

# 4



## ! IMPORTANT NOTICE !



**UNHCR**

The UN Refugee Agency  
BM Mülteci Örgütü

المفوضية السامية للأمم  
المتحدة لشؤون اللاجئين

### What happens if I/my family obtain an appointment but for some reason we cannot show up to the appointment?

In this case, please make sure that the head of household or his/her spouse or an adult dependent approaches the center to book a new appointment as soon as possible. You can book a maximum of three appointments; if you fail to show up to all three your access to rights and services may be restricted. Please attend your verification at the appointed date and verify your registration.

### What happens if one or more of my family members cannot show up to the appointment but the rest of us can?

In this case, the individual(s) who were not able to show up should book another appointment. The maximum number of appointments that a person can book is three. If he/she does not show up to all three of these appointments, then his/her access to rights and services may be restricted.

### What if I or one of my family members has a vulnerability such as a disability or medical condition that does not allow us to come to the verification center?

If this is the case, approach the center identified for your province and explain your situation to them; they will then advise you accordingly. Bring with you any supporting documents that will help your case such as medical reports from the Turkish doctor/hospital or a disability card from the Syrian authorities. If no one from your family is able to commute to the center to obtain an appointment, please inform the officials who will conduct the verification of your case and you will be referred to DGMM through them.

### What is the difference between verification and the ESSN project (Kizilay cash card)?

Verification and the ESSN are separate projects. The ESSN is the Emergency Social Safety Net programme; it is implemented in partnership by the UN World Food Programme (WFP), the Turkish Red Crescent (TRC) and Turkish Ministry of Family and Social Policies (MoFSP). It delivers cash assistance to vulnerable people of concern under temporary protection or other forms of international protection living outside of camps across Turkey. Assistance is delivered monthly to each family that is found eligible through the Kizilay card.

### Will I receive the Kizilay cash card when I complete verification?

As outlined above, verification aims to update the information taken from you during your initial registration. Being verified is a responsibility which you must fulfil. Verification does not automatically make you eligible for the Kizilay cash card nor start the application for you. You will need to apply for the Kizilay cash card separately.

For more information on the Kizilay cash card, call the Kizilay call center at 168.

### Verification is free of charge.

No one should ask you for payment at any point during the verification process, from the time you schedule an appointment to the conclusion of your interview.

Do not trust anyone who claims to be able to get you an expedited appointment for verification. Follow the methods listed here to obtain your appointment.

If you face any problem or abuse or mistreatment at the verification center, please note that there are complaint boxes in these centers and all complaints are reviewed.

## !!!ATTENTION!!!

You must be verified to continue benefiting from services and assistance in Turkey. This includes:

- Accommodation
- Education
- Healthcare
- Social assistance
- Employment
- And other public services

### I WOULD LIKE MORE INFORMATION, WHAT DO I DO?

Visit [www.goc.gov.tr](http://www.goc.gov.tr) | <http://help.unhcr.org/turkey>

Visit [www.facebook.com/gocidaresi](https://www.facebook.com/gocidaresi)  
[www.facebook.com/TURKEYUNHCR](https://www.facebook.com/TURKEYUNHCR)

Call DGMM call center at 157

## INFORMATION ON VERIFICATION OF SYRIAN NATIONALS UNDER TEMPORARY PROTECTION IN TURKEY

This verification exercise is conducted by the Directorate General of Migration Management and coordinated through the Provincial Directorates of Migration Management (the organization at the provincial level). It is being supported by the United Nations High Commissioner for Refugees (UNHCR).

# 1



## What is verification and why is my data being verified?

Verification is a process through which DGMM can update the data taken about you and your family during your initial registration with DGMM; it is also an opportunity for you to be given updated and useful information on the services and assistance that you're entitled to in Turkey as a Syrian national holding temporary protection status.

Since your registration you may have had changes like new birth, death, marriage, departure from Turkey, or a change of address and contact information. This is a good chance for you to ensure that this information is updated. DGMM is conducting this now to identify your needs and provide services (including education, healthcare, employment and assistance) accordingly.

## Why should I take part in the verification and what happens if I don't?

Taking part is a responsibility that you need to fulfill in order for you and your family to continue to have access to services and assistance extended by our country (Turkey). If you do not participate, DGMM may consider that you have left Turkey and will inactivate your temporary protection status. This will put you in an illegal status and bar your access to rights, services and the available assistance.

You will receive a new temporary protection identity card (Kimlik) after your verification has been completed.

## Who will have access to the information in my file?

The data is protected pursuant to the Turkish law on the protection of personal data.

## Who should come to this verification exercise?

Verification covers Syrians living in Turkey under temporary protection who were registered on or before 31 December 2016; this means all Syrians who have already been registered with DGMM and have a temporary protection identity card (Kimlik) from before that date. However, not all Syrians are expected to come forward at the same time. The project will roll out in phases so only Syrians who are residing and/or registered in the provinces mentioned here should come forward at this point.

## Will I be resettled to a third country if I am verified?

Completing the verification process is not linked to resettlement to a third country. The verification exercise will facilitate the identification of persons with special needs, persons with vulnerabilities, and the needs of families.

# 2



**What if I am an asylum-seeker or refugee under international protection in Turkey and I am not Syrian, do I still have to participate in the verification exercise?** No.

**What if I am a Syrian but I am not registered with the Turkish Government, or I have only completed my pre-registration procedure with the Turkish Government at this point, do I still have to participate in the verification exercise?** No.

**What if I am not a Syrian national but I am a refugee, stateless person or Palestinian from Syria who has been granted temporary protection status by DGMM, do I have to participate in this exercise?** Yes.

## What if I am a Syrian under temporary protection married to a non-Syrian?

Mixed families of Syrian and non-Syrian individuals are part of the verification exercise and should come forward. (For example, a non-Syrian man married to a registered Syrian woman, a non-Syrian woman married to a registered Syrian man, a non-Syrian woman widow/divorcee with registered Syrian children).

## Where and when will the verification start?

The verification exercise will take place at different times in different provinces in Turkey. Once verification begins in your province, you will be informed by the relevant authorities. If you live in a province where verification has begun and you have not verified your registration, please book an appointment for verification as soon as possible through one of the ways listed here. You can have the verification interview at the verification center nearest to your place of residence.

## How can I book an appointment for verification?

There are three ways to book an appointment: (1) You can book online at <https://e-randevu.goc.gov.tr>, (2) You can book by calling the call center at 157, (3) If you were not able to book an appointment in either of the previous ways, you can approach the verification center nearest to your place of residence. We encourage you to avoid booking your appointment by approaching the verification center due to the crowd and long waiting hours that you may experience.

As an exception, due to technical difficulties, those holding a Kimlik starting with 98 are recommended to approach their nearest verification center.

# 3



## How can I book an appointment for myself/my family?

It is sufficient for the head of the household or his/her spouse or an adult dependent to book an appointment through the three ways mentioned above. Do not send your children, a friend, or a relative to book an appointment on your behalf.

## Do I book an appointment for verification in the city that I was registered in or residing in at the moment?

If you have moved from the city where you were registered, you can be verified in your new location; you do not need to go back to the city that you were registered in. During verification, make sure you provide your new address. If you have any form of proof of address, such as a rental contract or lease; electricity, water, gas bills; or address statement form from mukhtars, take it with you to confirm your new address.

Make sure you bring all your supporting documents and official ID like your passport, national ID, Turkish temporary protection ID card (Kimlik), driver's license, etc.

## What happens if I/my family do not obtain an appointment for verification?

Booking an appointment helps to ensure that the process at the verification center goes smoothly for you and your family. Only a fixed number of people can be verified at each center each day. If you show up without an appointment, it will not be possible to verify you that day and you'll have to return to the center another day.

Save yourself time by booking an appointment beforehand, and come on the appointed date with all your family members. If you do not book an appointment, DGMM may consider that you have left Turkey and will inactivate your temporary protection status. This will put you in an illegal status and bar your access to rights, services and the available assistance.