Statistics

Subject of interest of the caller

Information on UNHCR services | 50%
Access to the asylum procedure | 21%
Access to accommodation | 9%
Resettlement | 7%
Access to healthcare | 5%
Identification/other documentation | 2%
Freedom of liberty (detention) | 2%
Security and safety issues | 2%
Other | 2%

Regional segregation of callers

Yerevan | 75%
Kotayk | 4%
Syunik | 4%
Gegharkunik | 4%
Lori | 4%
Armavir | 4%
Ararat | 4%
Tavush | 2%

Link to the previous Snapshots on the work of the UNHCR Hotline
Among those with vulnerabilities

<table>
<thead>
<tr>
<th>Vulnerability</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serious medical condition</td>
<td>50%</td>
</tr>
<tr>
<td>Single parent/caregiver with one or more children</td>
<td>38%</td>
</tr>
<tr>
<td>Person with a disability</td>
<td>12%</td>
</tr>
</tbody>
</table>

Gender of callers

- Male: 72%
- Female: 24%
- Other/Prefer not to say: 4%

Preferred Language

- Arabic: 33%
- Armenian: 25%
- Russian: 16%
- Farsi: 14%
- English: 11%
- Hindi: 4%
- French: 2%

How the caller found out about the UNHCR Hotline

- UNHCR Hotline card: 30%
- UNHCR leaflet: 28%
- Social networks (FB, Twitter, etc.): 20%
- NGO provided the number: 17%
- State entity provided the number: 16%
- Learned from/informed by...: 33%