

HUMANITARIAN CASH ASSISTANCE



UNHCR
The UN Refugee Agency

Who can receive cash assistance from UNHCR or its partners?

Most forms of assistance (including cash) cannot be provided to everyone on an ongoing basis.

UNHCR and partners are only able to provide cash assistance to a limited number of refugees. The assistance is given only to those found to be most in need. You will be notified through SMS if you have been identified as eligible for cash assistance.

The cash assistance provided is time bound and in order to help a refugee cope with his/her vulnerability at a particular point in time.

At the end of the assistance duration UNHCR and partners may support you to access other available services like livelihood



Who are those most in need and receiving this type of assistance?

Those found to be most in need are refugees who have severe challenges in their daily ability to support themselves and their families financially in order to meet their basic needs in Egypt.

Only a small number of families, determined to be most in need will receive this assistance for a specific period of time and subject to further assessments.

I am not registered with UNHCR. Will I be able to receive cash assistance?

To be assessed for eligibility of UNHCR cash assistance you have to register yourself and your family with UNHCR in Egypt. To know how and where to register, please see contact details at the end of this Q&A

You and your family will be eligible only if you are found to be most in need according to the conditions defined by UNHCR and its partners.

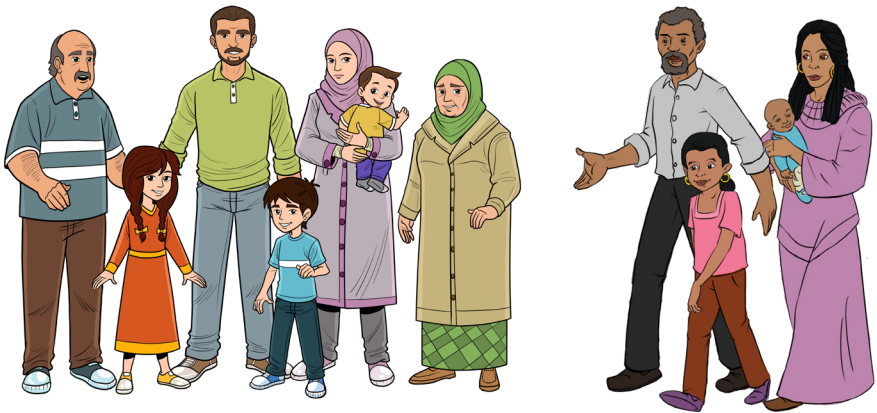
What are the conditions to be selected for cash assistance?

When determining who is found to be eligible for cash assistance, UNHCR and partners will consider your capacity to support your family and yourself

Unfortunately, UNHCR and partners cannot provide you and your family with information regarding the conditions for selection for many reasons. The conditions are not permanent rules. They change according to the living situation of each individual and family and depending on their needs.

The cash assistance is limited only for those identified to be the most in need.

⊗ Please do not trust anyone who claims to be able to directly add you to the list of beneficiaries or claims to know the reasons of prioritization of cases. UNHCR and partners are working to ensure that the right families which are most in need are selected for cash assistance.



How do I know if I am eligible for cash assistance?

UNHCR uses multiple sources of information to determine eligibility to cash assistance which may also include conducting an interview at your home or at Caritas Offices either in Nasr City, 6 October, Alexandria or Damietta. You will be informed in advance of the location and time of the interview. During the interview, Caritas will complete a questionnaire with you.

Where will the interview take place?

The majority of interviews will take place at your homes while some will be conducted at Caritas premises either in Nasr City, 6 October, Alexandria or Damietta.

Families will be informed in advance of the location and time of interview.



What will happen during the interview?

If your interview is conducted at your home, Caritas will schedule an appointment with you. A team of two staff members from Caritas will approach your home and complete the interview with you and any other members of your family.

If your interview will be conducted at Caritas premises, you will be granted an appointment to approach Caritas Offices. Once you arrive at Caritas, a data collector will direct you to an interview room. During the interview, a questionnaire will be filled out with you.

The data collectors all carry official IDs from Caritas. In this way you will be able to recognise them.

How long will the interview take?

 The interview will take around one hour, depending on the family size.

How do I get an appointment?

A staff member of Caritas will contact you by phone to give you an appointment. You do not have to approach UNHCR or Caritas office to book an appointment.



How do I prepare?

1. Please make sure your updated mobile number is known to UNHCR.
2. Furthermore, please have your UNHCR identification documents for all family members ready.
3. You will be asked to show any documentation you may have, such as rental agreements, bills (electricity and gas), medical reports, etc.
4. You will be asked to allow data collectors to view different areas of your place of residence.

Who should attend the interview?

The people taking main decisions in the family, as well as the people responsible for preparing food should be present.

If other members of the family are interested in participating, they are welcome to do so. Please remember to ensure the documents listed above are available for all family members.

Why do I need to do this?

You are not obliged to participate but you are strongly advised to do so if you wish to be considered for cash assistance.

Will non-registered families be interviewed?

Non-registered families will not be included in these interviews.

Those who are not registered can contact UNHCR's Helpline 02 2728 5699 and book a registration appointment.



Who will be prioritised?

UNHCR will prioritise the most vulnerable individuals and families for the interviews and home visits. You can also directly contact Caritas for an appointment.

Due to the large number of people requesting support, please book an appointment with Caritas before going to their Offices.

Caritas may not have room to serve you if you approach their offices without an appointment. You may be turned away if you approach Caritas without an appointment.

I cannot make it to the assigned appointment. Can I reschedule it?

Yes. If you need to reschedule your appointment, please inform Caritas in your area with at least two days advance notice. You can reschedule by calling these phone numbers:

☎ **Alexandria:** 011 5189 0999

☎ **Damietta:** 010 1668 4787

☎ **Greater Cairo and other governorates:** 012 8806 4703, 011 2988 0899

Please note that these numbers are for rescheduling only. If Caritas is not informed of a cancellation in advance, there will be delays and you may not be contacted until the following month.

What will happen after the interview?

UNHCR collects information from all interviews conducted in an electronic database. This information will then be analysed and each family assigned a score which will be used in addition to other information on UNHCR database to select beneficiaries.

What should I do if the interviewer / data collector is culturally insensitive?

Please contact Caritas with your concerns. If you can, ensure to provide the name of the data collector/interviewer with whom you have concerns.

What should I do if the interviewer/data collector asks for money or favours in exchange for adding me on cash assistance?

✘ UNHCR services are free of charge. Do not pay for the interview and report the incident to UNHCR or CARITAS immediately.

I was not contacted by Caritas for an interview, what should I do to schedule an appointment?

Please contact Caritas to discuss your concerns with a counsellor.

How do I know how much I should receive?

UNHCR will send you an SMS with your cash assistance amount.

The cash assistance provided by UNHCR starts from a minimum of EGP 600 to a maximum of EGP 3,000.

The money provided is too little?

The amount of cash assistance provided is based on available funding.

Why has my cash assistance increased / decreased?

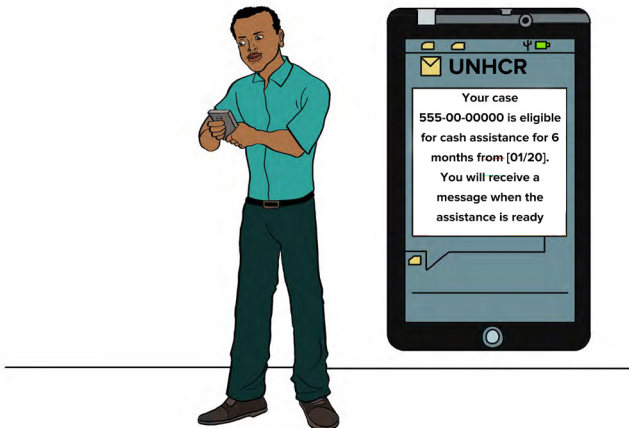
UNHCR provides cash assistance based on a scale that takes your family composition into consideration. The amount you get may change due to changes in your family composition and available funding.

How long will I receive cash assistance period?

The duration of cash assistance ranges from 6 to 12 months and could be renewed based on continued vulnerability. UNHCR will send a text message (sms) to your phone indicating the duration of your cash assistance.

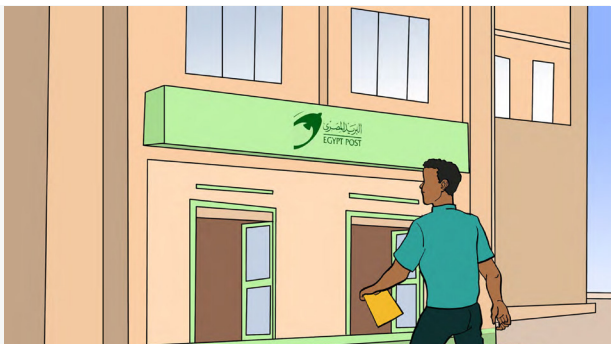
How do I know when my assistance will end?

UNHCR will send you an SMS with your cash assistance duration. If your assistance is stopped and you did not receive a text message, please contact Caritas.



Where do I collect the money?

You can collect your humanitarian cash assistance at any post office in Egypt



What are the procedures at the post office?

You may be asked to either



Present your UNHCR identity card at the cashier at the post office. The post office will review your photo, case number and name. If this is correct you will receive the cash assistance. The procedure is the same at all post offices;

OR



Scan your Iris on the iris scanners at the post office. If your iris scan matches with UNHCR records, You will receive the cash assistance.

I went to the Post Office and my name was not on the list, even though I have received an SMS.

Please contact Caritas with your concerns. A counsellor will discuss your concerns with you and advise you.

Who should collect the money?

The head of family receives on behalf of the family. Unless, the head of family decides to delegate another member of the family /individual to receive funds on behalf of the family. The head of family is determined by your family.

Who should I share the money with?

The cash assistance disbursed by UNHCR is intended for the entire family.

The fact that it is in the name of a particular member of the family does not mean that it is for this individual's personal use.

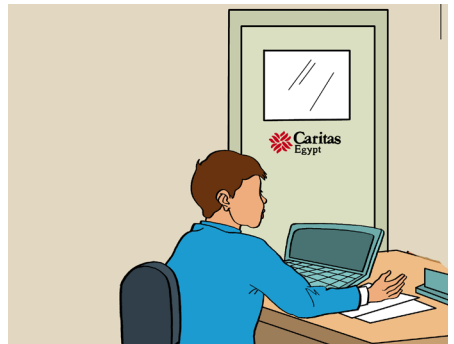
I want my family member [child, sibling, spouse] to collect the assistance money on my behalf

Step 1



Please contact UNHCR helpline

OR



approach Caritas to report the issue they will take you through the process

Step 2

You will be expected to fill out a standard form that indicates your approval to nominate someone else to receive your cash assistance. The procedures are set out to safeguard your entitlements. Your cooperation is needed.



What should I do if I disagree with the head of family on the distribution of the money?

UNHCR does not interfere in family conflicts/disagreements to determine who the head of family is and who collects the cash assistance on your behalf. We encourage you to engage together as a family and try to seek a solution to this disagreement.

What should I do if our family composition has changed?

Please notify UNHCR of this change in family composition. You will be redirected to book a registration appointment to make sure the right composition of your family is rightly reflected on UNHCR database

I am not receiving the SMS for cash assistance, I go to the Post Office and find my name on the list.

Please make sure that all contact information are updated with UNHCR and contact UNHCR helpline if you have any questions regarding the collection period.

I missed the collection period. Can UNHCR still send me the money?

No. Cash assistance is available at the post office for 15 days. Please make sure you collect the cash assistance on time. At the end of the collection period UNHCR reclaims the cash assistance.

Who do I contact if I face other problems collecting my cash assistance?

Please call UNHCR helpline on 02 2728 5699. You will be directed on how to resolve the problems.

What do I do if I face a security threat / risk to my safety while collecting assistance?

Please report the situation to UNHCR helpline on 02 2728 5699.

The cash collector I nominated refuses to give me the money. What should I do?

You can submit a request to cancel/revoke your nomination of an alternative collector to Caritas. Your application will be reviewed and a decision made on your request.

What happens if I do not collect the cash assistance?

Each month you fail to collect the cash assistance, you may be contacted over your phone by UNHCR or a partner and asked to indicate if you are facing any problems receiving the assistance.

If you do not collect the cash assistance for three consecutive months, your case will be removed from the cash list and another vulnerable family added in your place.

Please make sure to contact UNHCR or Caritas where you face any situations that prevent you from collecting your cash assistance.

I have received a phone call from an organization asking questions about my cash assistance. Is this normal? Should I provide respond and feedback?

Yes. Every three months in a year, UNHCR randomly selects groups of refugees on cash assistance to collect views about the cash assistance program.

Please be open in your responses as they help UNHCR and Partners improve services offered to refugees. The survey does not affect your eligibility to receive cash assistance. However, refusal to participate in the survey may result in your assistance being discontinued.

How do I know that the person contacting me works for UNHCR or one of its partners?

First, a text message will be sent to your phone by UNHCR informing you of your selection to participate in the survey. You will then be contacted over your phone by UNHCR or a partner to provide your views on the cash process and program.



I was removed from the cash assistance list and I don't know why. What should I do?

If you have strong reasons to believe you qualify for cash assistance, please contact Caritas for an appointment indicating your reasons. Your request will be reviewed and you may be contacted by Caritas to undergo a home visit.

I do not think the decision to remove me from the cash assistance list was correct. I want to complain.

UNHCR continuously reviews the data of the registered families in Egypt.

Every month, a number of families are included/ re-included for cash or food assistance based on the analysis of the data

If you have strong reasons to believe you are very vulnerable and qualify for cash assistance, please contact Caritas for an appointment indicating your reasons.

Your request will be reviewed and you may be either contacted by Caritas to undergo a home visit or a decision made based on an interview.

I submitted an appeal request at Caritas/UNHCR and I have not received a response.

Requests take approximately four weeks to process before you are notified via SMS. The SMS will indicate the decision of your appeal request.

If you experience delays longer than 4 weeks, please contact Caritas and a counsellor will discuss your concerns with you.

I submitted a complaint at Caritas and they never got back to me, what should I do?

Complaints processes are sometimes lengthy. Please contact Caritas or UNHCR with your concern. A counsellor will discuss your concerns with you.

I spoke to UNHCR / Caritas staff about my cash assistance and they were rude. What should I do?

- a.** Request an appointment with a counsellor to discuss your concerns



- b.** Submit a written complaint and drop it at the specific partner or UNHCR's complaint boxes;



- c.** Deliver a written complaint to UNHCR staff during outreach visits to your location; or,
d. Send an email with your complaint to: areca@unhcr.org

We can only address complaints if we know who is making the complaint.

✘ Anonymous complaints will not be processed. You must indicate your name, case number and contact information. Please be assured that your identity will not be shared further without your consent.

I did not provide complete information during my interview and I want to apply for a reassessment

Please contact Caritas indicating your reasons for this action. A counsellor will discuss these concerns with you.

What actions constitute fraud or corruption?

The following actions can be considered fraud or corruption:

- Making false statements (purposefully misreporting or omitting information) e.g. in order to be found to be eligible for assistance;
- Providing fraudulent documents;
- Forging documents;
- Bribery, such as offering or receiving something of value, to improperly influence a UNHCR process or decision (e.g. on assistance).

What do I do if I identify fraud or corruption?

Where you have a reason to strongly believe fraud and/or corruption is taking place you can use any of the below options

- a. Speak to a UNHCR or Partner staff;
- b. Submit a written complaint and drop it at UNHCR or Partner complaint boxes;
- c. Submit a written complaint to UNHCR staff during outreach visits to your location; or,
- d. Send an email with your complaint to: arecafrd@unhcr.org or inspector@unhcr.org

What are the consequences of engaging in fraud or corruption?

If anyone engages in fraud or corruption to get cash assistance, the following actions may be taken.

- An official warning included in the individual file at UNHCR for possible future consideration or action.
- Removal from cash assistance for a limited period of time, such as 1 to 3 years, or in more serious cases, indefinitely.
- Referring the case to local authorities to investigate and consider prosecution under the laws of Egypt.

I was asked to provide money to be included on the cash assistance list

Cash Assistance provided by UNHCR is free of charge. Do not pay and report it to UNHCR Immediately. Do not trust anyone who claims to be able to directly add you to the cash assistance list.

What may be considered disruptive or aggressive conduct during a home visit or office interview?

Your actions may be considered disruptive or aggressive if you are:

- physically abusive
- verbally abusive and/or intimidating
- blocking the staff from leaving their offices or your home.

What are the consequences of engaging in disruptive conduct?

If you engage in the above-mentioned disruptive conduct, your case may be removed from cash assistance for periods ranging from three (3) to nine (9) months. For any repeated action after that you may be disqualified from cash assistance.

If you engage in the above-mentioned disruptive conduct and your case is not receiving cash assistance, you may be denied access to other services for periods ranging from three (3) to nine (9) months. An additional six (6) months will be added for each repeated action.

For serious incidents, your case may also be referred to law enforcement to investigate and consider prosecution under the laws of Egypt.



UNHCR
The UN Refugee Agency

CONTACT DETAILS



**United Nations High Commissioner
for Refugees**

17 Makka El Mokaramah St.
7th District
6th of October City



Greater Cairo: 02 2728 5699



**Alexandria and North
Coast Governorates:**
02 2599 0800



@RefugeesEgypt
@RefugeesEgyptAR



@UNHCRgypt



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