



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

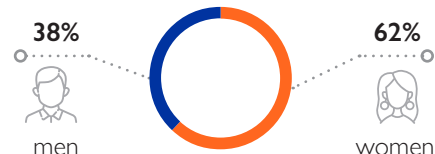
527 (free from mobile phones)
0 800 505 501
(free from mobile and fixed phones).
Daily 8 a.m. – 8 p.m.

During 24 February–11 May 2022 **42,767 consultations** in response to **10,190 calls** were provided through the hotline.

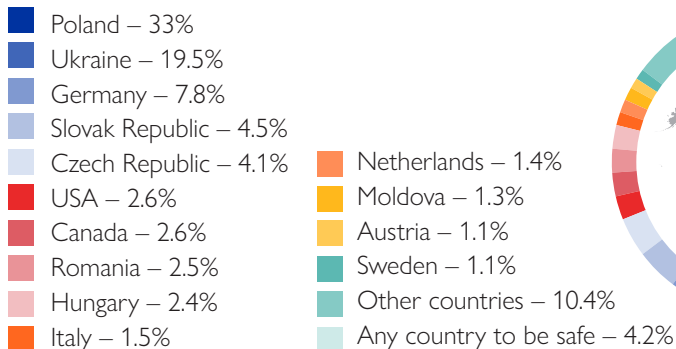
PROFILE OF BENEFICIARIES

 **65%** of calls came from internally displaced persons (IDPs)

 **5%** of calls came from foreign nationals

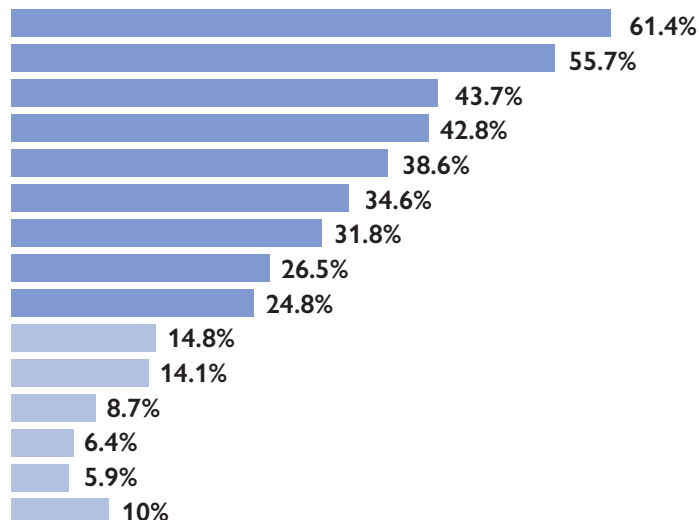


MAIN INTENDED COUNTRIES OF DESTINATION



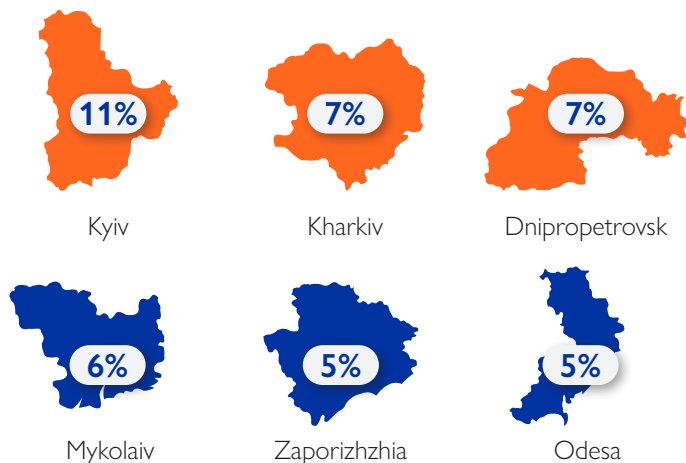
SUBJECT OF CALLS

- work of different organizations, including diplomatic institutions¹
- general information about human trafficking and safe travel
- receiving social support
- procedure of seeking asylum / obtaining refugee status
- border crossing by men subject to conscription
- details on border-crossing points²
- border crossing by children
- non-visa border crossing
- protection of Ukrainians' rights abroad
- emigration
- visa issues
- border crossing by car
- return of Ukrainians
- stay / return of foreigners
- other



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

OBLASTS WITH MOST CALLS



SOURCES OF INFORMATION

