

From January to May 2024, the UNHCR hotline received 2,785 calls, including 1,580 unique calls, and 1,205 repeated calls. Most of the callers were refugees (1,445 calls), followed by asylum seekers (59), foreigners (52), Armenian citizens (15), refugee like (7) and stateless persons (2). 56% of callers identified themselves as having one or more types of vulnerabilities, such as persons with disabilities, older persons, large families, and single parents.

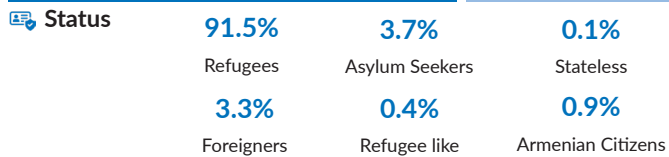
Most of the calls were received from Yerevan, Kotayk, Ararat, Armavir, and Gegharkunik regions. Callers primarily contacted the hotline to inquire about documentation, referrals to specialized services, housing, information about available assistance services and food. An increase in the number of calls is usually observed when various assistance programs are being implemented and support is being distributed to the refugee population, prompting beneficiaries to inquire about the status of such distributions.

The multilingual hotline is one approach UNHCR Armenia uses for two-way communication and to facilitates refugees and asylum seekers and stateless persons' access to rights and services by providing practical information about access to the territory, asylum procedures, prevention of refoulement and available assistance. When an issue is raised that requires referral and follow up, hotline staff generally refers such requests to UNHCR NGO partners and authorities providing specialized services. The hotline also serves as a tool for monitoring refugee protection trends – needs, problems, and concerns- related to what may be affecting refugee wellbeing in Armenia. Additionally, it also helps UNHCR improve its own programs and response by recording feedback and complaints received.

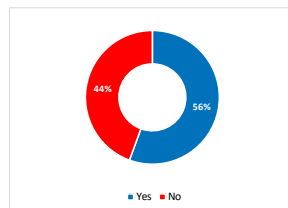
The hotline operates from Monday to Friday, from 11:00 to 18:00, and on Saturdays and Sundays, from 12:00 to 17:00. It provides information in Armenian, Arabic, English, Farsi, French, and Russian. Interpretation can also be provided for callers speaking other languages. The hotline is a toll-free number.

## Profile of callers

### Gender



### Vulnerability self-identified by callers



**56%**  
of the callers identified as having some form of vulnerability

### Languages spoken by callers

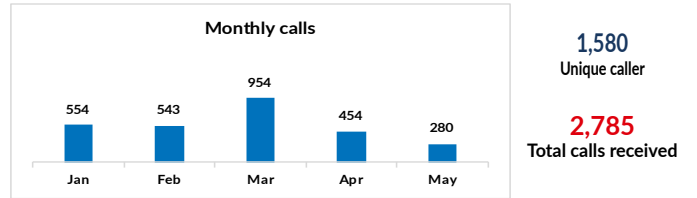
Arabic, Armenian, English, French, Pashto, Persian, Russian.



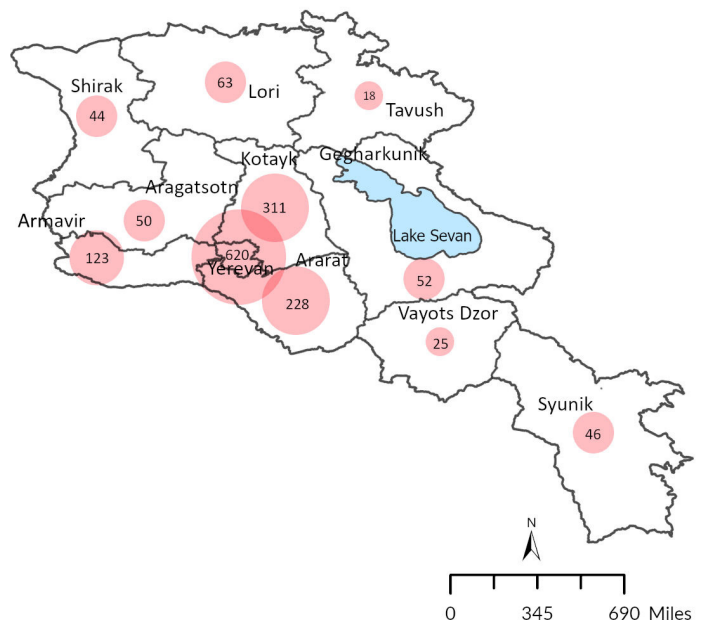
**08000 0025**



UNHCR in partnership with KASA Swiss Foundation operates the hotline.



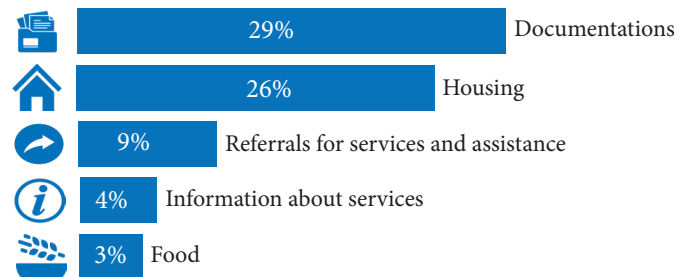
## Unique callers by regions in Armenia



The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations

## Reasons for calls

The top five reasons for the calls



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