UNHCR ARMENIA
SNAPSHOT #3
October 2021

Statistics

<table>
<thead>
<tr>
<th>Month</th>
<th>Number of calls</th>
<th>Number of unique callers</th>
</tr>
</thead>
<tbody>
<tr>
<td>August</td>
<td>88</td>
<td>78</td>
</tr>
<tr>
<td>September</td>
<td>132</td>
<td>90</td>
</tr>
<tr>
<td>October</td>
<td>143</td>
<td>80</td>
</tr>
</tbody>
</table>

Subject of concerns

- Humanitarian aid: 34%
- Living conditions: 22%
- Issuance of documents: 12%
- Access to social payments: 2%
- Employment issues: 2%
- Health issues: 1%
- Other: 27%

Preferred Language

- Armenian: 62%
- Persian: 20%
- Arabic: 10%
- English: 8%

Category of calls

- People in a refugee-like situation: 45%
- Refugees/asylum-seekers/stateless persons: 55%

Regional segregation of callers

- Yerevan: 60%
- Ararat: 13%
- Kotayk: 11%
- Syunik: 8%
- Gegharkunik: 2%
- Tavush: 1%
- Lori: 2%
- Armavir: 2%

Gender of callers

- Female: 43%
- Male: 57%

Vulnerability among callers

- Yes: 54%
- No: 46%

Among those with vulnerability

- Multi-children families: 55%
- Single parent/caregiver: 18%
- Serious medical condition: 12%
- Persons with disability: 12%
- 65+: 4%