



ANNOUNCEMENT

Please be informed that:

- UNHCR Reception Center is **closed from 16 – 18 August 2023** due to internal agenda and National Holiday.
- Reception Center is open again on **Monday, 21 August 2023**.
- UNHCR and partners can still be contacted via the following channels:
 - KOBO (online inquiry/appointment request) : [unh.cr/62c2a30b5](https://unhcr.org/62c2a30b5)
 - UNHCR Email address for document submission : insja@unhcr.org
 - UNHCR Legal Protection Hotline : 0811 9840 643
 - CWS Hotline (Health Emergency) : 0811 8161 511
 - CRS Hotline (GBV) : 0811 9670 250
 - CRS Hotline (Socio Economic Assistance) : 0811 1499 871

*** Please note that Hotline phone numbers are reserved solely for the designated purpose and are not a case inquiry channel.**

- Please continue to access information on the following platforms:
 - UNHCR Indonesia website : <http://www.unhcr.org/id/en>
 - UNHCR Help website : <http://help.unhcr.org/indonesia/>
 - Turn.IO (WhatsApp Chatbot) : +62 2150 889 670
- **All services provided by UNHCR and partners are free of charge.** If you have witnessed fraud or corruption, or if you have been asked for money or anything else in exchange for UNHCR services, please report to:
 - UNHCR staff, or UNHCR partner
 - Email: PSEA-Indonesia@unhcr.org
 - PSEA: +62 811 1902 363
 - UNHCR Inspector General's Office: inspector@unhcr.org, +41227398844
 - www.unhcr.org/php/complaints.php

UNHCR Indonesia
15 August 2023