



What's next: after pre-registration

The Asylum Service will send you a text-message (SMS) with the date and location for your next appointment at the Asylum Service. This SMS will be sent to you in the coming weeks. The SMS will be sent to the mobile phone number you gave the pre-registration clerk.

Your appointment will take place some months after you pre-registered. This is because there are many thousands of refugees asking for asylum in Greece at the moment.

The date of your next appointment at the Asylum Service Office depends on four things: the date when you arrived in Greece, the language you speak and if you have been asking for asylum in Greece, family reunification or relocation. Finally, the needs of people who require specialized assistance will be taken into account, too. Examples include unaccompanied children, as well as people with specific physical or mental needs.

The list of appointments will be published on the website of the Asylum Service (<http://asylo.gov.gr>). In addition, if you are living in one of the official sites, the Asylum Service will provide printed lists with all appointments for that site.

- It is very important that you go to your appointment with the Asylum Service. If you miss the appointment, you will need to restart the whole process by booking a new appointment through Skype.
- You and all your family members need to come to all appointments at the Asylum Service together.
- If your phone number or address change, you need to email the Asylum Service at new.numbers@asylo.gov.gr. This is very important, because the authorities need to contact you to tell you when to come to the Regional Asylum Office. You need to include your name, date of birth, registration number, new phone number and your new address in this email, in English or Greek.
- You need to have your asylum seekers card with you at your next appointment with the Asylum Service. If you or any of your family members do not have it with you, you will need to restart the whole process by booking a new appointment through Skype. Please also bring all other relevant documents with you, for example your police note, passport, driver's license, marriage certificate etc. If you have family members living in Europe, please also bring all documents related to them with you.
- If you have any questions about relocation, you can call the EASO hotline for more information. If you are staying in the south of Greece (near Athens) call +30 69 44 82 91 38. If you are staying in the north (near Thessaloniki), call +30 69 89 76 45 98. The hotlines are open Monday to Friday from 09:00 to 17:00.
- You always have the right to talk to UNHCR or any organizations that provide legal, medical and psychological assistance.