In June UNHCR Armenia hotline received 92 calls from 38 unique callers. 37 of those unique callers called from Armenia.

**Subject of Concerns**

- Humanitarian assistance: 34%
- Protection issues: 32%
- Resettlement: 10%
- Access to shelter / adequate living conditions: 8%
- ID and other documentation: 8%
- Other: 8%

**Regional Segregation**

- Yerevan: 70%
- Syunik: 8%
- Kotayk: 5%
- Tavush: 5%
- Aranv: 3%
- Gegharkunik: 3%
- Aragatsotn: 3%
- Ararat: 3%

*In June UNHCR Armenia hotline received 92 calls from 38 unique callers. 37 of those unique callers called from Armenia.*
Gender of callers

- Male (45%)
- Female (52%)
- Other (3%)

Category of callers

- Refugee like (21%)
- Foreigner (37%)
- Refugee (16%)
- Citizen of Armenia (2%)
- Asylum seeker (24%)

Vulnerability among callers

- Yes 37%
- No 63%

Among those with vulnerability

- 65+ 36%
- Single parent/caregiver with one or more children 29%
- Multi-children families 14%
- SGBV survivor 14%
- Serious medical condition 7%

Preferred Language

- Armenian 39%
- Persian 32%
- Russian 11%
- Arabic 8%
- English 5%
- Spanish 5%

How did the caller find out about the UNHCR hotline?

- Learned from/informed by friend/relative 53%
- UNHCR leaflet 24%
- TV/Radio/Internet (UNHCR help page) 13%
- Other 8%
- Social networks (FB) 3%

Link to the previous Snapshots on the work of the UNHCR hotline