

Update on UNHCR Activities in Sudan for Refugees

- UNHCR **has not forgotten about you** and we aim to continue to deliver protection and assistance to you – security and access permitting.
- Due to the ongoing situation, UNHCR is not involved in exit procedures or evacuations of any refugee from Sudan.
- UNHCR continues to be present in Sudan and will continue to provide protection and assistance services to the extent possible.
- Due to the volatility of the situation, UNHCR continues to advise you to shelter in place and not undertake unnecessary movements that could jeopardize your personal safety. If you have fled your location to a safer place, please use the hotline numbers for counseling/information on available services.
- Please remember that in these times, there are many people who might want to take advantage of your situation under the promise of transporting you to safety. These people may charge large amounts of money and transport you through dangerous routes, while also restricting your freedom. UNHCR advises you not to engage with persons offering to illegally transport you to different states or countries, as you might fall victim to exploitation and abuse.

- The following hotlines are currently active, depending on connectivity:

Khartoum	0900934474	For all inquiries
Kassala	0912363434	For all inquiries
	0912363436	For all inquiries
	0909959065	For all inquiries
	0912159421	For all inquiries
	0912155648	To support GBV survivors
Gedaref	0123154969	For all inquiries
South Kordofan - Kadugli	0994490297	For all inquiries
South Kordofan - Abu Jubayhah	0961300257	For all inquiries
West Kordofan	0111312065	For all inquiries
North Kordofan	0961300215	For all inquiries
Blue Nile State	123154969	
	0912363434	

Information on cash assistance

We are unable to meet the cash demands of refugees and asylum-seekers due to the closure of banks and the overall safety situation in the country, which creates dangers around giving and receiving cash for those carrying it. We will continue to work with partners to ensure alternative ways to deliver cash to eligible persons in safety and dignity.

Information on food assistance

Safe access to food for refugees is at the top of UNHCR's priorities. UNHCR is closely working with partners to find possible ways for refugees to safely access food assistance. You will be informed once distribution dates are confirmed.

All assistance and protection services offered to refugees and asylum seekers are FREE OF CHARGE. Please do NOT pay money or provide any favors to get assistance from UNHCR or our partners.

You can confidentially report any violation of this to UNHCR Sudan by email sudkhhelp@unhcr.org or sudkh@unhcr.org

To report fraud, corruption, sexual abuse or exploitation, or other misconduct, email inspector@unhcr.org or lodge a complaint online <https://www.unhcr.org/igo-complaints.html>