



HELLENIC REPUBLIC  
Ministry of Interior and  
Administrative Reform

Asylum Service



## PRE-REGISTRATION?

Between the beginning of June and the end of July 2016, a team from the Asylum Service will visit the sites where refugees and migrants live on the Greek mainland. At this time, you will be able to ask the authorities for asylum in Greece, or if there are other options for you. This process is called “pre-registration”.

You do not have to pre-register. It is your own choice. However, pre-registration is the first step to ask for asylum in Greece, family reunification or relocation.

**There is no limit to the number of people who can pre-register.** The site you live in will make no difference to when you will get your next appointment. Therefore, you should stay in the site where you are currently living unless the Government tells you to move. **If you start moving to other sites on your own, the Asylum Service might need to stop the pre-registration. Everybody will have the opportunity to pre-register! Be patient and follow the instructions of the teams. If there is violence or aggressive behaviour, the Asylum Service might need to stop the pre-registration. Where you can pre-register:**

The Asylum Service will open temporary registration centres in some of the official sites.

If you live in one of these sites, you will be pre-registered there. If you live in a nearby official site, you will be taken to the nearest pre-registration centre by bus. Afterwards, a bus will take you back to where you live.

If you live in a village or city outside the sites – for example in an apartment or hotel – you will be able to pre-register for a limited period of time in Athens and Thessaloniki as of mid-July. The exact locations will be announced soon. You will have to go there yourself. In the meantime you can continue to pre-register through Skype.

On the same day that you pre-register you will get an asylum seeker's card, which allows you to legally stay in Greece until you get a final decision on your request for asylum.

**If you already have an asylum seeker's card, you do not need to pre-register again**



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## STEP 1-PREPERATION

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One day before pre-registration begins for people living in your site, a small team will arrive there. This team consists of

- Volunteers and people working for the Asylum Service, the UN Refugee Agency (UNHCR) and the European Asylum Support Office (EASO). They are coming to help prepare the pre-registration and to answer your questions.
- If you want to pre-register, you and all your family members have to stand in line to get a wristband. It is important that your whole family stays together for this. The wristbands contain a number, a barcode, the date and a time when you will be pre-registered. The only purpose of these wristbands is to organize who is pre-registered at what time. You need these wristbands to be pre-registered. Do not take them off!

In some sites, you may see people with wristbands that have different colours. The different colours are for different sites or different days when people get pre-registered. They have no other meaning.



## STEP 2-ARRIVAL

If you do not live in the site where the pre-registration happens, you will be taken there by bus. It is important that all family members get on the bus together.

- Make sure to bring all important documents with you to the pre-registration area. For example: passports, birth certificates, marriage licenses, drivers license and most importantly your **police notice**. Once the process starts, you will not be able to get documents that you have forgotten in your tent/container.
- Do not bring knives or other dangerous objects with you. Guards at the pre-registration centre will check you with a metal detector and take dangerous objects away from you.
- On arrival, you need to go to the waiting area of the pre-registration area. It is important that all family members stay together. In the waiting area you will find staff who can answer your questions.
- Somebody will check your wristband and that you have your police notice with you. If there is a problem, they will send you to a team member who will try to find a solution.
- Water will be available on the day of the pre-registration exercise. You will be away from your site only for some few hours, but if you think you need food or other items (baby milk etc.), bring those with you.
- When you arrive in the waiting area, you have three options:
  - **Option 1:** If you want to ask for asylum in Greece, if you want to ask for family reunification or if you want to ask for relocation to another European country, you need to wait until it is your turn to go to the reception area.
  - **Option 2:** If you do not want to ask for asylum, family reunification or relocation, but you want to have information about returning to your home country, you should go to the desk of the International Organization of Migration (IOM).
  - **Option 3:** You can still ask for assistance, even if you do not want to pre-register. In that case, talk to the staff members in the waiting area. They will be able to tell you what the criteria are for getting assistance and where you have to go to ask for it.
- Families with family members who need specific assistance (for example old people, people who have problems walking or pregnant women) will be pre-registered first. These families will get an extra piece of paper so that they can go first.



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## STEP 3-RECEPTION AREA

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- All family members must go to the reception together.
- A pre-registration team member will scan the bar code on your wristband and make a black mark on your wristband and on the wristbands of all your family members. This is to show that you have come for pre-registration and to make sure that nobody else can use your wristband. They will also check your name and police notice against a list. If there are any questions or problems, they will send you to another desk, where somebody will try to find a solution.
- You will then have to wait in a second waiting area.
- While you wait, team members will explain to you, how pre-registration works and what rights and duties you have after you finish the process. They will also answer your questions about pre-registration.
- Families with members who need specific assistance will be pre-registered first.
- A team member will call you when it is your turn and bring you to your interview.



## STEP 4-INTERVIEW

- A team member will ask you for very basic information about yourself and enter this information into a computer. This information includes your name, age, nationality, your phone number, etc...The pre-registration interviewer will ask this information from each family member. If you have official documents that confirm this information, you should show these documents. For example: passport, birth certificate, marriage license etc.. Please reply to any question truthfully and do not leave out any details which you think might be important.
- An interpreter will be with you during the interview. Tell the interviewer if you do not understand a question or you are unsure how to answer a question.
- The interviewer will compare your information with the information that was entered into the police database when you got your police notice. You can ask him to correct any errors.
- No decision on whether you can stay in Greece will be taken during this interview. This will happen on a different date
- If you have close family members (husband/wife or a child who is under 18) who is living legally in another European country, you should say that during the interview.
- If you are under 18 and you are not travelling with your mother or father, please tell this to the interviewer. You should also tell the interviewer if you have any family members that are living legally in another European country. It is very important that you tell the truth about your age.
- If you are from Syria, Iraq, Central African Republic, Eritrea, Burundi, Costa Rica, Saint Vincent and the Grenadines, Bahrain, the Maldives or the British Overseas Countries and Territories you may be able to take part in the European relocation program. In that case, you should tell the interviewer if you are interested in living in another European country. However, there is no guarantee that you will be transferred and you cannot choose a country. The list of nationalities who can take part in the relocation program will change in July. It is not known, if nationalities are added or removed from the list.
- The pre-registration interviewer will not ask you detailed questions about why you want to ask for asylum. This will happen during another interview on a different day. You will receive a date for your next appointment at the asylum service office at the end of the pre-registration process. It is very important that you go to that appointment.
- If there are additional questions during your interview, the interviewer can ask you or a family member to speak to another team member at a different desk.
- The interviewer will take a photo of each family member. Head scarfs, hats and sun glasses should not cover the face for the photo.
- At the end of the interview, the interviewer will show you her/his computer screen. You should read what is on the screen and make sure that everything is correct. The interpreter will be able to help you.



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## STEP 5-YOUR ASYLUM SEEKER CARD & NEXT APPOINTMENT

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- After your interview, you will go to a third waiting area. While you wait, an officer from the Asylum Service will look at your data and check whether anything is missing. If something is missing, she or he will help you complete the information.
- A team member from the Asylum Service will call you and give you the opportunity to read what is written on your asylum seeker card. It is very important that you say something if there is a mistake, so that the mistake can be fixed.
- If there are no errors, you will be asked to sign the card. Each family member gets her/his own card.
- You will also get a piece of paper with the date, time and address where you will have your next appointment with the asylum services. It is during this appointment that you will complete your registration. It is very important that all family members go to that interview together.



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## STEP 6-AFTER PRE-REGISTRATION?

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- If you have gone through all steps, you have completed pre-registration. If you live in the site where you were pre-registered, you can go to your tent/container now.
- If you live in a different site, you need to take the bus back to your site.
- Please ask UNHCR staff where and when the bus is leaving. You may have to wait some time. Finally, a team member will take off the wristband when you enter the bus to take you back to your site.  
Water is available for you while you are waiting.



## NEXT STEPS

The Asylum Service will send you a text-message (SMS) with the date and location for your next appointment at the Asylum Service. This SMS will be sent after pre-registration has been completed in all sites, probably at the end of July. The SMS will be sent to the mobile phone number you gave the pre-registration clerk. It is possible, that your appointment will take place some months after you pre-registered. This is because there are many thousands of refugees asking for asylum in Greece at the moment. The date of your next appointment at the Asylum Service Office depends on three things: 1) the date when you arrived in Greece, 2) the language you speak and 3) if you have been asking for asylum in Greece, family reunification or relocation.

- You and all your family members need to come to all appointments at the Asylum Service together.
- You need to tell the Asylum Service if your phone number or address change. This is very important, because the authorities need to contact you to tell you when to come to the Regional Asylum Office. You need to go to your closest Regional Asylum Office to change your phone number or address.
- It is very important that you go to your appointment with the Asylum Service. If you miss the appointment, you will need to restart the whole process by booking a new appointment through Skype. Also: You need to have your asylum seekers card with you at your next appointment with the Asylum Service. If you or any of your family members do not have it with you, you will need to restart the whole process by booking a new appointment through Skype.
- If you have any questions about relocation, you can call the EASO hotline for more information. If you are staying in the south of Greece (near Athens) call +30 69 44 82 91 38. If you are staying in the north (near Thessaloniki), call +30 69 89 76 45 98. The hotlines are open Monday to Friday from 09:00 to 17:00.
- You always have the right to talk to UNHCR or organizations that provide legal, medical and psychological assistance.