

UNHCR TT REGISTRATION PROCESS

FREQUENTLY ASKED QUESTIONS

Who is a refugee?

A refugee is a person who has been forced to flee from their country because of armed conflict or violence, or because of persecution owing to their race, religion, nationality, political opinion or belonging to a particular social group. A refugee has a well-founded fear of persecution and because of such fear, cannot return home or is afraid to do so because they may not benefit from their country's protection

Who is an asylum-seeker?

Asylum-seekers are people who have expressed a fear of returning to their country of origin and their request for protection has not yet been processed by the relevant authority. Any foreign national or stateless person in Trinidad and Tobago may seek asylum regardless of their age, sex, gender, nationality, country of origin, race, religion or political opinion. Children also have a right to seek asylum, even if they do not have a legal representative or guardian to do it on their behalf. For more information on the asylum process in Trinidad and Tobago, please visit <https://help.unhcr.org/trinidadandtobago/>

Why is UNHCR updating its registration procedures?

We are updating our process in order to be more efficient and up-to-date with the best practices across the agency. We have listened to feedback from all our stakeholders, including asylum-seekers and refugees who are under our protection; Government agencies in Trinidad and Tobago; and business places. Our new process also ensures a more rigorous and comprehensive assessment to verify asylum, to prevent fraud, misconduct and misrepresentation. Our new UNHCR ID cards, which will be distributed over the course of the year to all asylum-seekers and refugees registered with UNHCR, also have enhanced safety and security features that can be easily verified by the authorities, and are more durable than paper certificates.

How will this update affect me?

Everyone who is pre-registered and registered with UNHCR as an asylum-seeker or refugee in Trinidad and Tobago will receive a new UNHCR ID card. However, it will take time. The new registration and card distribution process will take place in phases.

Phase 1: Only those already scheduled for a registration interview

Phase 2: Only those who have expired UNHCR ID cards

Phase 3: Only those who have UNHCR certificates issued between November 2020 - December 2021

Phase 4: All new asylum-seekers, starting with those who were issued UNHCR certificates from January 2022 onwards

Please ensure UNHCR has your most recent contact information, so you don't miss any important updates.

I have an expired UNHCR ID card. When can I get it renewed?

You will be able to renew your UNHCR ID Card during Phase 2. Verification of your information will be done via phone call and then you will receive an appointment to collect your ID Card. If you have changed your phone number, please send us your updated contact as soon as possible via email: ttoporeg@unhcr.org

I have a UNHCR certificate. Will I be able to get a UNHCR ID?

Everyone who has a UNHCR certificate will eventually get a UNHCR ID Card, but only during Phase 3 and Phase 4. This will begin later in the year. Your UNHCR certificate will be valid for 2 years. You will still be able to access services provided by UNHCR and our partners. Your asylum claim will not be affected if you hold a UNHCR certificate instead of a UNHCR ID card – you will still be entitled to your right to international protection, including your right not to be returned to your country of origin because of a well-founded fear of persecution.

I received a UNHCR certificate but was never registered. What happens now?

The same process will apply. Anyone who has a UNHCR certificate will be interviewed during Phase 3 and Phase 4 to be registered and receive a UNHCR ID card.

Who is not able to be registered with UNHCR?

The registration process is rigorous. We work diligently to ensure all claims for asylum are valid and the information presented to us is accurate. This is why we request that when you come to your interview, you bring with you any documentation that may support your claim. If we find that your claim does not meet our strict criteria, you will not be registered with UNHCR as an asylum-seeker or refugee.

What is Verify Plus?

Verify plus is a mobile app that allows users to check the authenticity of documents issued by UNHCR to refugees and asylum-seekers. It is intended for use by law enforcement officials and key strategic partners, as a more efficient way to verify cardholder information and reduce claims of fraudulent documentation. Your new UNHCR ID cards will have a QR code that can be scanned with a cellphone camera, taking the app user to a secure UNHCR database with relevant biographical information.

Will the police be able to access all my personal information?

App users who scan the QR code will be able to see the cardholder's full name, sex, nationality and unique UNHCR registration group number, as well as specific details about the card, including issue and expiration dates. Phone numbers, addresses and other personal information will not be accessible. Verify plus is an added level of security to let police and other authorities know the UNHCR ID card is not fake.

What should I do if I lose my UNHCR ID card or certificate?

If you lose your UNHCR certificate, please call or send a message via WhatsApp to Living Water Community on +1-868-329-0734. If you have lost your UNHCR ID card, please send an email to UNHCR at ttoporeg@unhcr.org. It is important that you inform us that you have lost your documentation as soon as possible so we can replace it expeditiously.

Do I have to pay for a UNHCR ID card or certificate?

All services provided by UNHCR and its partners are free of charge, including UNHCR ID cards and certificates. If you are asked to pay for any UNHCR service, please inform us by sending an email to ttopofdb@unhcr.org

What rights do I have as a UNHCR cardholder?

As refugees and asylum-seekers, you have the right to:

- Seek asylum
- Request assistance
- Be interviewed in a language you understand
- Specify the preferred sex of your interviewer or interpreter
- Confidentiality in UNHCR's asylum procedure
- Consent to UNHCR sharing personal information with partner organisations or with the Government of Trinidad and Tobago
- Free asylum procedure
- Non-discrimination
- Not to be returned to your country of origin
- Receive an identification document confirming your status as an asylum-seeker or refugee

What are my obligations as a refugee or asylum-seeker?

Even though you have a right to international protection if you have a well-founded fear of persecution in your country of origin, as a refugee/asylum-seeker who holds a UNHCR ID document, you must make sure you comply with certain rules:

- Respect the laws of Trinidad and Tobago, or risk facing charges, arrest or fines
- Follow the immigration procedures established by the Government of Trinidad and Tobago
- Cooperate and provide complete and truthful information to authorities and UNHCR
- Carry your UNHCR identification document with you at all times (UNHCR certificate, appointment slip or UNHCR card)
- Ensure UNHCR documentation is valid, and renew all expired documentation as soon as possible
- Notify UNHCR about any change in contact details including address, phone number or email address as well as any departure or planned imminent departure from Trinidad and Tobago

FOR EMERGENCIES, INCLUDING IF YOUR CARD IS LOST, STOLEN OR CONFISCATED, PLEASE CALL OUR HOTLINE: 610-POCS (7627)

**UNHCR, The UN Refugee Agency,
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