## Statistics

<table>
<thead>
<tr>
<th>Month</th>
<th>Number of calls</th>
<th>Number of unique callers</th>
</tr>
</thead>
<tbody>
<tr>
<td>February, 2022</td>
<td>199</td>
<td>138</td>
</tr>
<tr>
<td>March, 2022</td>
<td>190</td>
<td>130</td>
</tr>
<tr>
<td>April, 2022</td>
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<td>55</td>
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<tr>
<td>May, 2022</td>
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<td>June, 2022</td>
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<td>July, 2022</td>
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<td>August, 2022</td>
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<td>September, 2022</td>
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<td>124</td>
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<td>October, 2022</td>
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<td>November, 2022</td>
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<td>December, 2022</td>
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<td>January, 2023</td>
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</tr>
<tr>
<td>February, 2023</td>
<td>119</td>
<td>60</td>
</tr>
</tbody>
</table>

### Subject of concern

- Information on UNHCR services: 52%
- Access to the asylum procedure: 10%
- Access to accommodation: 7%
- Access to health care: 6%
- Access to employment: 6%
- Other: 6%
- Food safety / Child nutrition: 4%
- Identification/other documentation: 3%
- Access to education: 2%
- NFI: 2%
- Psycho-social support services: 2%

### Regional segregation of callers

- Yerevan: 67%
- Kotayk: 8%
- Ararat: 5%
- Gegharkunik: 5%
- Syunik: 5%
- Lori: 2%
- Shirak: 2%
- Tavush: 2%
- Aragatsotn: 2%
- Arnavir: 2%
Vulnerability among callers

- Yes: 51%
- No: 49%

Category of callers

- Asylum seeker (35%)
- Refugee (20%)
- Refugee like (18%)
- Foreigner (17%)
- Citizen of Armenia (10%)

Gender of callers

- Male: 53%
- Female: 45%
- Other/Prefer not to say: 2%

Among those with vulnerabilities

- Elderly at risk: 30%
- Person with a disability: 23%
- Serious medical condition: 17%
- Single parent/caregiver with one or more children: 17%
- Multi-child families/families with four and more children: 17%
- LGBTIQ+ person at risk: 3%

Preferred Language

- Farsi: 37%
- Armenian: 27%
- Arabic: 24%
- English: 8%
- Russian: 3%
- French: 1%

How the caller found out about the UNHCR Hotline

- UNHCR Hotline card: 54%
- Learned from/informed by friend/relative: 23%
- UNHCR leaflet: 13%
- Other: 5%
- TV/Radio/UNHCR Help page: 3%
- Social networks (FB, Twitter, etc.): 2%