Asylum-seekers and refugees registered in Sana'a can now renew their documents on a routine basis at the **Bureau of Refugee Affairs (BRA)** in Sana'a.

Holding an up-to-date asylum-seeker/refugee document is important for your **protection** as an asylum-seeker or refugee in Yemen, and facilitates your **access to services** provided by UNHCR and the national authorities.

After 15 October 2023, it will no longer be possible for UNHCR to provide services to individuals holding expired documents.

Individuals approaching UNHCR or its partners after this date will need to first renew their documents with BRA, before being assisted.

Bureau of Refugee Affairs (BRA) Registration Centre
IPNA compound, Sabeen District
Khawlan Street, Sana'a city

ALL assistance and services are FREE of charge.

To report misconduct please contact:
UNHCR Protection hotline: +967 712 225 038
UNHCR Protection email: yemsaprt@unhcr.org
Inspector General Office: inspector@unhcr.org

UNHCR
The UN Refugee Agency

ACCESS TO DOCUMENTS AND SERVICES FOR ASYLUM-SEEKERS AND REFUGEES REGISTERED IN SANA'A - YEMEN

UNHCR
The UN Refugee Agency

I prefer to renew my document with UNHCR directly. How can I do this?
Unfortunately, UNHCR does not issue or renew asylum-seeker/refugee documents in Yemen. UNHCR strongly encourages all asylum-seekers and refugees to approach BRA to renew their documents. If you still hold your old asylum-seeker/refugee certificate after **15 October 2023**, you will not be able to access services and receive assistance.

Will the discontinuation of services affect my access to healthcare services?
This discontinuation of services for individuals with expired documentation after **15 October 2023** relates to all services provided to UNHCR and its partners.

If BRA renews my document, will I be entitled to resettlement?
Renewing your and your family's documents does not entitle you to resettlement. Resettlement is not a right, and it can only ever be available to a very small proportion of the refugee population because of the very small number of resettlement places that are available each year. It is still important for you and your family to renew your documents to ensure that you can continue to access services and assistance provided by UNHCR and its partners.

I cannot afford to go to BRA to renew my card. Can UNHCR assist me with transportation costs?
Unfortunately, UNHCR is not in a position to reimburse individual transportation costs, or any other expenses associated with the document renewal process.

What is the process to renew my asylum-seeker/refugee document?
To renew your asylum-seeker/refugee document, you will need to go in person to the BRA office and bring your original (expired) asylum-seeker/refugee document. All members of your family should go with you in person. It is necessary for all members of your family to be there in person with your documents.

If you have children, you should also bring their birth certificates, and/or any other identity documents belonging to the family, such as expired passports.

At that time, you will be given two forms:

- **Identity Attestation Form:** to be completed by your Area Elder and the police station nearest to your residence, in order to confirm your identity;
- **Medical Test Form:** you will be given this form and referred to National Central Public Health Lab (NCPHL) to conduct a mandatory blood test. The form will be filled out with the result of the test and stamped by NCPH. Please note that any medical tests necessary for document renewal and done at the NCPHL are free of charge.

When you have completed these forms, you should then submit these to BRA. At that time, BRA will give you an appointment slip to confirm the time for your document renewal appointment.

I lost my asylum-seeker/refugee document. How can I get a replacement?
If you have lost your document, you can request a replacement document from BRA. In order for a replacement document to be issued, you will first have to:

- Take out an advertisement in the local newspaper, confirming that you have lost your ID;
- Attend the police station nearest to your residence, inform them that you have lost your ID, and request a police notification confirming that you have reported your ID as lost.

Once these two steps are completed, you can then approach BRA to request a replacement document, ensuring that you bring the related documents (a copy of the advertisement and the police notification), with you. Please make sure to also inform UNHCR so as to limit misuse of your lost document.

I cannot approach the BRA office for renewal because I have a disability/medical condition affecting my mobility. How can I renew my asylum-seeker/refugee document?
For individuals with practical challenges accessing BRA related to age, mobility, or another practical impairment, they should contact UNHCR via the Complaint and Feedback Mechanism (CFM) in order to explain their situation. In some cases, UNHCR will be able to liaise with BRA to arrange for a home visit, while in other situations UNHCR may request that a partner support the individual concerned to attend BRA for registration.

I was only ever issued with a paper slip by BRA. Can I still obtain an asylum-seeker/refugee document?
The process to replace paper slips originally issued to asylum-seekers/refugees is ongoing. Individuals in this situation are encouraged to approach BRA to request the replacement of their paper slip with a current asylum-seeker/refugee document.

I previously applied for residency, but I can no longer afford the fees to renew my residency status. However, when I went to BRA to renew my asylum-seeker/refugee card, they asked me to pay these fees as a condition of renewing my asylum-seeker document? I cannot afford to pay the fees, what should I do?
UNHCR continues to discuss the situation of individuals with accrued residency fees with BRA, and to advocate for a solution. Unfortunately, for the moment, we are not yet been able to resolve these cases.

I renewed my document, but there is a mistake in the document I received. Can I ask for this to be corrected/amended?
Yes, if there is a mistake or a spelling error in the document that was issued, you should return to BRA and request this be corrected. It is important to bring an official document with you with the correct information, so that BRA can refer to this when making the correction.