

UNHCR Helpline - 064008000

Interactive Voice Response Menu

1



Dial the number
06 400 8000



Welcome message



For Arabic, Press 1

For English, Press 2

For Somali, Press 3

2



If you are registered with
UNHCR and have a
file number, press 1



For services menu,
press 1



services menu



To report an emergency,
fraud case or misconduct
of a UNHCR or staff of its
partners press 2



You will be
transferred to
an agent to help you



For new registration, Press 2



You will be transferred to an agent to help you



Service Menu



Entry of File Number

Entry of Year of Birth and
First Year of Arrival to
Jordan for the focal point

- 1** Protection
- 2** Cash assistance
- 3** Registration
- 4** RSD and RST
- 5** Health
- 6** Other Services



Protection Menu

- 1** Detention or Deportation
- 2** Threats of Eviction
- 3** Special Consideration
- 4** Repatriation
- 5** Physical harm, or other protection matters

RSD and RST Menu

- 1** RSD
- 2** RST



Registration Menu

- 1** Schedule an appointment with the Registration department.
- 2** General registration services.
- 3** Issues related to phone numbers.

Other Services Menu

- 1** Education
- 2** Community Based Protection
- 3** Livelihoods
- 4** WFP