



Questions & Answers

Version: October, 2016

This document provides answers to frequently asked questions. It is updated on a regular basis.

Pre-Registration, Full Registration, Transportation, Procedural issues

General information

The Appointments are scheduled for everyone who has pre-registered for asylum. All persons who have pre-registered will be summoned to an appointment at the Asylum Service, depending on place of residence at the moment of pre-registration, as well as type of procedure (explained further). This appointment is the next step for your application for asylum in Greece, for family-Reunification or for relocation elsewhere in Europe.

The schedule for the appointments is available at the website of the Greek Asylum Service – www.asylo.gov.gr. The printed version is available also at all the official sites and camps. Please approach UNHCR staff to consult it. SMS were sent for September only, for the other months SMS will be sent for the appointments scheduled for the next two weeks, as a reminder.

The appointments are made based on the **registration number, not the case number or card number**. It is very important that you find your **registration number** in the list (or SMS) and NOT your card number! Both numbers are listed on your asylum seeker card. (Please refer to question/answer 17).

Along with your registration number, you will find the date, time and location of your appointment. When it is time for your appointment, you must come to the indicated Asylum Office at 07:30 together with all your family members, including all children and infants. Make sure to bring all your documents with you, **including your asylum seeker card**.

If you miss your appointment you will have to restart the whole process via Skype.

If you have moved to a new location after the pre-registration process, you can find a list of all registration numbers and appointments online at the Asylum Service website http://asylo.gov.gr/en/?page_id=1499

REGISTRATION, PROCESSING, SMS NOTIFICATIONS, DOCUMENTS

Q1. Where do full registrations take place?

A1. The Asylum Offices around the country, receiving pre-registered asylum seekers for their full registration are:

- Alimos Asylum Unit which will fully register relocation or family reunification cases of relocation-eligible nationalities from the Attica region from the 26/9/2016.
- Thessaloniki Regional Asylum Office, that fully register relocation or family reunification cases of relocation-eligible nationalities from some of the camps in Thessaloniki area, Larissa, Ioannina.
- Alexandroupolis Regional Asylum Office, that fully register relocation or family reunification cases of relocation-eligible nationalities from some of the camps in Thessaloniki.
- Piraeus Asylum Unit that fully register cases not eligible for relocation, including family reunification, cases from all over Greece.



- Attica Regional Asylum Office that fully register Syrian nationals whose applications will be fully examined in Greece.

For more information about the offices, addresses and appointments schedule of the respective asylum offices please visit the Greek Asylum Service web site (www.asylo.gov.gr)

You will get the appointment based on the place of residence you had at the moment of pre-registration, not your current place of residence.

Q2. Who should be fully registered?

A2. Full registration is a completion of the pre-registration process and is the next step towards either seeking asylum in Greece, pursuing family reunification or joining the EU Relocation Scheme. All persons who have been pre-registered by the Asylum Service during the pre-registration exercise from 8 June - 31 July, 2016 need to fully register their application.

If you have not been pre-registered you can still apply for International Protection by contacting the Asylum Service via Skype.

Q3. What is the Syria Fast Track?

A3. Syria Fast Track concerns only Syrian nationals and Palestinians from Syria who want to seek asylum in Greece. If you have not been pre-registered and you wish to seek asylum in Greece you have to book an appointment via skype for Fast-Track Syria. In order to book an appointment via Skype you have to have a Syrian passport (if you are Palestinian from Syria you must have a Travel Document for Palestinian Refugees issued by Syria).

Some Syrians who have pre-registered through the pre-registration exercise in June and July and are not eligible for relocation, because they entered Greece after the 20th of March 2016, will be channelled to the fast-track procedure, which means that normally they will receive international protection in Greece very quickly.

Q4. What is the procedure if I pre-registered via Skype?

A4. If you pre-registered via Skype, you are informed about your full registration date and you can pick up the pre-registration asylum seeker card from the asylum office where you have your full registration appointment the day after pre-registration through Skype.

Q5. What happens if I miss my appointment?

A5. If you miss or skip the appointment, your application will be suspended and you will have to start the whole process again from the beginning. You will have to call the Asylum Service via Skype and arrange for a new pre-registration appointment. This would take place after March 2017.

Q6. Do I keep my pre-registration Asylum Seeker Card after full registration?

A6. No. The pre-registration Asylum Seeker Card is replaced with a full registration card by the Asylum Service. It is issued for each fully registered individual, and is the International Protection Applicant Card, indicating your case number, not your registration number. This card will also include the date of appointment for the examination interview of the asylum application.

Q7. My neighbor, who came later than me, got an appointment in much earlier. Why? What are the priority criteria?

A7. The appointments have been scheduled automatically, by computer, where four criteria have been taken into consideration: a) vulnerability, b) date of arrival to the country, according to the date of the police note; c) availability of interpreter, d) availability of registration officer.



Q8. What happens when the registration number sent to me by SMS does not match my registration number?

A8. For full registrations of September, 2016, there was in some instances a programming mistake, therefore some of the numbers do not match. If that happened, please consult the list, which is downloaded from the Greek Asylum Service website (<http://asylo.gov.gr/wp-content/uploads/2016/08/CompleteSeptember2016FinalRefugeeSchedule.pdf>), as well as the printed lists at your camp/site. These lists have the correct information concerning the appointments.

Q9. I did not receive the message. What does it mean? Will there be other messages sent in October?

A9. The whole registration process will last from September 1st until April 2017. The first group of SMSs sent concerned the appointments for September 2016. At the mid of September the full list with appointments was published at the Asylum Service website. SMSs are sent then once in two weeks with the rest of the appointments from October 1st onwards.

Q10. What should I do now that I received the SMS?

A10. If you are in the Attica region, please use public transport to reach the respective Asylum Office at the date and time allocated to you. If you have difficulties in arranging your trip, UNHCR can help you with the bus tickets. If you are in one of the camps of Thessaloniki, Larissa, or Ioannina region, the transportation will be provided by UNHCR to the Asylum Office in which you have a full registration appointment. Please inform your site UNHCR focal point about your appointment, and which office it is scheduled for and ask for transportation arrangements.

Q11. Myself and members of my family got appointments for the full registration on different dates. What does it mean? Shall I refuse the registration in order to get fully registered at the same day with my whole family?

A11. Every effort has been made to ensure that the whole family will be registered on the same day. However, this may not always be possible, due to a number of factors, for instance, the availability of interpreters.

Having been fully registered on different dates does NOT mean that your applications will be examined separately. The fact that you got appointments for different dates with family members means only that you have to show up for the full registration on different dates, and it will require additional travel.

If you got appointments for different dates with members of your family, please make sure that you accompany any of your minor children to the Asylum Service. The members of your family who will get fully registered at a later date need to inform the registration officers of the **CASE Number** of the rest of the family.

If you miss/skip the appointment, you will have to re-start the whole process again, calling Skype for pre-registration. This is because all registration appointments have been booked already by other pre-registered asylum seekers.

Q12. Can I present myself to the Asylum Service on a different date than the one assigned to my registration number?

A12. You must come to the Asylum Service on the date assigned to your registration number. Only if you are contacted by the Asylum Service and informed to do so, should you present yourself at a different date.



Q13. Why, even though I have a serious health issue, did I not get an early appointment?

A13. Four factors determine assigning the full registration appointments, not only health reasons. Besides vulnerability, other factors play a role, such as date of arrival, availability of interpreter, and availability of registration officers at the competent asylum office, which is assigned to you for the full registration. However, persons with health issues have been given priority.

Q14. How can people who have developed health problems or vulnerabilities since pre-registration inform the Asylum Service for prioritization?

A14. During the scheduling of appointments, four factors were taken into consideration – a) Vulnerability, b) Date of arrival in Greece; c) Language/availability of interpreter; d) Availability of registration officer in a particular asylum office. Thus vulnerability already was taken as a first priority during the scheduling of the appointments. If there are extreme circumstances (such as health related issues) that have significantly affected your vulnerability status since the pre-registration procedure, you should consult the most appropriate actors providing humanitarian assistance in your site or area. You should inform the Asylum Service at your full registration appointment if you are experiencing increased vulnerability. However, every case will be considered strictly on individual basis. Generally there will be no rescheduling.

Q15. If I am head of household and I am the only one receiving the message, does this include my whole family?

A15. No, it does not. Every family member should receive an appointment, as every family member will be fully registered by filling out an individual form with the assistance of a registration officer and an interpreter. The SMS will come to the same number, as many times, as many family members indicated this telephone number as a contact number. This process includes everyone including babies and elderly people. But for the minor children the parent will represent the child. Children may not come alone for the full registration; they need to be accompanied by the parent. If the rest of your family did not receive an SMS, please check the website of the Greek Asylum Service. All information about appointments, address and guidance how to get to the Asylum Service, are available there.

Q16. In some cases fully registered applicants also received SMS appointments and their details have also been published on the list of appointments. What does this mean?

A16. If your asylum seeker card refers to a CASE number, this means that you have already got fully registered. That means that if for whatever reason you have received SMS with an appointment date you do not need to present yourself at the Asylum Service at that particular date. You need however to present yourself at the Asylum Office on the date indicated for your INTERVIEW.

Q17. What is the Registration Number and what is the Case Number?

A17. The Registration Number is the number that is printed on the asylum seeker card you were given when you were pre-registered.



Όνομα πατέρα/ Father's name	Ημερομηνία Πλήρους Καταγραφής/ Date of Lodging
Όνομα μητέρας/ Mother's name	01/06/2016 - 07:00
Ημερομηνία γέννησης/Date of birth 07/12/1998	Ημερομηνία λήξης/Date of expiry 01/06/2016
Τόπος γέννησης/Place of birth	
Υπηκοότητα/Nationality	Αρμόδιο Γραφείο Ασύλου/Competent Asylum Office
Διεύθυνση διαμονής/Residence address	ΠΕΡΙΦΕΡΕΙΑΚΟ ΓΡΑΦΕΙΟ ΑΣΥΛΟΥ ΑΤΤΙΚΗΣ

Όνομα/ Name	Ημερομηνία έκδοσης/Date of issue 05/05/2016	Υπογραφή αιτούντος	Υπογραφή υπαλλήλου signatures
Επώνυμο/ Surname	Ημερομηνία Υποβολής αιτήματος/Date of Registration 13/04/2016		
	Αριθ. Απλής Καταγραφής/Registration Αριθ. Δελτίου/Card No:		



Case Number is the number that is printed on the asylum seeker's card you were given after you were fully registered.



Όνομα πατέρα/ Father's name	Ημερ. συνέντευξης ή εξέτασης προσφυγής/ Date of interview or examination of appeal
Όνομα μητέρας/ Mother's name	17/06/2013
Ημερομηνία γέννησης/Date of birth	Ημερομηνία λήξης/Date of expiry 10/09/2013
Τόπος γέννησης/Place of birth	
Υπηκοότητα/Nationality	Υπογραφή αιτούντος
Διεύθυνση διαμονής/Residence address ΑΘΗΝΑ, ΑΘΗΝΩΝ /	Υπογραφή υπαλλήλου signatures
Όνομα/ Name	Ημερομηνία έκδοσης/Date of issue 10/06/2013
Επώνυμο/ Surname	Ημερομηνία Υποβολής αιτήματος/Date of application 10/06/2013
	Αριθ. Υπ./Case No: Αριθ. Δελτίου/Card No:



Q18. Can I leave to another country after being pre-registered in Greece? Will I be fully registered upon my return, in case the third country sends me back?

A18. After you are pre-registered, and until your application has been fully examined and processed, you must remain in Greece. You are considered an asylum seeker, and as such you have the same rights and obligations regarding travel as a fully registered asylum seeker.

Q19. What happens if my pre-registration card is damaged?

A19. You may attend your appointment for full registration with a damaged pre-registration card. You will still be fully registered and get the full registration International Protection Applicant Card. Those with a damaged pre-registration Asylum Seeker Card may also approach the Asylum Service before the appointment date, with the damaged card and request to have it replaced.



If you miss or skip the appointment, you will have to start the whole process again from the beginning. You will have to call the Asylum Service via Skype and arrange a new pre-registration appointment. This would take place after March 2017.

Q20. What can I do if I lose my International Protection Applicant Card (asylum seeker card)?

A20. If you lose your card, you need to go to the Asylum Office that issued the card and inform the Asylum Service personnel that you have lost your card. This refers to the mainland only. You will be given an attestation letter in order for you to go to the Police and declare that you lost the card or it was stolen. The police will provide you with a notice, which you will have to take to the Asylum Service that will issue a replacement card. The process for issuing the new card will take at least at least two months. In the meantime you will need to keep in your possession both documents -- the notice provided by the Police and the attestation provided by the Asylum Service.

Q21. What happens if I lose my pre-registration card?

A21. The Asylum Service will not replace a pre-registration card if it is stolen or lost. Your pre-registration card is valid for 12 months. You must always carry it with you and make sure it is not damaged or lost. You must not give it or sell it to someone else.

If you lose it, or if it was stolen, you must present yourself at the competent Asylum Office for your appointment. You will be given a new registration appointment at a later date since you will not be in possession of your card. If you have a photo of your card or remember your registration number tell the Asylum Service personnel.

Q22. My family composition has changed since the day of pre-registration (we've got new born/someone left, etc)? How can I inform the Asylum Service about it?

A22. If your child has been born after you were pre-registered, you must bring the newborn together with the birth certificate to your appointment for full registration. The child will then be fully registered and given an International Protection Applicant's Card (asylum seeker card).

Q23. I was registered as a minor during the pre-registration, but I became an adult in the meantime, will I have the same rights?

A23. Your age will not directly determine or change your rights or status in relation to your eligibility for asylum or for the relocation scheme (if you are already eligible). It will affect your status if you wish to apply for family reunification and you are no longer a minor at the time of full registration. However it remains at the discretion of the other country that is considering your family reunification case.

Q24. I am a minor, will I go through a detailed examination to establish my age during the full registration procedure?

A24. At the full registration you will be asked to state and verify your date of birth. If you state a false date of birth, this may affect the credibility of your application. You may also be requested to undergo an age assessment examination. Thus, you must always be truthful about your age.

Q25. If a person is 65 years of age or older can he/she be included in the same case as his/her adult children?

A25. Only nuclear family members (father, mother and minor children) can be included in the same asylum case. The elderly extended family members as well as any adult child will be getting their own asylum case which will be connected to the case of their relatives.



Q26. Will they take my fingerprints during the full registration? What will happen with the fingerprints, if I try to go to another country?

A26. If you have already been fingerprinted when you entered Greece, your fingerprints are already in the Eurodac Database, so it makes no difference if you provide them again during the full registration appointment.

If you do not provide your fingerprints as you are obliged to, the full registration of your application will not take place, therefore the examination of your application will be interrupted and you will no longer be entitled to have an International Protection Applicant Card. You will also not be able to be considered for relocation, family reunification, or receive international protection in Greece.

Q27. Why am I being asked for my fingerprints?

A27. Fingerprinting is a mandatory step in asylum procedures in every European Union country. It will allow all countries to know which country you first entered in the EU.

TRANSPORTATION

Q28. I have an appointment for the next days. How will I be transferred to the competent Asylum Office?

A28. The UNHCR field officers at your site can advise you about transportation to and from your appointment. Sites in the Attica region normally provide multiple bus tickets for regular buses and should give you the necessary number for the whole family and for the whole trip (in some cases, you will need to take another bus or metro train).

Asylum seekers residing in the camps in Thessaloniki, Ioannina or Larissa areas will be transported by buses, organised by the UNHCR office. For information and schedules you must contact the focal point at your site.

If you reside in Attica, but have an appointment in Thessaloniki or Alexandropolis, a return/round trip ticket for standard public inter-city buses will be provided by UNHCR.

If the traveler is an unaccompanied minor, the person accompanying the minor (whether it is a relative or NGO worker), will also have their transportation paid for by UNHCR.

Directions to the nearest competent asylum office, instructions on transportation using public transport, as well as a map of the offices, is available via the Asylum Service website.

<http://asylo.gov.gr/en/wp-content/uploads/2016/09/Offline-Appointments-at-the-Asylum-Service-template-V2.pdf>

Q29. If I am pre-registered via Skype will I also be provided transportation?

A29. Yes, if you pre-registered via Skype, you will also receive transportation from the site to the relevant Asylum Service office for the appointment.

Q30. What will happen after my appointment? Will I return to my camp?

A30. The trip, which you and your family will be offered is a round trip. UNHCR will not offer accommodation at this stage. You will have to return to your camp and if you can be offered another accommodation, UNHCR and/or its partners will talk to you few days after the full registration.

Q31. Will UNHCR or another agency provide any food for me and/or my family members?



A31. No. If you or your babies/children require a special food, please take care of it in advance, so if you miss or skip the appointment you will have to call the Asylum Service via Skype and arrange a new pre-registration appointment. This would take place after March 2017.

DURABLE SOLUTIONS: RELOCATION, FAMILY REUNIFICATION, ASYLUM PROCEDURE IN GREECE

Q32. Who qualifies for relocation?

A32. The relocation mechanism will only apply to those nationals who come from a country with an average EU-wide asylum recognition rate equal to or higher than 75 per cent, on the basis of EUROSTAT data for the previous quarter. According to the latest update from 30 September, 2016, Eurostat data for the 2nd quarter of 2016, the following nationalities meet the 75% eligibility threshold: Burundi, Eritrea, Mozambique, Bahrain, Bhutan, Qatar, Syria, Yemen.

Q33. Who can apply for family reunification?

A33. Adults (over 18 years old) who have a nuclear family member, legally living in another European country (nuclear family consists of husband, wife and minor children). In this case you can ask to live with your spouse or your child who is not yet an adult if they are living legally in another European country. If you are a child and you are travelling without your parents or a legal guardian, you can ask to join your mother/father, sister/brother, aunt/aunt, or grandmother/grandfather.

Q34. What are the next steps after full registration for relocation cases?

A34. The Asylum Service will examine your application, and if you are eligible for the EU relocation program, your application will be sent to another EU Member State for consideration. If you are accepted for relocation you will be notified about the destination, accommodation and transportation details. Those who qualify for the EU relocation program will be offered temporary accommodation before leaving Greece after the full registration process.

Q35. What are the differences between the Family Reunification (Dublin) cases and those of nationals eligible for Relocation?

A35. Family Reunification is available only for members of a nuclear family (spouse and minor children), where all family members' asylum applications will be examined by the same member state. Relocation candidates are transferred to another member state for the examination of their asylum application, but do not have the chance to choose to which country they will be relocated.

Q36. What documents will I be given after being granted asylum in Greece? What are my rights?

A36. After being granted international protection in Greece you will be provided with a Residence Permit valid for three years which may be renewed. You have the right to apply for travel documents. More information on all the rights of beneficiaries of international protection can be found on the Asylum Service's website: http://asylo.gov.gr/en/?page_id=471

Q37. Why are Dublin (family reunification) cases of nationals eligible for relocation being treated differently in the procedure?

A37. The full registration process, (including locations of Asylum Offices, registration officers, interpreters, transportation for full registration) is conducted in the same way for both relocation and family reunification candidates of nationalities eligible for relocation. The only differences



occur after the full registration (for example relocation candidates are provided with accommodation, relocation process may move faster, etc.). Currently, the Greek government, UNHCR and the partners are working on provision of accommodation for vulnerable family reunification and regular asylum seeker cases.

Q38. What happens if my request for family reunification is rejected by the country where my family member lives?

A38. If the destination country refuses your request for family reunification, you will be able to remain in Greece while your asylum application is examined in Greece.

Q39. How long will I stay in Greece between registration and family reunification?

A39. The amount of time depends on the individual case as well as on the authorities in the destination country. It will take several months.

Q40. How long will I stay in Greece between full registration and relocation to another European country?

A40. The amount of time depends on the individual case as well as on the authorities in the destination country. It will certainly take some months.

Q41. What if I want to go to a specific country such as Germany, Sweden or France, but I have been offered relocation to another country?

A41. You cannot choose the country to which you will be relocated. However, if you refuse to go your application will be examined in Greece.

Q42. What happens if I refuse relocation or if the destination country does not accept the request for relocation?

A42. If you refuse relocation, or if the destination country refuses the request for relocation, you will be able to remain in Greece while your asylum application is examined in Greece. If you refused to go the country, offered to you after you have been moved to the apartment or a hotel, provided by UNHCR, you cannot choose the other country, also you will have to vacate the accommodation, as after refusing the relocation country, your accommodation will not be supported.

Q43. I am from Iraq. Can I be relocated?

A43. Iraqis who have entered Greece before 20 March 2016 and have been pre-registered until 16 June 2016 are eligible for relocation. Iraqis who entered Greece before 20 March 2016 and have been pre-registered after 16 June 2016 might be eligible for relocation, based on the date of entry on their police note. Iraqis who have entered Greece after 16 June 2016 will not be eligible for relocation. The 16th of June is the day on which European governments were informed that less than 75 per cent of Iraqis are granted international protection in Europe on average.

Q44. I thought the Government would provide me with an apartment or hotel room after pre-registration or registration.

A44. Those who qualify for the EU relocation program will temporarily be offered accommodation before they leave Greece after the full registration process and if you are recognized as a relocation candidate. Everyone else can live in one of the open accommodation sites in the mainland that are managed by the Government. UNHCR is providing temporary



accommodation also to vulnerable asylum seekers, on a case by case basis following an individual assessment and based on available accommodation places

Q45. Can I choose the legal pathway I prefer during the full registration - relocation versus Dublin family reunification?

A45. No, you cannot. The eligibility for relocation or family reunification are pre-defined by the details of your particular case. The Asylum Service will make the most reasonable decision.

More details:

For information on the asylum procedure in Greece, see here http://asylo.gov.gr/en/?page_id=62

For information on family reunification according to the Dublin III Regulation, see here http://asylo.gov.gr/en/?page_id=81

For information on the relocation programme, see here http://asylo.gov.gr/en/wp-content/uploads/2015/11/RELOCATION_EN.pdf

For information for those granted asylum / international protection in Greece, see here http://asylo.gov.gr/en/?page_id=471