

KEY STATISTICS: NATIONAL TOLL-FREE COUNTER-TRAFFICKING AND MIGRANT ADVICE HOTLINE, JANUARY-DECEMBER 2023

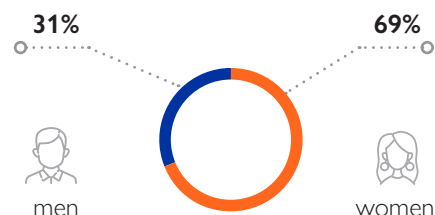
527 (free from mobile phones)
0 800 505 501
(free from mobile and fixed phones).
Daily 8 a.m. – 8 p.m.

The hotline provided **228,786 consultations** in response to **53,093 call** received between 1 January and 31 December 2023.

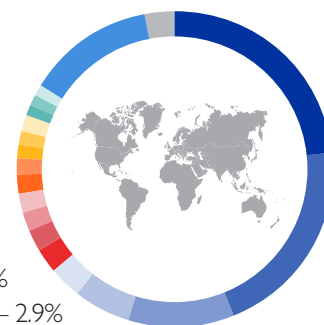
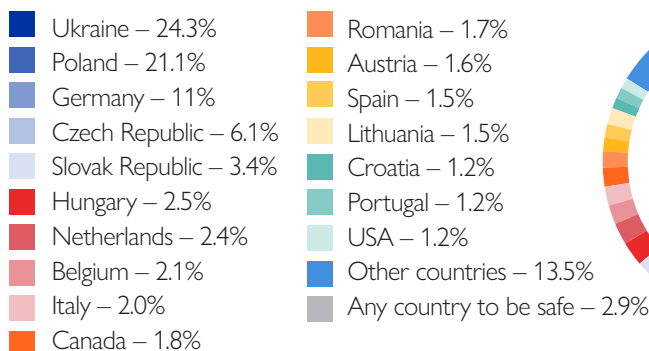
PROFILE OF BENEFICIARIES



62% of calls came from internally displaced persons (IDPs)



MAIN INTENDED COUNTRIES OF DESTINATION



SUBJECT OF CALLS

General information about human trafficking and safe travel
Work of different organizations, including diplomatic institutions¹

Receiving social support

Non-visa border crossing

Details on border-crossing points²

Border crossing by men subject to conscription

Border crossing by children

Procedure of seeking asylum / obtaining refugee status

Tourism/private trip

Protection of Ukrainians' rights abroad

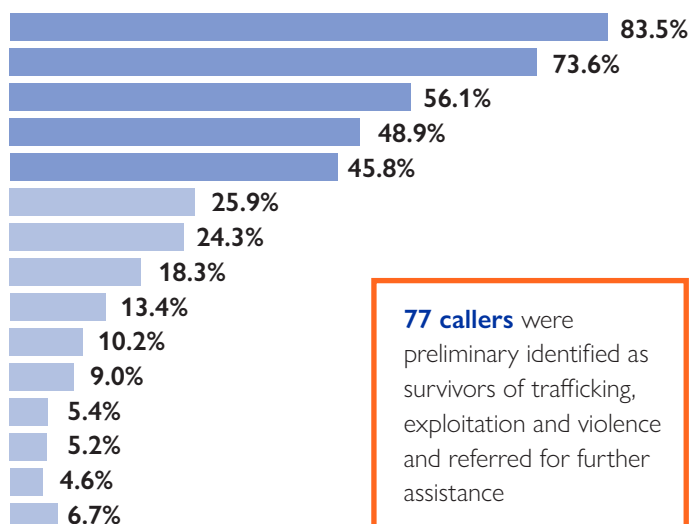
Emigration

Border crossing by car

Visa issues

Return of Ukrainians

Other

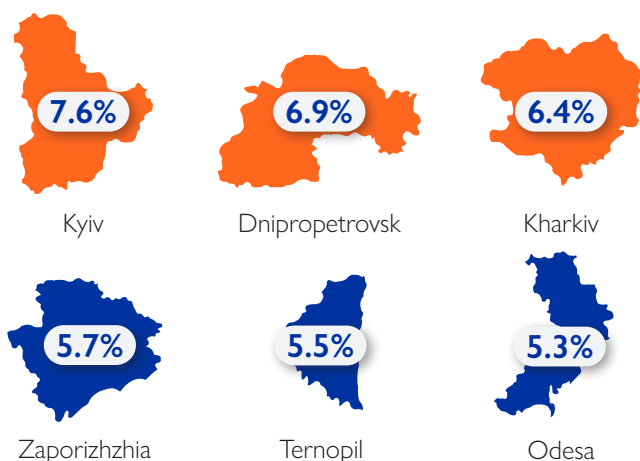


77 callers were preliminary identified as survivors of trafficking, exploitation and violence and referred for further assistance

¹ contact numbers, operation hours, services provided by Ukrainian and foreign embassies, governmental institutions, non-governmental and international organizations

² location of border-crossing points, operation hours, waiting times

LOCATIONS WITH THE MOST CALLS



CALLER'S SOURCES OF INFORMATION

