquiries and complaints related to cash assistance must be officially registered with UNHCR. Without a formal complaint, UNHCR will not be able to effectively address your issue.

You will be directly informed of eligibility and payment decisions via SMS (and possibly follow-up calls). Therefore, it is important to keep your phone number updated.

New Resettlement Portal Launched



- ✓ Check the status of your resettlement case.
- ✓ Understand how resettlement procedures work.
- ✓ Find accurate and updated information from UNHCR.
- ⚠ You cannot request a resettlement appointment or apply for resettlement through the portal.
- ⚠ All UNHCR services are **free of charge**.



Visit this link to follow up on your case

help.unhcr.org/egypt/en/digitalservices



Partners and Services

To provide services to refugees and asylum seekers, UNHCR works with **implementing** partners and operational partners.

Implementing partners are funded by UNHCR, while organizations that do not receive UNHCR funding but still play a key role in supporting refugees are known as operational partners.

The following table presents a classification of partners:

| | <i>Legal Aid</i> | <i>Gender-based Violence</i> | <i>Child Protection</i> | <i>Community and persons with specific needs support</i> | <i>Health</i> | <i>Psychosocial support and mental health</i> | <i>Livelihoods</i> | <i>Education</i> |
|--|----------------------|------------------------------|-------------------------|--|----------------------|---|----------------------|----------------------|
| <i>Egyptian Foundation for Refugees Rights</i> | Implementing partner | | | | | | | |
| <i>StARS</i> | Operational partner | | | | | Operational partner | | Operational partner |
| <i>Care Egypt</i> | | Implementing partner | | | | | | |
| <i>Terre des Hommes</i> | | | | Implementing partner | | | | |
| <i>Refuge Egypt</i> | | Operational partner | | | Operational partner | | | |
| <i>Save the Children</i> | | | Implementing partner | | | | | |
| <i>Plan International</i> | | | Implementing partner | | | | Implementing partner | |
| <i>Mersal</i> | | | | | Implementing partner | Implementing partner | | |
| <i>PSTIC TdH</i> | | | | | Operational partner | Operational partner | | |
| <i>Etijah</i> | | Implementing partner | | | | | Implementing partner | |
| <i>Life Makers</i> | | | | | | | Implementing partner | |
| <i>Catholic Relief Services</i> | | | | | | | | Implementing partner |



Egyptian Foundation for Refugee Rights



EFRR provides assistance to refugees in the following areas:

1. Assisting refugees who have been subjected to arbitrary arrest, indefinite detention, unlawful deportation, or forced return;
2. Assisting refugee victims of crime;
3. Assisting refugees facing unfair trials due to criminal charges;
4. Legal matters related to housing, employment, and civil registration (births, marriages, divorces, and deaths);
5. Services for victims of rights violations;
6. Raising awareness among refugees about their rights and available remedies and supporting them in developing strategies to reduce and mitigate rights violations.

| | | | |
|--|--|--|---|
| | Cairo Downtown 2 Hussein El Me'mar Street, off Mahmoud Bassiouny Street, 3 rd floor | | 01272020956/ 01272020938 0225751118/ 01222210534 |
| | 01272020956 | | Sunday – Thursday 10:00 AM – 5:00 PM |

StARS



Legal representation and advocacy services in: registration with UNHCR, Refugee Status Determination (RSD) interviews, appeal interviews, and guidance through resettlement procedures.

| | | | |
|--|---|--|-------------|
| | Cairo Downtown 38, 26 th of July Street, Al-Esaaf Square, Nasser Metro Station | | 01029842820 |
| | Sunday – Thursday 9:00 AM – 5:00 PM | | |

For information about voluntary return and cross-border movements, you can visit the Help website, which provides guidance for returnees and individuals who are considering returning to their country of origin:



help.unhcr.org/egypt/en/durable-solutions/voluntary-repatriation

Child Protection






Plan International



Plan International provides the following case management services: Best interest assessment and follow-up to address child protection concerns and ensure children and families can access appropriate support services.

It also provides psychosocial support activities and interventions that promote emotional well-being, resilience, and positive coping mechanisms for children.

| | | | |
|--|--|---|---|
|   | <p>Case Management and Services: 01040093461</p> <p>Child Protection Emergency (24/7): 01064551183</p> |  | <p>Sunday – Thursday: 8:00 AM – 4:00 PM</p> |
|--|--|---|---|

Save the Children











Save the Children.

Case Management: Best interest assessment, referral, and follow-up of children with child protection needs to ensure appropriate care and support.

Education, Vocational Training, Health Services, and psychosocial support:

Support for access to education, skills development opportunities, healthcare services, and psychosocial interventions that enhance well-being and resilience.




| | | | |
|---|---|---|--|
|     | <p>7, Golf Street, off El Nady Street, <i>Maadi</i></p> <p>15, Ezz El Din Attia Street, <i>New Nozha</i></p> <p>53, Amman Street, off Michel Bakhoum, <i>Dokki</i></p> <p>El Sadat Street, next to Om Habiba Foundation, <i>Aswan</i></p> |     | <p>Greater Cairo & Alexandria: 01015933433</p> <p>Aswan: 01017566221</p> <p>Psychosocial Support in Aswan: 01050266363</p> <p>Healthcare in Aswan: 01050248899 / 01050275505</p> |
|  | | <p>Sunday – Thursday 9:00 AM – 5:00 PM</p> | |

StARS

Case Management: Provision of support, referrals, and follow-up to address child protection risks and meet the specific needs of vulnerable children and families.

Education, Vocational Training, and psychosocial support: Assistance with educational opportunities, vocational skills training, and psychosocial support to strengthen self-reliance, well-being, and social integration.



| | | | |
|---|--|---|--------------------|
|  | <p>Cairo Downtown 38, 26th of July Street, Al-Esaaf Square, Nasser Metro Station</p> |  | <p>01029842820</p> |
|  | | <p>Sunday – Thursday 9:00 AM – 5:00 PM</p> | |

Gender-based Violence



Etijah



Provides psychosocial support, safety and security services, and comprehensive case management for refugee survivors of gender-based violence in Greater Cairo, Alexandria, and the Delta governorates. **Please schedule an appointment before visiting the office.**

| | | |
|--------------------------------------|--|--|
| | Cairo 19, Hatem Al-Taie St, off Abbas El Akkad St, First District, Nasr City | Infoline: 01500093801 Emergency Line (WhatsApp) 24/7: 01015450440 |
| | 11, Ellaithy St, off Hassan Mohamed, Haram | |
| | Alexandria 10, Al-Tabia St, Montazah, Sidi Bishr | |
| Sunday – Thursday: 9:00 AM – 5:00 PM | | |

Care Egypt



Provides services for survivors of gender-based violence in Aswan. It also manages two women-friendly spaces where activities are conducted such as: sexual and reproductive health awareness sessions, legal awareness sessions, psychosocial support sessions, and efforts to combat child marriage and female genital mutilation. **Please schedule an appointment before visiting the office.**

| | | |
|--|---|----------------|
| | Aswan Al-Shorbagy Building, Korrou, in front of Om Habiba Foundation | Hotline: 17536 |
| | Sunday – Thursday: 9:00 AM – 5:00 PM | |

Refuge Egypt



Provides emergency medical care for survivors of gender-based violence who have experienced rape. **Please schedule an appointment before visiting the office.**

| | | |
|--|---|---------------------------------|
| | Zamalek: All Saints Cathedral, 5 Michel Lotfallah, behind Marriott Hotel | For emergencies: 01272040710 |
| | Saturday, and Monday to Thursday: 8:00 AM – 3:00 PM | |
| | Nasr City: Maktab ElTamween, the Market, 10 th District Station | For emergencies: 01282112011 |
| | Saturday, Tuesday, and Wednesday: 9:00 AM – 3:00 PM | |
| | 6th of October City: 48 Axis Street, Episcopal Church, 10 th District | For emergencies: 01211970037 |
| | Sunday – Thursday (except Tuesday): 8:00 AM – 2:00 PM | |

Community Support and Persons with Disabilities



Terre des Hommes



Terre des Hommes provides a range of services through its community centres, including:

- Providing information on UNHCR and partner services through service booklets, the help website, and phone communication, as well as printing residence appointments and updating the phone number registered with UNHCR (provided that the case owner is present).
- Offering computers and digital services for online learning, email use, and access to the “My UNHCR” portal.
- Equipped spaces for training sessions and community activities, with the possibility of prior booking for refugee-led organizations and community groups.
- Sessions organized by UNHCR and its partners to share updated information and provide a space for dialogue.
- Career guidance, CV writing, interview preparation, computer skills development, and English language courses.
- Supporting persons with disabilities and older persons through the case management team.

Find the locations and working hours of multi-purpose community centres through the following link: <http://bit.ly/4rgjllc> or by scanning the QR code.



| | | | |
|--|--|--|-------------|
| | Maadi: 107 Street, Al Rawda Building, next to Othman Hospital | | 01010666493 |
| | Nasr City: 20 Ahmed Hosny Street, off Ibn Al-Hani Al-Andalusy Street, from Al-Tayaran Street | | 01016999797 |
| | 6th of October: 7 th District, Villa 9, in front of 6 October Club | | 01070992927 |
| | El Bohouth: 6 Hussein Ahmed Rashad Street, off Mohi El-Din Abu El-Ezzal Street | | 01067008100 |
| | Alexandria: El Fayad Company Street, off El Eissawi Street, next to the Sudanese Community School, Sidi Beshr | | 01055515979 |
| | Case Management for Persons with Disabilities: 01070992928 | | |
| | Sunday – Thursday: 9:00 AM – 5:00 PM | | |

Need help? Find official information here

help.unhcr.org/egypt



Scan the QR code



Health Services



Mersal





Provides primary healthcare services, emergency care, and critical medical treatment to refugees and asylum seekers in Egypt. It also dispenses medications for chronic conditions and operates clinics in various locations.

| | | | |
|---|-------|---|--|
|  | 17365 |  | Saturday – Thursday 9:00 AM – 9:00 PM |
|---|-------|---|--|

PSTIC - Terre des Hommes

PSTIC, a partner organization of Terre des Hommes, provides services through refugee doctors and nurses available 24/7 to facilitate access to emergency healthcare in collaboration with healthcare partners. PSTIC also offers limited support for elective healthcare.












| | | | |
|---|---|---|--|
|  | Emergency Hotlines: 01127777404 / 01127777005 / 01110866333 |  | Saturday – Thursday 9:00 AM – 9:00 PM |
|---|---|---|--|

Refuge Egypt

Refuge Egypt provides reproductive health services, tuberculosis (TB) care, HIV/AIDS services, and healthcare services for children under five. Please make sure to book an appointment before visiting the clinics.



| | | | |
|---|--|---|------------------------------|
|  | Zamalek: All Saints Cathedral, 5 Michel Lotfallah, behind Marriott Hotel |  | For emergencies: 01272040710 |
|  | | Saturday, and Monday to Thursday: 8:00 AM – 3:00 PM | |
|  | Nasr City: Maktab ElTamween Building, the Market, 10 th District Station |  | For emergencies: 01211970028 |
|  | | Saturday, Tuesday, and Wednesday: 9:00 AM – 3:00 PM | |
|  | 6th of October City: 48 Axis Street, Episcopal Church, 10 th District |  | For emergencies: 01211970037 |
|  | | Sunday – Thursday (except Tuesday): 8:00 AM – 2:00 PM | |

Psychosocial support and mental health



Mersal





Mersal provides specialized mental health services by receiving individuals referred from various entities for psychological assessment. The service includes outpatient consultations, psychotherapy sessions, free medication, medical tests.

| | | | |
|---|-------|---|--|
|  | 17365 |  | Saturday – Thursday 9:00 AM – 9:00 PM |
|---|-------|---|--|

PSTIC - Terre des Hommes






PSTIC – Terre des Hommes has a trained team of psychosocial specialists who provide psychosocial support at home and in the community, case management, problem-solving, counseling, information sharing, referrals, and emergency response across Greater Cairo and the North Coast. In emergencies, you can call the PSTIC Infoline, to receive information about PSTIC’s services.

| | | | |
|---|---|---|------|
|  | Emergency Hotlines: 01127777404 / 01127777005 / 01110866333 |  | 24/7 |
|---|---|---|------|

StARS



Psychosocial case management for adults and families, including counselling and emotional support; emergency assistance; mental health services through individual and group therapy sessions, as well as psychiatric services; medical assessment, counselling, and referrals; group psychosocial activities; and shelter solutions, including support to community caregivers.

| | | | |
|---|--|---|---|
|  | Downtown 38, 26 July street, Isaaf square, Metro station: Nasser |  | 01033316655 / 01033316677 / 01050227388 |
|  | | Sunday – Thursday 9:00 AM – 5:00 PM | |



To report serious misconduct by UNHCR staff, interpreters, security guards or procedural unfairness in the provision of UNHCR's protection and assistance (including complaints about the quality/availability of interpreters, access to UNHCR premises or staff, and other protection services):



There is a complaint form available at UNHCR office. You can also write your complaint on a blank paper and there is no need to use envelopes.



Name and phone number of complainant, date of complaint, general nature of complaint are important information. Anonymous complaints will not be investigated.



Put the name or function or detailed description of the staff member, interpreter, guard or partner staff against whom the complaint is filed.



Malicious complaints may lead to prosecution by the Egyptian authorities.



Queries or appeals for RSD or resettlement cannot be addressed through the complaints process.



UNHCR is committed to adhering to values of confidentiality and transparency in the complaint investigation process.



It is **prohibited to hire anyone to write complaints** in exchange of money or services. UNHCR does not have any relation with those sitting outside of its premises selling their services.

HOW TO FILE A COMPLAINT?

By email to:



ARECACOM@UNHCR.ORG
and it will be forwarded to the
UNHCR Egypt Representative.

Through the office:



Put the sealed envelope in
the Complaints Box
located in UNHCR office.

By post to:



UNHCR Egypt Representative,
UNHCR, 17 Mekka El Mokarrama
St. 7th District, 3rd Division, 6th of
October City.

Complaint letters should be
marked "Confidential."

YOU WILL BE NOTIFIED WITHIN TWO MONTHS AFTER SUBMITTING YOUR COMPLAINT.





Livelihoods and Economic Inclusion



Etijah

Etijah supports refugees and asylum seekers in facilitating access to the labour market, and those who wish to start or expand their own businesses, through basic and technical skills training, financing for small businesses, and developing their skills.



| | | | |
|--|---|---|--|
|   | 01557923346 For complaints: 01080684447 |  | For complaints: bedayat@etijah.org |
| <div style="display: flex; justify-content: center; align-items: center;">  <div style="margin-left: 10px;"> Sunday – Thursday 9:00 AM – 5:00 PM </div> </div> | | | |

Life Makers

Life Makers Foundation supports refugees and asylum seekers in facilitating access to the labour market, as well as those who wish to start or expand their own businesses, through: basic and technical skills training, financing for small businesses, and the development of practical skills.



| | | | |
|---|-------------|---|--|
|  | 01092383666 |  | Sunday – Thursday 9:00 AM – 5:00 PM |
|---|-------------|---|--|

Plan International

Plan International supports refugees and asylum seekers in **Alexandria, north coast governorates, and Aswan** in facilitating access to the labor market, as well as those who wish to start or expand their businesses, through: basic and technical skills training, funding small businesses, and developing their skills.



| | | | |
|--|--|--|--|
|  | <p>Alexandria: Al Rowad Association for Community Service, 143 Gamal Abdel Nasser Street, Al Montazah District, next to the gas station</p> |   | 01025029995 For complaints: 01065422233/ 01068858813 |
| <div style="display: flex; justify-content: center; align-items: center;">  <div style="margin-left: 10px;"> Sunday – Thursday 9:00 AM – 5:00 PM </div> </div> | | | |

Education



Catholic Relief Services

UNHCR provides educational grants through Catholic Relief Services, which help fund education opportunities in Egypt in public, private, and community schools. In addition, a variety of educational activities are offered, such as Arabic and English language classes, homework support programs, and vocational training.



| | | | |
|--|---|--|---|
| | <p>Maadi 3, Street 106, Hadayek El Maadi (Metro: Hadayek El Maadi)</p> | | <p>Education hotline: 01030499923 / 01285003114 Complaints: 01000564747 Educational counseling: 01069341111</p> |
| | | <p>Sunday – Thursday 9:00 AM – 5:00 PM</p> | |

StARS

StARS provides a range of educational programs, including preschool, primary, and secondary education using the Sudanese curriculum in English, along with a variety of skills courses, including different levels of English and Arabic, as well as information technology, for adult refugees and vulnerable migrants. In addition, several vocational courses are available for adults, including sewing, handicrafts, and henna.



| | | | |
|--|--|--|--|
| | <p>Downtown 38, 26 July street, Isaaf square, Metro station: Nasser</p> | | <p>Basic education: 01033315544 Adult education: 01120559957</p> |
| | | <p>Sunday – Thursday 9:00 AM – 5:00 PM</p> | |

Cash Assistance



UNHCR provides cash assistance to the most vulnerable refugees and asylum seekers for a pre-defined period of time. For more information about the programme, or for complaints, inquiries about authorization, and cash appeal requests, please contact the UNHCR Infoline.



0231330000

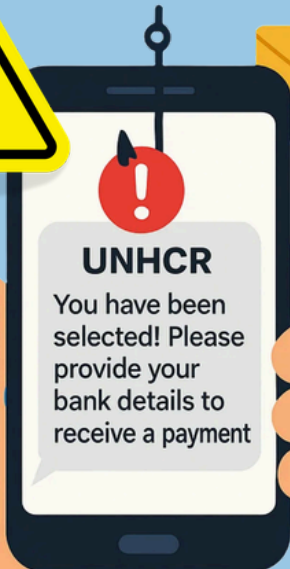


Sunday–Wednesday: 8:15 AM – 3:30 PM
Thursday: 8:15 AM – 2:00 PM



BE CAREFUL WITH **FALSE PROMISES** ON SOCIAL MEDIA!

Scammers offer fake services or aid on social media, asking for payment or personal details



UNHCR only offers assistance through official channels and **never charges for its services**

Complementary Pathways

Complementary pathways are safe avenues that complement resettlement by which refugees may be admitted to a country and have their international protection needs met while they support themselves to potentially reach a sustainable solution.

Complementary Pathway opportunities include:



Family Reunification



Education Pathways



Labour Mobility Pathways



Private Sponsorship Pathways

To know more about Complementary pathways and how to apply for different opportunities, please visit our Help website:

help.unhcr.org/egypt/en/durable-solutions/complementary-pathways

Or scan this QR code with your mobile camera



UN Partner Organizations



World Food Programme (WFP)



Provides food vouchers to the most vulnerable refugees registered with UNHCR. It also offers vocational training to improve livelihoods and create opportunities for refugees, internally displaced persons, and the host community (the Egyptian community).

| | | | |
|--|----------------|--|--|
| | Hotline: 17240 | | Sunday – Thursday 9:00 AM – 3:00 PM |
|--|----------------|--|--|

International Organization for Migration (IOM)



Manages a Resettlement Support Center that processes applications free of charge for the U.S. Refugee Admissions Program in fifteen countries across the Middle East and North Africa region. You can contact the Resettlement Support Center through:

www.jordan.iom.int/refinfo or the hotline: **19472**, or by email at: ic@iom.int

In addition, the organization aims to enhance the well-being and protection of vulnerable migrants in Egypt by providing case-by-case assistance to victims of human trafficking, survivors of gender-based violence, and other vulnerable groups, including:

- Asylum seekers awaiting registration appointments with UNHCR (holders of the white certificate).
- Migrants who do not intend to register with UNHCR, or whose UNHCR cases have been closed, and who have been living in Egypt for at least six months.

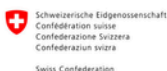
It provides two types of services:

1. **Cash Assistance:** Based on a case assessment, including: socioeconomic support, housing, livelihoods, legal assistance, education, mental health and psychosocial support, non-food items, and medical assistance.

2. **Voluntary Return and Reintegration Assistance:** IOM provides administrative and logistical support, including reintegration assistance, to migrants, who are not registered with UNHCR, who decide to voluntarily return to their country of origin. This assistance cannot be provided to those wishing to return to countries considered unsafe.

| | | | |
|---|--|--|---|
| | Migrant Assistance and Protection Hotline: 010032046064 | | Sunday – Thursday 9:00 AM – 12:00 Noon |
| | Registration with IOM: 010033398239 | | Sunday – Wednesday 1:00 PM – 3:00 PM |
| For inquiries: egyptmpainquiries@iom.int | | | |
| Reporting suspected fraud: egyptmpafraud@iom.int | | | |

Donors Supporting UNHCR Activities



UNHCR Egypt is also grateful for the support of donors from: Australia, Germany, Italy, Japan, the Republic of Korea, Spain, and Sweden.

Thank you to all donor countries and organizations for their generous contributions.

All UNHCR Services are Free!



All services offered by UNHCR and its partners such as registration, refugee status determination, resettlement and assistance, etc... are

FREE OF CHARGE

If you are approached by anyone seeking money or anything else in exchange for UNHCR services, or you have paid for UNHCR services, you should report the incident immediately.