

## HELPLINE AND REFERRALS

### STANDARD OPERATING PROCEDURE

Approved ( 6<sup>th</sup> March 2017 ) Version 2

#### BACKGROUND:

UNHCR and other humanitarian agencies operate telephone helplines in order to assist beneficiaries with general questions and problems, as well as to receive feedback and complaints regarding service provision. In the context of the Common Cash Facility, beneficiaries may contact the UNHCR helpline first in order to seek assistance. Partner agency helplines may also need to refer cases to UNHCR. The process below is intended to define the referral mechanisms and standardized processes.

#### PROCESS:

1. UNHCR's helpline (064008000) is the primary contact for registered POCs in Jordan. It operates from Sunday to Thursday from 8:00 am to 4:00 pm. Fourteen (14) agents answer an average of 1400 calls a day.
2. It is recommended, but not required, that CCF partners have a helpline. It is required that each CCF partner identify a focal person to assist their beneficiaries with bank or agency issues.
3. The CCF Steering Committee will exchange helpline numbers, working hours and focal point contact information through a **created Helpline Contact List**.
4. The screen at the ATM cash machines, along with posters and brochures only indicate the hotline number of UNHCR, thus, UNHCR will be in many cases the first point of contact for beneficiaries.
5. Upon joining the CCF, partners can decide upon a referral mechanism with UNHCR Helpline and select one of the following options on how UNHCR should handle requests from CCF partners' beneficiaries:
  - a. Initial troubleshooting by UNHCR helpline for issues with eye cloud, registration, iris quality, etc..For other issues UNHCR Helpline will refer to agency Helpline or focal point (e.g. change to ATM card, eligibility, information on project, bank account technical problems etc.)
  - b. Immediate referral to partner helpline, with no involvement of UNHCR Helpline
6. If Option A: CCF partners fill out a CCF Helpline FAQ document to promote consistency in information to the beneficiaries. These FAQs shall be updated regularly
7. If CCF partners receive calls from beneficiaries that need to be referred to UNHCR (e. g. technical iris issue, change of cash collector), they will advise the beneficiary to call the UNHCR helpline with instructions on what to say to operators.
8. As only UNHCR can look into the backend of the iris transactions from the EyeCloud Host Server, CCF partners may rely on UNHCR's information regarding technical issues with the iris scanning.
9. CCF partners will direct their questions to the UNHCR Helpline e-mail address [JORAMHLC@unhcr.org](mailto:JORAMHLC@unhcr.org). Questions for the Cash Team should be sent to [JORAMCCF@unhcr.org](mailto:JORAMCCF@unhcr.org) The UNHCR Cash Team will reply to these requests within 24 hours.
10. CCF partners will include selected UNHCR staff on their SMS messaging to beneficiaries regarding cash disbursements (see list below). CCF Partners will provide an update to UNHCR (and partners?) on important information and developments (e. g. release of winterization or other one-time large cash disbursement, technical issues at the bank etc.).

- Salem Sweis:0798175804
- Haneen Abu Sunbul:0796547728
- Murad Abu Leil: 0799982252
- Ghadeer Shtaiwi : 0795433011
- Omar Balkar: 0796888982
- Lateefa Suliman: 0796979712
- Huda Sweidan : 0797945639

11. CCF partners sending SMS to their beneficiaries should either include their helpline number or UNHCR's – depending on the agreed referral mechanism. In the latter case, CCF partner must inform UNHCR HelpLine about the sent SMS so that helpline agents are prepared to handle beneficiaries' phone calls.
12. For technical problems and issues with the bank, CCF partners will contact CAB's focal points Rawan Habahbeh ([Rawan.Habahbeh@CAB.Jo](mailto:Rawan.Habahbeh@CAB.Jo)) or Dojanah Jaafreh ([Dojanah.Jaafreh@CAB.Jo](mailto:Dojanah.Jaafreh@CAB.Jo)) and Renad Bawalsa [Renad.Bawalsa@CAB.Jo](mailto:Renad.Bawalsa@CAB.Jo)
13. Quarterly meetings for HelpLine staff of all CCF partners will be held in order to update CCF FAQs and exchange common challenges and solutions. It is recommended that CCF partners organize combined regular training for all agencies' helpline staff.
14. UNHCR has created a sub-category to their internal ticketing system that identifies a caller as a cash beneficiary of a CCF partner agency. Upon request, UNHCR will create a weekly or monthly report indicating the case number, reason for call and response/referral and send to requesting CCF partner agency.
15. CCF Partners should send their focal points or hotline staff to sit in with UNHCR HelpLine operators for orientation/training. In addition, CCF Partners are encouraged to send their staff to sit in the HelpLine call center on a regular basis to respond to their beneficiary calls during disbursement times.

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