



KEY STATISTICS: NATIONAL TOLL-FREE MIGRANT ADVICE AND COUNTER-TRAFFICKING HOTLINE 527 SINCE THE START OF THE WAR

During 24 February–13 March 2022 **9,914 consultations** in response to **2,040 calls** were provided through the hotline.

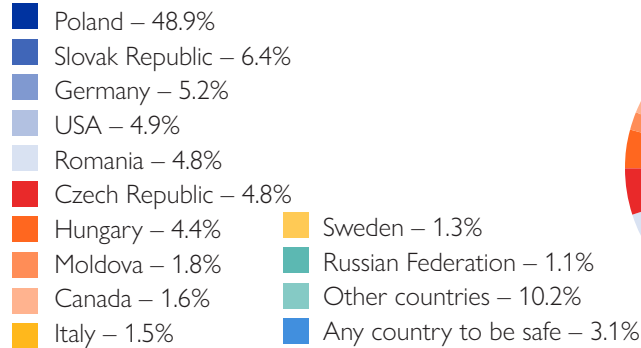
PROFILE OF BENEFICIARIES

 **59%** of calls came from internally displaced persons (IDPs)

 **13%** of calls came from foreign nationals

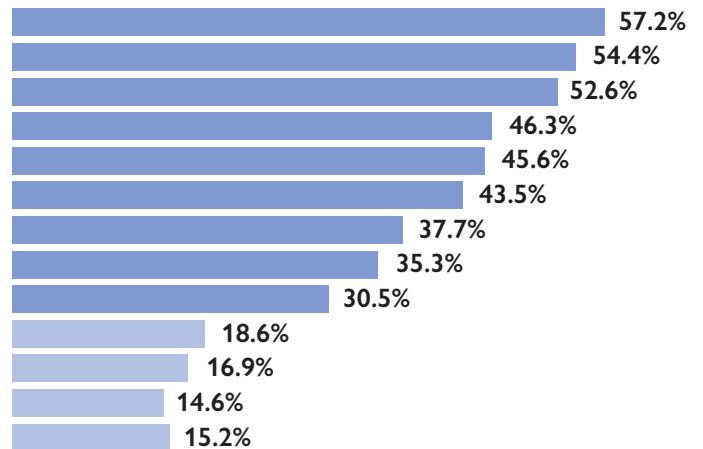


MAIN INTENDED COUNTRIES OF DESTINATION



SUBJECT OF CALLS

- procedure of seeking asylum / obtaining refugee status
- general information about human trafficking and safe travel
- details on border-crossing points¹
- border crossing by children
- work of diplomatic institutions / relevant organizations²
- border crossing by men subject to conscription
- emigration
- non-visa border crossing
- receiving social support
- protection of Ukrainians' rights abroad
- stay / return of foreigners
- border crossing by car
- other



¹ location of border-crossing points, operation hours, waiting times

² contact numbers, operation hours, services provided by Ukrainian and foreign embassies, governmental institutions, non-governmental and international organizations

OBLASTS WITH MOST CALLS



SOURCES OF INFORMATION

