

KEY STATISTICS: NATIONAL TOLL-FREE COUNTER-TRAFFICKING AND MIGRANT ADVICE HOTLINE, JANUARY-SEPTEMBER 2023

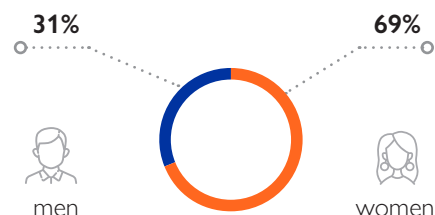
527 (free from mobile phones)
0 800 505 501
(free from mobile and fixed phones).
Daily 8 a.m. – 8 p.m.

The hotline provided **162,972 consultations** in response to **37,575 call** received between 1 January and 30 September 2023.

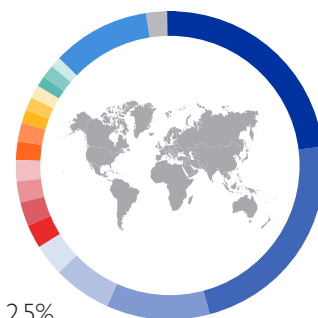
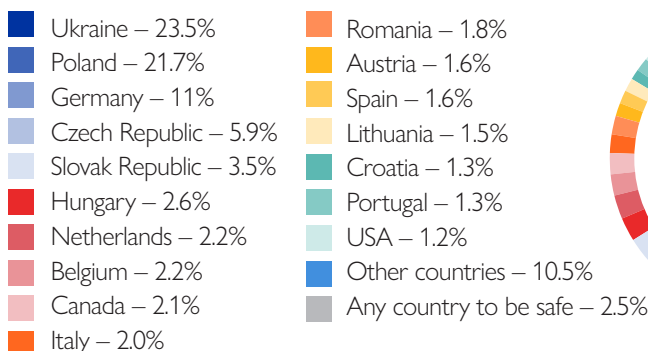
PROFILE OF BENEFICIARIES



63% of calls came from internally displaced persons (IDPs)

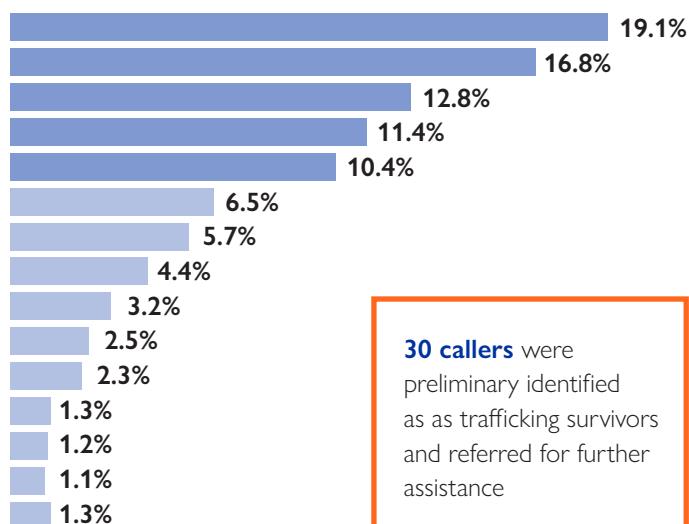


MAIN INTENDED COUNTRIES OF DESTINATION



SUBJECT OF CALLS

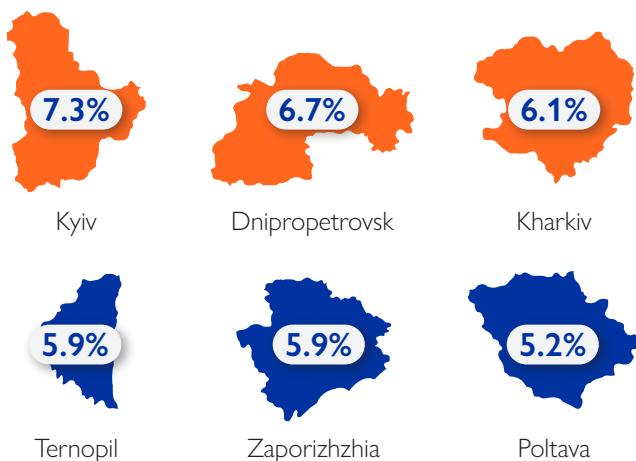
- General information about human trafficking and safe travel
- Work of different organizations, including diplomatic institutions¹
- Receiving social support
- Non-visa border crossing
- Details on border-crossing points²
- Border crossing by men subject to conscription
- Border crossing by children
- Procedure of seeking asylum / obtaining refugee status
- Tourism/private trip
- Protection of Ukrainians' rights abroad
- Emigration
- Border crossing by car
- Visa issues
- Return of Ukrainians
- Other



30 callers were preliminary identified as trafficking survivors and referred for further assistance

¹ contact numbers, operation hours, services provided by Ukrainian and foreign embassies, governmental institutions, non-governmental and international organizations
² location of border-crossing points, operation hours, waiting times

LOCATIONS WITH THE MOST CALLS



CALLER'S SOURCES OF INFORMATION

