

## DESIGNATION OF CASH COLLECTOR

### STANDARD OPERATING PROCEDURE

Approved April 2017 Version 2

#### BACKGROUND:

The Cash Collector is the person designated to collect cash assistance on behalf of the case. The cash collector is identified by his/her unique UNHCR Individual ID # and Personal Iris # which are assigned at the time of initial registration. These unique numbers are uploaded in the Eye Cloud as authentication criteria, and are identified and validated through an iris scan. By default, the Cash Collector is always the Primary Applicant (PA) of the case unless otherwise registered with UNHCR. In some cases the designated Cash Collectors are not able to collect the cash (i.e. mobility, travel, detention, iris issues). In these instances, the members of the case file may request the designation of a new Cash Collector from the same case file composition. The newly designated 'Cash Collector', after being processed at UNHCR, will have his/her individual ID and Personal Iris # uploaded to the Eye Cloud without further enrolment.

#### PROCESS:

1. The default Cash Collector is the Principle Applicant (PA) for each case.
2. Only UNHCR has the authority to change designation of Cash Collector.
3. In order to change the Cash Collector within a case/file (family) unit, beneficiary must do the following:
  - Present themselves at UNHCR Helpdesk, Reception or Registration and have the following criteria:
    - Age between 18 and 69 years
    - Valid Iris in the Registration database
    - No health issues affecting the iris scan or access to ATM machine
    - Ability and willingness to collect the cash
  - If available, PA should be present. If the PA is not available, the case needs to present documentation to avoid abuse of the system:
    - Documentary evidence such as hospital report, police report, immigration documentation, etc.
    - Consent form must be signed by both or minimum new Cash Collector with documentation as to why PA cannot be present.
4. If CCF partner identifies beneficiaries who have not withdrawn cash, CCF partner will make efforts to contact the case. If CCF partner agency determines that a new Cash Collector is required – CCF partner will advise beneficiary to call UNHCR HelpLine. HelpLine will create an internal ticket which states the need for a) simple change of Cash Collector, b) a change of PA or c) need to enrol/re-enrol iris
  - a. If a simple Cash Collector change is needed, beneficiaries are advised to follow steps above (Step 3)
  - b. If change of PA is necessary because of a permanent change to family composition, the beneficiary must approach a HelpDesk to make an appointment with Registration
  - c. If CCF partners identify a need for a re-enrolment (poor quality scan, no scan, one eye) then CCF partner should advise beneficiary to contact helpline for re-enrolment procedures.

HelpLine will instruct the case when to go to HelpDesk, Reception or Registration.

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