



UNHCR

The UN Refugee Agency



UNHCR Service Guide

This Guide is valid as of January 2019

Asylum seekers and refugees who are registered with UNHCR Jordan can benefit from certain services provided by UNHCR and its partners, as well as the Government of Jordan. This Service Guide covers these services, as well as the rights and obligations for the refugees and asylum seekers in Jordan.

By referring to the index of this guide, you can directly find the services available to meet your RIGHTS as a refugee:

- Right to be registered with UNHCR
- Right to be authorized to stay in Jordan (UNHCR certificate, MOI card)
- Right to access civil documentations (birth, marriage, divorce death)
- Right not to be arrested or deported for unlawful reasons
- Right to be protected against abuses (physical, legal and sexual)
- Right to health care
- Right to education (primary, secondary and vocational training)
- Right to work (for Syrian nationals only)
- Right to free services at UNHCR
- Right to report abuses by refugees or misconduct of UNHCR and partner organizations

In addition,

You will find information on programmes provided by UNHCR:

- Resettlement

You will find information on programmes provided by embassies:

- Private applications
- Family reunification

Along the rights, come also the OBLIGATIONS for refugees to respect the law of Jordan. In case of conflict with Jordanian law, refugees should seek the support of UNHCR and legal aid partners. All services provided by UNHCR and its partners are free of charge. Any exploitation and fraud in the access to these services should always be reported (see end of guide for details).

Available services provided by UNHCR

- 1 Infoline/Helpline
- 2 Offices, helpdesks and community support committees
- 3 Registration
- 4 Refugee status determination
- 5 Resettlement
- 6 Legal assistance
- 7 Social services for women and children
- 8 Health
- 9 Education
- 10 Working in Jordan (for Syrian nationals only)
- 11 Complimentary pathways
- 12 Reporting abuses

Please note that ALL services provided by UNHCR, including registration, are provided for FREE. Please inform a UNHCR staff member should anyone approach you and request a fee in return for services provided.

UNHCR Helpline – 06-400 8000

UNHCR Helpline

The UNHCR Helpline (064008000) is a call service provided by UNHCR which refugees can use to ask any questions or file complaints related to being a refugee in Jordan. It offers information on all UNHCR activities and recent updates on changes in procedures. Refugees of all nationalities can call the UNHCR Helpline, offered in two languages: Arabic and English.

The UNHCR Helpline operates from Sunday to Thursday, 8AM to 4PM. You will be connected to an interactive voice response that will answer your questions, with a reduced waiting time. The system will ask for the file number and year of birth of the principal applicant in your family to proceed with the helpline menus. You may be asked again for this information by a helpline staff operator to verify your identity over the phone. All information shared during the phone call will remain confidential. Emergency or complicated calls, such as detention or protection issues, are immediately transferred to a UNHCR staff member. The Helpline also provides voicemail for calls after working hours and on official holidays.

Using the UNHCR SIM Card provided by UNHCR and Zain, you can call the UNHCR Helpline free of charge. The line does not expire and you do not need to recharge it to keep it active. If you haven't received your SIM card yet, please approach the nearest ZAIN brand shop. The UNHCR Helpline is: 06-400 8000. If UNHCR wants to communicate with you, UNHCR will only use the UNHCR SIM card number to contact you. You can identify receiving a UNHCR call or SMS by the number: 06-400 7000.

The UNHCR Helpline serves as a two-way communication channel to address refugees' questions, needs and concerns. It not only accepts phone calls, but also provides automated outgoing messaging.

UNHCR Offices and Helpdesks

UNHCR Jordan's offices across the country

Amman Branch Office – Serving residents of Central and Southern governorates

Khalda, 319 Wasfi Al-Tal St. corner George Musa Fram St.
Amman – Jordan

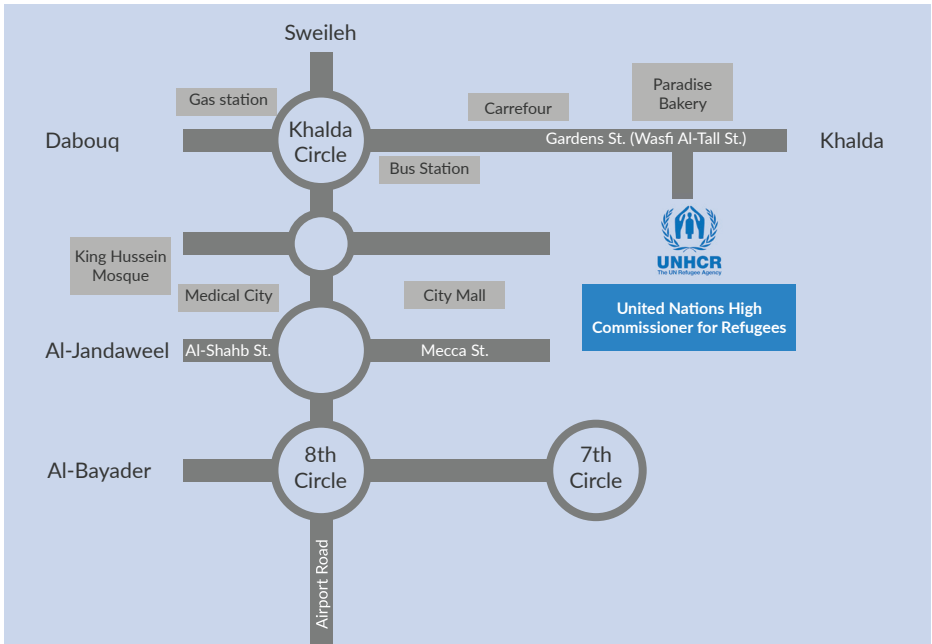
Office telephone: +962-6-530 2000

Office fax: +962-6-551 6742

Office e-mail: joram@unhcr.org

Mailing address: P.O. Box 17101 Amman 11195 Jordan

Office working hours: Sunday to Thursday, 8AM to 3:45PM



Irbid Field Office - Serving residents of Irbid, Jerash & Ajloun governorates

Zabda Farkouh, L701, P11

Irbid – Jordan

Office telephone: +962-2-720 1900

Office fax: +962-2-724 9429

Office e-mail: jorir@unhcr.org

Mailing address: P.O. Box 3771 Irbid 21110 Jordan

Office working hours: Sunday to Thursday, 8:30AM to 4:15PM



Mafraq Field Office - Serving residents of Mafraq governorate

Hay Al-Iskan, License Street, Opposite to Agriculture Directorate
Mafraq – Jordan
Office telephone: +962-2-629 6000



Zaatari Camp Office

Hay Al-Iskan, License Street, Opposite to Agriculture Directorate
Mafraq – Jordan

Azraq Camp Sub-Office

Azraq Highway, Base Camp
Azraq – Jordan

UNHCR Jordan's Helpdesks countrywide

Zarqa

Youth Self Development Association
Address: Zarqa Al Jadida, Sameer Al Rifai Street, Building 51
Operating every Sunday and Wednesday of the week
Registration/renewal appointments, counselling and protection services

Madaba

Princess Basma Centre
Address: across from the Family Protection Department
Operating every Tuesday
Registration/renewal appointments, counselling and protection services

Salt

Mousa Al-Saket Sociality
Address: near civil defense office
Operating every 2nd and 4th Tuesday of the month
Registration/renewal appointments, counselling and protection services

Ma'an

Ma'an Governorate Building (UNHCR Caravans)
Operating on Monday (twice a month)
Registration/renewal appointments, counselling and protection services

Karak

Princess Basma Centre

Address: Mazar & Karak City, behind Al Thaher Baibars Park

Operating every Monday

Registration/renewal appointments, counselling and protection services

Aqaba

Jordanian Red Crescent

Address: Aqaba old town

Operating on Monday (once a month)

Registration/renewal appointments, counselling and protection services

Jordan Valley

Princess Basma Centre

Operating on Thursday (once a month)

Registration/renewal appointments, counselling and protection services

Sahab

Princess Basma Centre

Address: Sahab, Hay Al Gharbi

Operating on Thursday (once a month)

Registration/renewal appointments, counselling and protection services

Ramtha

IRC Women Centre

Address: Al-Ramtha/ Almustahi circle /Al Wehdeh Street -50 meters from the circle-above Al-Harah Restaurant

Operating every other Tuesday of the month

Registration/renewal appointments, counselling and protection services

Ajloun

Jordan Red Crescent

Address: Wahadneh, Feras Al Ajlouni Street

Operating every other Wednesday of the month

Registration/renewal appointments, counselling and protection services

Jerash

NRC Centre

Address: Jerash-Downtown (above Abu Ahmad Restaurant)

Operating every other Wednesday of the month

Registration/renewal appointments, counselling and protection services

Help Desk at the Registration Centre- Irbid

Address: Irbid Field Office - Zabda Farkouh

Operating every Sunday, Tuesday and Thursday of the week

8:30AM to 3.00 PM

Filtering

UNHCR Jordan's Community Support Centres countrywide

Amman - Sahab

Princess Basma Centre

Address: Sahab, Hay Al Gharbi

Target population: Syrian

Amman - Al Nuzha

Princess Basma Centre

Address: Jabal Al Nuzha, behind Istiklal Mall

Target population: Syrian

Amman – Al Nasser

Malha Charity Centre
Address: Wadi Al Remam, Aden Street
Target population: Iraqi

Amman – Al Hashimi

Nawares Al Rahman Charity Centre
Address: Al Hashimi Al Shamali, Hussain Mutair Street
Target population: Iraqi

Amman – Ras Al Ain

Zaher Al-Basateen Charity Association
Address: Al Liddawi Street, next to Amman Municipality Office, building 166
Target population: Sudanese, Somali and Yemeni

Amman – Marka

East Amman Charity Centre
Address: Saleh Hasan Hamlan Street, Nadi Al Sibaq, across from the UNICEF Circle
Target population: Iraqi

Amman – Swaileh

Al Baylasan Charity Centre
Address: Faeq Sweidan Street
Target population: Iraqi

Zarqa - city

Youth Self Development Association

Address: Zarqa Al Jadida, Sameer Al Rifai Street, Building 51

Target population: Syrian and Iraqi

Irbid

Princess Basma Centre

Address: Eidoun, next to Prince Rashed Military Hospital

Target population: Syrian

Irbid

Prince Ali bin Al-Hussain Club for the Deaf

Address: Eidoun, near the Roman Catholic Hospital

Target population: Iraqi

Mafraq

Princess Basma Centre

Address: Dafianeh, near the Girls High School

Target population: Syrian

Mafraq

Princess Basma Centre

Address: Mafraq City, near the Municipality

Target population: Syrian

Madaba

Princess Basma Centre

Address: Madaba City, across from the Family Protection Department

Target population: Syrian

Balqa

Princess Basma Centre

Address: Al Shouna Al Janoubia, Al Joufa, Al Jam'iyat Street

Target population: Syrian

Balqa

Musa Al Saket Cultural Centre

Address: Al Salt, Prince Hamzeh Street

Target population: Syrian

Karak

Princess Basma Centre

Address: Karak City, behind Al Thaher Baibars Park

Target population: Syrian

Ma'an

Ma'an Orphans Association

Address: Al Sateh, near the Organizations Association

Target population: Syrian

Tafilah

Queen Alia Centre

Address: Tafilah City, Al Mansoura Street, next to Al Tamween Grand Stores

Target population: Syrian

Ajloun

Jordan Red Crescent
Address: Wahadneh, Feras Al Ajlouni Street
Target population: Syrian

Jerash

Princess Basma Centre
Address: Al Kettah, Al Razi Medical Centre Street
Target population: Syrian

Aqaba

Jordan Red Crescent
Address: Old Downtown, Al Hillawi Street
Target population: Syrian

Azraq

Southern Azraq Women's Society
Address: Southern Azraq
Target population: Syrian

Azraq

Address: Northern Azraq
Target population: Syrian

Registration

Reception/Filtering

If you are in Jordan, and wish to seek international protection with UNHCR, or have a question about the assistance and services provided by UNHCR and its partners, you can approach UNHCR at any of its locations (Amman, Mafraq and Irbid) and request to access the reception/filtering area. Working hours are 8AM to 2:45PM, Sunday to Thursday. At reception, you will be received by a UNHCR staff member who will identify what you need and refer you to the unit that can help provide you with an answer.

If you do not live near a UNHCR office, you can approach UNHCR at one of our Helpdesks and they will be able to help you find the answer to your question. You can also approach one of our partners or community service centres and if they are unable to answer your question, they will refer your question to UNHCR.

You can also call the UNHCR Helpline. The number for the UNHCR Helpline is 06 400 8000 and assistance is provided between 8AM and 4PM.

Registration

Registration is the first step in the relationship between asylum-seekers and UNHCR. If you cannot return to your home country because you fear for your life, and wish to seek international protection with UNHCR, you must first register. At registration, UNHCR records information relating to you and your family, as well as why you had to leave your home country.

In order to register you should approach UNHCR on working days (Sunday-Thursday), from 8AM to 2PM and you will be given a registration appointment.

Please note that:

- If you are holding a Syrian nationality, you can approach to seek an appointment in any of our urban offices: Amman, Mafraq or Irbid. **However, if you are not holding a Syrian nationality, you can only register in Amman and, therefore, you need to approach UNHCR Registration Centre in Amman for an appointment.**
- If you live in Southern governorates (Karak, Ma'an, Tafilah or Aqaba), please do not come to Amman or Irbid to seek an appointment. **Please approach our Helpdesks in these locations and request an appointment for the next mobile registration mission. A list of Helpdesks is available on page 3.**
- Please do tell reception or the staff you speak with at the Helpdesk or Helpline if you need an interviewer who speaks a specific language or dialect.

- If you have a family member who is in hospital, unable to leave the house because of disability, are pregnant and the baby is due soon, or because they are old or suffer from a medical condition, you can approach UNHCR reception centres in Amman, Irbid or Mafraq or any of our Helpdesks and request a home or hospital visit. You can also request a home visit by calling the Helpline and they will share this information with the Registration unit. **Please explain clearly why you or your family member cannot come to the office for an interview.**
- You do not need to bring your family when you come to request an appointment, but you need to bring all your family members for registration and bring all your documents, including:
 - ID documents: passport, national ID, driving license, Jordanian MOI card (Syrians only)
 - Marriage certificate
 - Birth certificates for children
 - Education and employment certificates
 - Work permit in Jordan
 - Medical documents

Please note that if you only have one or two of the documents listed above, this is absolutely fine; bring what you have. **You can register with UNHCR even if you do not have any documents. You will be asked why you do not have any documents, and then registration will continue.** Please inform reception if this is the case.

- Once you come to register, you will need to fill out a registration form. Spouses and adult family members (over 18 years) will have to fill in separate forms. The form includes questions relating to your name, date of birth, nationality, place of birth, family members and also the reasons to leave your country.

- It is very important that you provide full and correct, to the best of your knowledge, information while registering. If you have entered on an alternate identity or have any information to disclose that you are scared might negatively impact your case with UNHCR, please note that we consider this information confidential. It will only be shared as needed and will not be shared without your permission. You will be asked to sign a document to confirm the truth of your statements and provide a telephone number or address at which you can be contacted.
- Providing most recent contacts will allow UNHCR to stay in touch with you and keep you informed about changes in your case. If you do not have a phone number, please share the phone number of a friend or relative who can help us contact you. Please maintain your phone number updated in UNHCR records.
- In order to ensure your protection in Jordan, UNHCR may share names of asylum-seekers and refugees, their date of registration, their arrival date and their point of entry in Jordan with the Jordanian authorities. At the same time, all other information provided to UNHCR remains confidential - no information related to your claim or reasons of flight are shared with any third party without your written permission, including the Jordanian authorities. At no point of time UNHCR is allowed to share information about you with your country of origin. Should you not agree to share your personal information with the authorities of Jordan, please inform the UNHCR staff member who is conducting the interview.

The registration interview, what to expect?

- Before the registration interview begins, the UNHCR staff member will explain the purpose of the interview, the type of questions and the steps that are to be followed.
- In addition, should you prefer an interviewer or interpreter of a specific gender, you need to request and explain the reason for the request.
- During the interview, you will be assigned a case number for you and your family, as well as an individual number for each family member. These numbers relate to your record with UNHCR and serve as a reference within UNHCR as well as with external entities. Both numbers will be recorded on your Asylum-Seeker Certificate.
- During the interview, the registration staff member will gather information about you as well as all your family members. This means that the interviewer will need to speak not only to you, but to everyone in your family, including your children and your spouse. An individual photograph will be taken of all your family members and eye biometrics (scan of your iris) will also be collected for each person aged 5 years and above. All the documents that you presented in the interviews will be copied and placed in your file; originals will be returned to you.
- Usually, **a registration interview lasts between 45 minutes to two hours**, but the process depends on many factors and some interviews may last for a longer time. While there are small shops selling snacks in the centre, we encourage you to bring food with you for yourself and your family as the time spent in the centre may take over 2 hours. Water is available for free at water tanks. A breast feeding corner is also available for mothers with babies.

At the end of the interview, you are provided with a UNHCR Asylum-Seeker Certificate that includes information about you and all family members, and confirms that you are now a 'person of concern' to UNHCR and are under the international protection of UNHCR in Jordan. **Please, bring it ALWAYS with you.**

The UNHCR document is important as with this you can enrol your children in public schools without paying fees. You can also present it to the police or other Government officials to confirm your registration with UNHCR. This does not replace the residency or a work permit.

The UNHCR Asylum-Seeker Certificate must be renewed every year in order for it to remain valid. In order to renew the document you need to request an appointment with UNHCR at least one month prior to the expiry of the document. For the renewal interview, you need to come with your entire family and bring all the documents that you have.

Should you have any other questions about UNHCR services, or wish to gather some information about assistance or services, please request the interviewer to refer you to the filtering area where you will be received by a UNHCR staff member, and referred to the unit that can answer your question. You do not need to return on another day to ask your question.

Refugee Status Determination

Following registration, you may receive an appointment for a refugee status determination interview, depending on the needs identified in your particular case. The scheduling of the interview will take place according to the interview schedule and will take into account your own particular circumstances.

To request a new or an expedited appointment, you may approach the filtering booths from Sunday to Thursday, 8AM to 3PM to have your needs assessed; the Refugee Status Determination unit will only grant appointments or expedite appointments based on the vulnerabilities identified in your case. If you consider that you have a vulnerability that have not been brought to the attention of the office, please report them to UNHCR.

Please note that asylum seekers and refugees (holders of asylum seeker certificates and refugee certificates) are entitled to the same level of protection and access to public health services and schools. Also, your eligibility for financial assistance is not conditioned to refugee status.

The purpose of the refugee status determination interview is to enable UNHCR decide whether you are a refugee based on the below criteria:

“if you are outside your country of nationality or habitual residence, and have a well-founded fear of persecution for reasons of race, religion, nationality, membership of a particular social group or political opinion or for reasons arising from a situation of generalized violence or serious public disorder and that your country does not want or cannot protect you.”

Even when meeting the above criteria, you may still be ineligible for international protection if there are grounds for considering that you have committed serious crimes.

During the interview, you will be asked a number of questions about yourself, your family and any problems you may have had or fear to have in the future in your home country. It is important that you co-operate with the UNHCR officer during the refugee status determination interview and provide truthful and complete information. Any incorrect information may have a negative impact on your case.

It is important to also note that any information you provide during refugee status determination interviews remain confidential and no details of your application will be shared with any third party without your permission and explicit consent. You can approach the office at any point should you wish to correct or add any information to your case, or if you would like to request any copies of documents you have submitted to the office previously.

You are requested to bring all documents available to you at the time of the refugee status determination interview such as travel documents, identity papers, employment records, and other documents which will help substantiate your claim for refugee status. If you do not have any of the above documents, you can still apply for refugee status. Should you have a legal representative assisting you in presenting your case to UNHCR, you may submit a request for approval to the office.

You will be notified of the decision and in case of UNHCR's conclusion that you do not meet the refugee criteria and your application is rejected for refugee status you have the right to appeal should you disagree with the decision. In some instances, even if you are not eligible for refugee status on your own merits, you may be eligible for derivative status should you be a family member or a dependent of a refugee.

For any queries related to the refugee status determination procedures, you can approach the office on Mondays from 8AM to 3PM to speak to a UNHCR staff member.

Resettlement

Q: How do I apply for resettlement?

A: You cannot apply for resettlement. UNHCR identifies only the most vulnerable refugees for resettlement consideration. Each case is considered on its own merits and is not linked to the date of registration with UNHCR. Information provided at the time of registration is taken into consideration when assessing eligibility for resettlement. You can provide UNHCR with updates on your circumstances through letters, e-mails, UNHCR Helpline or at your next renewal appointment. Resettlement is not a right. UNHCR is under no obligation to submit your case for resettlement.

Q: What criteria do you use to choose the cases for resettlement?

A: Each case is considered on its own merits and is not linked to the date of registration with UNHCR. UNHCR identifies only the most vulnerable refugees for resettlement consideration through its own identification methods.

Q: Who makes the decision?

A: While UNHCR identifies refugees for resettlement consideration and interviews them to assess their eligibility for resettlement, the final decision to accept a refugee for resettlement rests with resettlement countries and not with UNHCR.

Q: I received a call from the resettlement unit asking me if I wish to be resettled. I told them that I'm not willing to be resettled. Now I've changed my mind. How can I inform UNHCR about this?

A: If you wish to provide updated information on your interest in resettlement, please contact UNHCR Helpline.

Q: UNHCR has contacted me and informed me that my file is not considered for resettlement?

UNHCR regularly counsels resettlement applicants regarding their case status and resettlement application outcomes. If you have received a call from UNHCR stating that your file is not considered for resettlement, this means you do not currently have an active resettlement case. Please continue to keep UNHCR apprised of any changes to your situation through interviews with the registration department when you renew your certificate.

This does not affect your situation in Jordan regarding UNHCR's protection or any assistance that you may be receiving from UNHCR.

Q: Can I change the country of resettlement?

During the resettlement interview you were briefed on the resettlement procedure and had a chance to provide the necessary details on your case. UNHCR has already taken all relevant factors into consideration before making a decision on which resettlement country you will be submitted to including available quotas of resettlement countries. You have the right to withdraw your resettlement case; however, it will not automatically be considered for re-submission to another country, and may result in your resettlement case being inactivated. Requests for re-submission are assessed and evaluated on a case-by-case basis depending on withdrawal reasons.

Q: My case was rejected by a resettlement country. When will my case be resubmitted?

Re-submission is not automatic and every case is assessed on a case-by-case basis. UNHCR will decide whether your case will be resubmitted according to UNHCR criteria and the available quotas of resettlement countries. If you have a letter of rejection from the resettlement country, please put a copy of the rejection letter in an envelope addressed to UNHCR resettlement unit with your file number and place it in a box at the gate of one of UNHCR offices in Jordan.

Q: Can I apply directly for resettlement through an Embassy?

Private visa procedures through Embassies are different than resettlement. UNHCR is not involved in private visa procedures. Going directly to embassies to request resettlement is futile.

As indicated above, UNHCR identifies only the most vulnerable refugees for resettlement consideration through its own identification methods. You can, however consult the immigration websites for the country you would like to make an application to see whether you qualify for immigration to that country and verify how to go about applying for immigration.

Legal Assistance

The UNHCR Detention Line
079 674 2200

Operating from Sunday to Thursday, 9AM to 3:30PM

ARDD Legal Aid Branches and Lines

Emergency number: 0777 387 221

Operating 24 hours a day, 7 days a week

For all urgent referrals (detention cases included)

Amman branch: 06 461 7477

Operating from Sunday to Thursday, 9AM to 5PM

Address: 8, Khaleel Mardam Street, Third Circle

Zarqaa branch: 05 385 4647

Operating from Sunday to Thursday, 9AM to 5PM

Address: Army Street, in front of Khaled Markets

Irbid branch: 02 725 6634

Operating from Sunday to Thursday, 9AM to 5PM

Address: Zabda Circle, Zabda

Karak branch: 03 238 6634

Operating from Sunday to Thursday, 9AM to 5PM

Address: Mansheyet Abu Hammour, in front of Prince Ali Military Hospital

Mafrq branch: 02 623 6634

Operating from Sunday to Thursday, 9AM to 5 PM

Address: Shwaika, near AbdulHameed Nuaimi circle, next to Abdullah Bin Rawaha primary school

Response Services for Survivors of Sexual and Gender-Based Violence (including family violence) and Children at Risk

If you have been exposed to any harm, UNHCR and its partners are available to support you.

You can approach UNHCR offices directly or call the following numbers:
UNHCR Amman, Zarqa, Balqa and South Hotline: 0795546383
UNHCR Mafraq Hotline: 0791420249
UNHCR Irbid, Jerash, Ajloun Hotline: 0796139584
UNHCR Zaatari Camp Hotline: 0791420242

Jordan River Foundation

Child Protection and Sexual and Gender-Based Violence individual social support through case management services:
Amman | Marka Janoubiya, Nadi Sibaq, Nadwa Park, Building number 40
| 9AM to 7PM
Sunday to Friday | Free hotline: 110

Noor Al Hussein Foundation

Psychosocial services, Gender-Based Violence and Child protection case management services (individual counseling):

Amman | Swaileh, Hay Sharqi, Institute for Family Health Care, close to the North Amman Police Station | 8AM to 3:30PM
Sunday-Thursday | Hotline: 06 534 4190

International Medical Corps IMC (Child Protection)

Individual comprehensive social services for children at risk:
24-hour hotline: 079 578 5095

Security services

Family Protection Department under the Public Security Directorate:

Provision of safety and security for survivors of family-related violence as well as sexual violence (for women, men, boys and girls).

If you want to file a complaint and report your concern to the police, you may approach the Family Protection Department for the below services:

Amman | Rawnaq, 7th Circle, behind Cozmo Supermarket

Landline: 06 581 5826 and 06 581 5846 | Mobile: 079 019 3193 and 0777 696 740

Zarqa | Near Dawa'er Complex | Landline: 05 385 4095

Mafraq | Shwaikeh, Mazze | Landline: 02 623 5511

Irbid | Eidoun, Princess Basma Community Centre, next to Mlezan Hospital | Landline: 02 725 2531 and 02 652 0467

Ramtha | After Petra traffic light, second alleyway on the right | Landline: 02 702 2347

Karak | Mu'tah University traffic lights | Landline: 03 238 6264

Balqaa | Landline: 05 353 3681

Aqaba | Landline: 03 205 0317

Madaba | Landline: 05 324 6901

Jerash | Landline: 02 635 0372

East Amman | Landline: 06 490 2153

Rusaifah | Landline: 05 238 6264

North Amman | Landline: 06 515 4839

Ma'an | Landline: 03 213 0667

Tafilah | Landline: 03 225 0341

Zaatari Camp | Landline: 02 623 5511

Azraq Camp | Landline: 05 385 4095

Save the Children Jordan

Free helpline for education services and protection inside schools:

Amman | Jabal Al Nuzha, Saad Ad-Ali street, building number 83, behind Istiqlal Mall | 8:30AM to 4PM

Sunday to Thursday | Hotline: 077 670 2426 | General inquiries: 08 000 0111 (Zain) and 08 002 2766 (Orange).

Other Social Services

Noor al-Hussein Foundation (NHF) - Institute of Family Health Care (IFC)

Physiotherapy, assessment of intelligence, speech and language assessment, special education, evaluation and follow-up of all cases, follow-up on the psychological condition of people with disabilities (motor, mental, sensory, and dual):

Amman | Sweileh, Hay Sharqi, Main Street, alley to Rio Jordan Hotel | 8AM to 3:30PM

Sunday to Thursday | Free hotline: 06 534 4190

Amman | Hashmi Shamali, Yazeed bin Hakam Street, behind Abdullah Azzam Mosque | 8AM to 3:30PM

Sunday to Thursday | Free hotline: 06 490 8310

Queen Zein Al-Sharaf Institute for Development (ZENID)

Services for refugees of all ages, including elderly, suffering from any disability:

Amman | Hashmi Shamali

Mafraq and Irbid

Mobile clinics in all governorates

Free hotline for all centres: 06 505 2431 and 06 505 5693

Handicap International

Services for persons with special needs, people who suffer from injuries and people who suffer from chronic diseases:

Amman | Mahatta, Tarabot Community Centre, building number 42, 2nd floor | 9:30AM to 3PM

Open on Thursday | Mobile: 078 048 1016

Amman | Sahab, Princess Basma Centre, behind Balat Al Shuhada

School | 9:30AM to 3PM

Open on Sunday, Tuesday and Wednesday | Mobile: 078 048 1016

Zarqa | Zarqa Camp, near UNRWA Schools, CBR, beside the community development committees | 9:30AM to 3PM

Monday to Thursday | Mobile: 078 048 1016

Irbid, Ramtha, Ajloun, Jerash | In front of Al Hassan Sport City South Gate, 2nd floor | 8:30AM to 5:30PM

Sunday to Thursday | Mobile: 078 727 5399

Mafraq and Zaatari Refugee Camp | 08:30AM to 5:30PM

Sunday to Thursday | Mobile: 078 792 5245

Azraq Camp | Village 6, next to IMC clinic | 9:30AM to 3PM

Open on Sunday, Tuesday and Thursday | Mobile: 078 048 1016

Health

Syrian refugees

Primary, secondary and some tertiary health care services are available to all registered Syrian refugees at the new subsidized prices at Public Health Centres and Governmental Hospitals (which is the foreigners' rate minus 20%)

Governmental health services are available through public healthcare centres and governmental hospitals that cover all governorates, thus; you can identify services near your residency by asking your neighbours. There are no governmental hospitals in the governorates of Aqaba and Tafleeh, however you can access hospital services in the Royal Medical Service hospitals in these governorates (Prince Hashem Hospital in Aqaba and Prince Zeid Hospital in Tafleeh)

Patients must present a valid UNHCR registration certificate and security card in order to receive services at new subsidized prices. Note that if the UNHCR registration certificate is expired, the refugee will have to pay for the service provided at the foreigner's rate and you will not be able to get the new subsidized rate.

UNHCR supported health services are available free for all vulnerable refugees. The vulnerability is defined as per UNHCR vulnerability assessment framework (VAF). To know your vulnerability status please visit the nearest JHAS or Caritas clinic to see if you are eligible.

UNHCR will be able to cover the cost of treatment for patients through JHAS and Caritas clinics if the patient cannot get the new subsidized price for the treatment needed at Public Health Centres and governmental hospitals (hold invalid UNHCR certificate that is expired for less than one month or invalid Ministry of Interior card).

A Primary Health Services

Primary healthcare services are available to all registered Syrian refugees at new subsidized prices at Public Health Centres and Governmental Hospitals if they present a valid UNHCR certificate and Ministry of Interior (MOI) card.

Primary health services are available in UNHCR supported clinics that can be accessed based on UNHCR eligibility criteria.

B Pregnancy and Delivery Services

Delivery services are available at new subsidized prices in all governmental hospitals for Syrians holding a valid UNHCR registration and security card.

Pregnant Syrian women whose UNHCR registration will expire before the expected delivery date are kindly requested to visit UNHCR Registration Centre to arrange for the registration renewal. UNHCR unfortunately can no longer cover the costs of deliveries for women whose registration has expired more than one month prior to the delivery.

The coverage of the delivery services for pregnant Syrian women eligible to be covered by UNHCR is going to be through arrangement in advance with JHAS or Caritas clinics, and no longer be covered through notifying clinics after delivery.

C Emergency Health Care

Emergency services are available at new subsidized rate in all governmental hospitals for Syrians holding a valid UNHCR registration and MOI card. If you have a medical emergency which necessitate urgent admission to a public hospital, and do not have a valid UNHCR registration card then you must notify the nearest JHAS or Caritas clinic within 48 hours.

In Aqaba and Tafleh only, in case of an emergency - including delivery - you can access Royal Medical Service hospitals as they are the only available hospital services in these governorates. You must inform the Caritas Mobile Medical Unit within 48 hours of admission by calling Caritas hotline on 077-6736487.

In cases requiring non-urgent hospital services, you must visit Public Health Centres and follow normal referral procedure. If you have any problem with the MOI card, you can be assisted through Legal Aid at 06-4617474.

D Tertiary Health Care (for Registered Refugees)

Treatment for costly tertiary care requires pre-approval from UNHCR's Exceptional Care Committee (ECC), which is held on a monthly basis. You can find out if you are eligible for this service through any JHAS or Caritas clinic.

E Mental health services

Mental health services are provided for registered Syrians through the International Medical Corps (IMC) clinics listed below (see next page).

F Nutrition support services

Nutrition support for children suffering from malnutrition is available free of charge through all JHAS and Caritas clinics listed below (see next page).

Very important note:

UNHCR strongly recommends keeping your documents (UNHCR registration and MOI card) up to date in order to benefit from health services at subsidized rates provided by Ministry of Health facilities.

Non-Syrian refugees

A Primary Healthcare Services

Primary healthcare services are available for all refugees in the clinics listed below free. Depending on the clinic, the primary healthcare services might include: medical consultations and treatment, health education, medications for management of chronic health conditions, dental health services, antenatal care, postnatal care, family planning, infant and young child feeding (IYCF) and other nutrition services.

B Secondary and tertiary Healthcare

Non-Syrian refugees will be charged the foreigners rate to access Ministry of Health Hospital services. UNHCR will support secondary and tertiary hospital services for refugees if they are referred through JHAS or Caritas and the referral meets UNHCR's referral criteria.

If you or your family member need non-urgent hospital services, please visit a JHAS clinic or Caritas clinic where usual referral procedures apply.

If you or your family member need secondary health services (such as referral to a specialist, X-ray, laboratory tests), you will be referred from JHAS (all nationalities) or Caritas clinics to one of UNHCR affiliated hospitals.

If you choose yourself to go to a private hospital, unfortunately UNHCR will not be able to cover the cost.

If you or your family member need planned surgery, you should submit the medical reports you have received from the hospital back to JHAS or Caritas clinics.

Treatment for costly tertiary care requires pre-approval from UNHCR's Exceptional Care Committee (ECC). All applications to ECC must be done through one of the JHAS or Caritas clinics. They will inform you of the result once the committee has reviewed your medical records. Also, note that the approval is valid for only one month. Make sure you remain reachable during this month. The ECC decisions can either be approved, pending or denied. Pending means that the case needs more investigations to confirm decision. There is no need to submit your medical reports to UNHCR. UNHCR can only receive the medical reports through JHAS or Caritas.

There are some surgeries and medications that are not covered by UNHCR such as organ transplant surgeries, advanced thalassemia management, cosmetic surgeries and very expensive operations or brand medications that have a local alternative/biological treatment.

C Pregnancy, Delivery and Obstetric complications Services

If you or your family member need a non-emergency pregnancy related or delivery service, please arrange with JHAS or Caritas beforehand and they will provide you with the appropriate advice and referral.

In case of an obstetric emergency, please approach the nearest governmental or affiliated hospitals and inform the nearest JHAS or Caritas clinic within a maximum of 48 hours of admission.

D Emergency Health Care

In case of an emergency, such as bleeding, injuries and chest pain or others, you can call 911 to ask for an ambulance from the Civil Defense. The emergency care cost will be covered by UNHCR for emergency admissions at all governmental hospitals and or

affiliated hospitals as long as you or your family inform JHAS or Caritas within 48 hours of admission.

E Mental Health Services

Mental health services are provided through IMC clinics.

F Vaccinations

The routine vaccination services are available free of charge at any Public Health Centre related to the Ministry of Health. Please call UNHCR Helpline if you went to the Public Health Centre and your children did not receive the relevant vaccinations.

UNHCR-supported health services for all refugees

Centre Name	Address
JHAS Clinics	JHAS Al Madina clinic, Amman Downtown, behind Mahata Station, near the Jordan Bank
	Mafraq Clinic, beginning of Baladiya street, across from Hadeel Pharmacy third floor
Caritas Clinic	Mobile Medical Unit (Northern region including, Ramtha)
	Irbid Clinic, Al-Hoson Centre, Baladiya street, behind the Latin Church
	Zarqa Clinic, Prince Hassan Street, near the North Dair Latin
	Mobile Medical Unit, Karak centre, Al Umari Mosque Street, entrance of Dair Latin

Contact	Available Health Services	Opening Hours
064651771 064651772 0775006025	Primary, secondary, tertiary and reproductive health services	9AM to 4PM Saturday to Thursday
026232329 0775007012	Primary, secondary and tertiary health care services	9AM to 4PM Saturday and Monday to Thursday
0770418210		
027011146		
053936066 053936135		
Centre: 032356444 Hotline: 0776736487		

(IMC)	Amman, Tla'a Al Ali Clinic - Um Al Hussein primary health centre
	Amman, Jabal Amman, Primary Health Centre
	Al-Salt clinic, Al Baqaa Comprehensive Health Centre
	Al Zarqa clinic, Prince Hamzeh Primary Health Centre
	Al Mafraq Clinic, Al Mafraq Primary Health Centre
	Irbid Clinic, Al Sareh Comprehensive Health Centre
	Irbid Clinic, Hakama Comprehensive Health Centre
	Ramtha Clinic, Al Ramtha Comprehensive Health Centre
	Ajloun Clinic, Ishtafina Primary Health Centre
	Jerash Clinic, Jerash Comprehensive Health Centre
	Al Karak Clinic, Al Mazar Al Janobi Comprehensive Health Centre
	Al Tafileh Clinic, Tafilah Comprehensive Health Centre
Ma'an Clinic, West Ma'an Primary Health Centre	

0797643895	Mental health and case management services	9AM to 4PM Sunday to Thursday
0797528492		
0791047093		
0799495313		
0790218861		
0798376559		
0798301287		
0790218805		
0791600986		
0790224038		
0791600987		
0797105729		
0797105729		

Education

Education is a right for all children. We invite all children in the Kingdom to apply for enrolment at the nearest public school.

Identity documentation should not be required when registering at public schools and acceptance at schools does not require providing previous school certificates. In cases of transfer from one school to another, the latest certified school certificate must be submitted however.

Admission: Students can either apply for enrolment at the nearest school during the summer holidays on Sundays and Tuesdays at both the secondary or elementary schools or approach the Directorate's on any day of the week. Second shift classes were created to accommodate non-Jordanian students at 207 public schools.

A school certificate is issued by the Ministry of Education for all students enrolled in both formal education and non-formal education (catch-up and drop-out programmes).

Register your children with disabilities at school. Certain public schools receive children with mild and moderate disability.

If you do not obtain enrolment at a school, please go to the Directorate of Education or contact the Ministry's Public Service Office (065607181). The enrolment of children and the Kindergarten is only for those who have reached their fifth year of age by December of the same year of enrolment, which depends on the school's capacity, particularly at schools with second shifts. The student is enrolled to the first grade if he/she reached his sixth year of age and did not exceed his/her ninth by the end of December of the enrolment year.

Children who missed years of schooling can be enrolled at public schools under the condition that he/she is not older by three years than the average age of the students in the class to which the child will be enrolled in, on the base of the birth year of his/her class peers, ranging from 01 January to 31 December based on the basic enrolment criteria.

For further information or assistance, please contact the Ministry of Education's Public Service Office (065607181, ext. 2100), the UNICEF hotline 065509677 or the public service offices for Save the Children 065662012.

Catch-up programme for Syrian children

The catch-up programme is implemented and monitored by the Ministry of Education.

Children between 9-12 years of age who have not been enrolled at formal education (with no reading, writing or numeracy skills) or who have been out of school for three years or more can register in the catch-up programme.

The catch-up programme provides a compensatory opportunity divided into three accelerated levels of learning for the first six basic grades (grades 1 through 6) with possible integration back into the formal system at the end of a grade if the child is ready.

A child is accepted after undergoing the assessment test to determine the level to be enrolled in the catch-up programme.

About 110 centres for the catch-up programme have opened in the evening schools in most of the Kingdom's governorates and the directorates of education.

Please communicate with the educational counsellor who is available at your school to help you solve your problems. There is an educational counsellor in each evening school.

For more information and assistance, please contact:

The Education Department Hotline at the Ministry of Education
(0656800081)
Bullying at school: 065680081 - 080022775
UNICEF HOTLINE: 065509677
Save the Children 065662012

For information on the below programmes, please contact UNHCR through the Helpline or approach one of our offices or helpdesks:

- Certified non-formal education: drop out and catch-up programme
- Catch-up centres
- Schools that provide inclusive education services
- Double-shift schools
- Operational kindergartens
- Learning support services or Makani Centres
- Definitions of education services

Higher Education

UNHCR works to strengthen access to tertiary education through supporting scholarship programmes:

- DAFI Scholarship – The Albert Einstein German Academic Refugee Initiative – funded by the German Government and private donors to cover bachelor’s level, is announced by July to September from each year.
- Masters level scholarships are offered by HOPES and funded by the European Union’s Regional Trust Fund (MADAAD) who partners UNHCR/DAFI.

UNHCR cooperates with different stakeholders to support tertiary education opportunities to refugees and person of concern when available.

Announcement of any scholarship for bachelor’s degree, diplomas, vocational trainings, certificates, skill building and online learning programmes can be found by visiting UNHCR premises, help desks, calling the Helpline or visit our official social media channels:

 UNHCRJordan

 UNHCRJordan

 UNHCRJordan

 www.unhcr.org/jo

For further information please contact the UNHCR Helpline:
06-400 8000.

Working in Jordan (for Syrian nationals only)

Under Jordanian law, employers of non-Jordanian workers are legally required to obtain a work permit from the local Labour Directorate of the Ministry of Labour. Syrian refugees have access to work permits in selected occupations.

Documents required from Syrian refugees willing to obtain a work permit:

- Valid Ministry of Interior (Mol) service card;
- One personal passport-size photo;
- Fees apply for processing and for private insurance (construction).

For job seekers in the agriculture and construction sectors (non-employer specific)

- For agricultural activities: work permits have to be requested through agricultural cooperatives;
- For construction sector: work permits have to be requested through the General Federation of Jordanian Trade Unions, the only body authorized to facilitate the issuance of construction work permits not tied to an employer.

Work permits for Syrian refugees are free of charge. **Processing fees only apply.** Syrians applying for a work permit in the construction sector will also need to cover the cost of mandatory insurance. There will be no change to the status of Syrians registered with UNHCR once you receive your work permit. UNHCR and partner organisations are committed to continue providing assistance based on needs and vulnerabilities.

Syrian refugees holding work permits may still be considered for UNHCR resettlement to third countries.

Social Security subscription is mandatory with the exception of household helpers and unskilled agricultural workers.

Refugee camps' residents can obtain a work permit to work across the country in occupations open to non-Jordanians. Work permit holders will be able to work outside the camps. The work permit serves as a one month leave permit, facilitating the movement in and out of the camp. Processing fees described above apply.

UNHCR is working towards advocating for the right to work to be accessible to refugees of all nationalities. Refugees of nationality other than Syrian can exceptionally work formally; procedures applied to access work permits are the ones applied to foreign migrant workers. Please do check with the nearest UNHCR office or legal services.

The Ministry of Labour has a free hotline that receives calls regarding labour law issues and is committed to improve the rights of all workers in Jordan: Free line: **080022208**, Zain network: **0796580666**, Orange network: **0777580666**, Umniah network: **0785602666** or through WhatsApp: **0790955557** and email: **hotline@mol.gov.jo**. The hotline has answering machines that receive complaints after 3:30PM. **Legal Issues:** For legal counselling and/or mediation, please contact **ARDD-Legal aid at 064617477** operating Sunday-Thursday, 9AM to 6PM; or approach the **Legal Unit in UNHCR Amman Branch Office (Khaldia)**.

Employment centres for Jordanians and Syrians by ILO

Employment Centres	Address
Sahab ESC - Amman Employment Directorate	Sahab, King Abdullah II bin Alhussain City
Irbid ESC - Irbid Employment Directorate	Irbid, Cinema street, Civil Status building
Alhassan Industrial City ESC - Alhassan Industrial Labour Directorate	Irbid, Alhassan Industrial City
Jerash ESC – Jerash Labour Directorate	Jerash, City Centre, King Abdullah street, Dandan building
Madaba ESC – Madaba Labour Directorate	Madaba, Aletisalat, Nebo Trade Complex
Karak ESC – Karak Labour Directorate	Karak, Marj area, Almohafatha street, near the Social Security
Zarqa ESC – Zarqa Labour Directorate	Zarqa Labour Directorate
AIDulail ESC – AIDulail Labour Directorate	AIDulail Industrial Complex
Mafraq ESC - Musawat Centre for Civil Society Development	Mafraq, Baladiya street, Bab Albaraka building, second floor, office number 12, near the Housing Bank for Trading and Finance
Zaatari Office for Employment (ZOE)	Services Area
Azraq ACE	Visitors' Gate

Employment and Outreach Officers	Contact
Noor Alajarmeh Gaith Alabadi	0795271089 0791981909
Wasan Khrais	0798792528
Morsi Abu Damis	0789211077
Banan Alatoum	0797475485
Abeer Qbailat	0796579947
Nihal Alsaraireh	0795912874
Nivine Alfanjiry	0796042453
Omar Alawar Eman Mustafa	0798001573 0797475485
Mohammad Alzboun Ahmad Khawaldeh	0792819267 0796082028
Mohamad AlAzam Khaled Alsarhan Moukled Shobasy	0792972180 0796674692 0772256316
Mazen Karaymeh Mamoun Alqadi Mouhamed Al Oun	0797753624 0788886873 0795115451

Construction Employment Centres to apply for construction work permit

Employment Centres	Address
Amman Employment Centre – Trade Union Office	Shmaisani, near Wahba Tamari traffic lights
Irbid Employment Centre – Marj Bani Amer Institution	Irbid, Palestine Street, near Hoor Al Ain Venue
Mafraq Employment Centre	Mafraq, Southern Neighborhood, near Ali Supermarket

Employment and Outreach Officers	Contact
Khalid Habahbeh	0796091915
Hatem Al-Hroub	0785349520
Awda Olimat	0777761177

Agricultural cooperatives to apply for agricultural work permits

Cooperatives	Address
Jawhara Sawda' Association	Mafraq, Om Al Jemal, near Zaatari Camp
Hokool Zera'iya Association	Mafraq, Sabha, Waset
Retired Military Association	Mafraq, Mghayer Al Sarhan, near AIDhamen Supermarket
Anwar Al-Badiya Association	Mafraq, Northern Badiya, Salhia, behind the Civil Defence Centre
Ayadi Al-Badiya Association	Mafraq, Al-Mokefteh, Main Road
Coalition of Eastern Badiya Association	Mafraq, Sabha, Centre Area
Burqa Cooperative Association	Mafraq, Mghayer Al Sahran, Main Road
Bayt Al Maqdes Cooperative Association	Mafraq, Northern Badiya, Salhia
East Mafraq Association	Mafraq, Sabha, Waset
Shams Al-Badiya Association	Mafraq, Sabha, near the Military Consumer Society
Sikka Cooperative Association	Mafraq, Prince Hamza Neighborhood, near Ihsan Mosque

Officers	Contact
Ismael Al-Hinnawi	0777963770
Mohammed Sayah Alo'un	0795115451
Ghassab Al-Harabsheh	0798774107
Rshoud Hassan Al-Andary	0795485756
Eada Al-Shorfat	0797438195
Mansour Al-Fawaz	0795324840
Faris Smairat	0785446821
Mokhalad Khalaf Al-Sardia	0772563770
Mansour Al-Fawaz	0795324840
Khaled Mijhem Al-Fawaz	0776873710
Talal Khaza'leh	0799652518

Cooperatives	Address
Dejaniyah Cooperative Association	Dejaniyah, Irbid-Zarqa Highway, near Muath bin Jabal Mosque
Fa's Cooperative Association	Irbid, Mghayer, near gas station
Rabee' Al Ordon Cooperative Association	Irbid, near Baladi Playground
Marj Bani Amer Cooperative Association	Irbid, Palestine Street, near Hoor Al Ain Venue
Ain Slaikhat Association	Irbid, North Aghwar, Slaikhat
Al-Tayma Association	Irbid, Ramtha, west of the main circle
Kufr Soum Cooperative Association	Irbid, Bani Kinana, Kufr Soum, near Ibn Sina School
Ramtha Youth Association	Irbid, Ramtha, Main Entrance to Ramtha, 500 Circle
Barqash Association	Irbid, Koura, Kufr Abeil
Al-Saro Association	Irbid, Bani Kinana, Sama Al Rousan
Sal Association	Irbid, Sal, Downtown, near Sal Main School

Officers	Officers
Samer Khaza'leh	0777963770
Abdul-Razaq Gharaibeh	0795115451
Malka Rawashdeh	0798774107
Hatem Al-Hroub	0795485756
Abdul-Hameed Al-Sawae	0797438195
Mohammed Al-Nassar	0795324840
Read Abu-Ghazal	0785446821
Mohammed Al-Dawood	0772563770
Akram Kasasbeh	0795324840
Essam Anakrah	0776873710
Ahmed Khair Ababneh	0799652518

Complementary Pathways

At present, **UNHCR in Jordan does not provide systematically assistance with family reunification.** Support and services by UNHCR Jordan operation regarding the family reunification have been so far provided for the below on a case-by-case basis only:

- Counselling to persons registered with UNHCR Jordan in approaching relevant third countries embassies;
- Identification of vulnerable individuals, including those at risk due to separation, and referral to relevant entities and third country authorities for support and consideration;
- Assistance with form-filling for vulnerable cases and cases in need;
- Coordination and advocacy with other UNHCR country offices and third country authorities regarding legal admission and reunification;
- Consideration of vulnerable or dependent split-off family members for resettlement submission after or in conjunction with family reunification processes;
- Verification of identity, family composition, documentation and legal status through available biometrics and other innovative tools developed in the Jordan operation (i.e. passport verification; verification of identity prior to an embassy's interview and biometric collection; and verification of identity at the airport prior to departure) and at different phases of the process (i.e. from identification to departure);
- Assistance with outstanding civil and court-related legal issues in Jordan necessary prior to lawful departure;

- Liaise with ICRC for family tracing and, if needed for refugees with out travel documents, for issuance of ICRC one-way travel documents to third-countries;
- Liaise with third country embassies in obtaining entry visas;
- Liaise with Jordanian authorities in seeking the admission of persons of concern for purposes of transit through or family reunification in Jordan, as well as in seeking the lawful departure of persons of concern to a third country for family reunification there;
- Request for the waiver of exit fines for individuals registered with UNHCR;
- Provide accompaniment to the airport or liaise with IOM for this purpose.
- Arranging the exit formalities for the families and individuals that are accepted by the country on family reunification or on other complementary pathways.

UNHCR in Jordan plays an active role in supporting family reunification as an instrument of protection in vulnerable cases with eligible family ties in a third country, either through existing resettlement quotas or alternative pathways, including family reunification petitions and other forms of private sponsorship.

The Resettlement Unit receives referrals of vulnerable families with potential for resettlement under family reunification criteria from UNHCR functional units (e.g. Child Protection) and external partners. These referrals are recorded for possible family reunification, and followed up on closely.

Reporting Abuse

Please note that **ALL** services provided by UNHCR, including registration, are provided for **FREE**. Please inform a UNHCR staff member should anyone approach you and request a fee in return for services provided.

IMPORTANT INFORMATION

All UNHCR Services are provided FOR FREE

PLEASE BE AWARE OF FRAUD

All UNHCR services, included those related to resettlement, are provided free of charge. Anyone offering UNHCR services of any kind in exchange for money, including UNHCR staff, may be breaking the law and could be charged with a crime.

Ask for official UNHCR ID-cards from anyone who offers to help you with UNHCR-related services.

Make sure that all your documents are genuine.

If you are approached by anyone seeking money in exchange for UNHCR services, or you have paid for UNHCR services, you should report the incident **IMMEDIATELY** by the following means:

- Ask for a UNHCR Protection Staff at your nearest UNHCR office
- Call the UNHCR Helpline on 064008000
- Use the nearest UNHCR Complaints Box
- Send an email to inspector@UNHCR.org

IF YOU CHANGE YOUR PHONE NUMBER, please inform UNHCR as soon as possible, as this is our only means to contact you.

Donors

UNHCR is grateful to donors who have provided un-earmarked and broadly earmarked funds to UNHCR programmes worldwide and to the following donors for their support to UNHCR refugee response in Jordan: Australia | Austria | Belgium | Canada | Cyprus | Czech Republic | ECHO | Estonia | France | Germany | Italy | Japan | Kuwait | Luxembourg | Malaysia | Netherlands | Norway | Qatar | Kingdom of Saudi Arabia | Spain | Sweden | Switzerland | United Kingdom | United States of America | Private Donors

Why pay for free services?



All UNHCR services are free

Do not pay anyone for UNHCR registration or other services, including resettlement

Ask for official UNHCR ID-cards from anyone who offers to help you with UNHCR-related services

Make sure that all your documents are genuine

If you are asked to pay for any services or suspect that you are subject to fraud, please inform UNHCR.

UNHCR Helpline, 06 400 8000



UNHCR

The UN Refugee Agency

Please always make sure that the source of the information is UNHCR so that you are not exposed to fraud.

All **UNHCR** services are **FREE**.

