

What Are the Working Hours of 168 Kızılay Call Center?

- ▶ You can reach the **toll-free** 168 Kızılay Call Center that provides services in Turkish, English, Arabic, Farsi and Pashto between 08:00-18:00 in week days, 09:00-13:00 on Saturdays.



Turkish
English
Arabic
Farsi
Pashto

Monday - Friday
08:00 - 18:00

Saturday
09:00 - 13:00



Your phone number must be up-to-date so that we can send you programme related information in a timely manner.

If your phone number is not up-to-date, please go to the camp management to update your number.

In Case of Any Problem, What Is the Name and Address of the Bank Branch?

- ▶ Halkbank Adana Sarıçam Branch:



Address: Kiremithane Mah., Dadaloğlu Bulvarı No: 1 D : B,
01260 Yüreğir / Adana



IN-CAMP FOOD ASSISTANCE PROGRAMME

Food assistance is provided to foreigners who live in 6 Temporary Accommodation Centers in Türkiye through **KIZILAYKART**. The assistance provided through this card is brought into use by World Food Programme (WFP) so that programme beneficiaries can access sufficient food.

KIZILAYKART is a debit card with electronic chip. It must only be used in contracted markets to buy food and non-food essential products.



You can buy food supplies for 120 TL of the 150 TL loaded on your KIZILAYKART each month, and food and non-food essential products (such as cleaning materials) for 30 TL.



You can not buy alcohol and tobacco products.

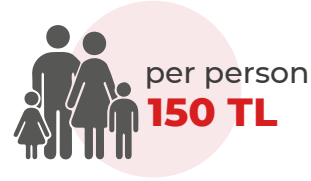


Who Can Receive Assistance From the Programme?

- ▶ Anyone living in Temporary Accommodation Centers who has an ID starting with the digit numbers of 99 can benefit from the In-Camp Food Assistance Programme.

What Is the Monthly Assistance Amount?

- ▶ Monthly assistance amount is 150 TL per person in the household.
120 TL of this amount must be used for food shopping. The remaining 30 TL can be spent for food or non-food essential necessities.



Can I Buy What I Want With the Provided Assistance?

- ▶ 120 TL of the assistance amount should be used for food. Food or non-food necessities can be purchased with the remaining 30 TL.

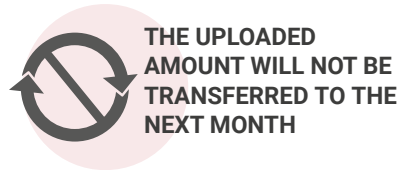
KIZILAYKART can only be used on Halkbank POS devices in contracted markets.



When Is the Assistance Uploaded? How Long the Uploaded Amount Stays in My KIZILAYKART?

- ▶ The assistance amount is loaded into KIZILAYKART on the 20th of each month.

The remaining amount in your account will be swept back between the 17th and 19th of the next month and not be transferred to the next month for use. You will be notified by SMS 2 days before the sweep back process.



How Can I Learn My Card Balance?

- ▶ You can find your card balance by calling our toll-free 168 Kızılay Call Center. 168 Kızılay Call Center will transfer you to the toll-free Halkbank Call Center, which also provides services in Arabic. You can also check your balance on Halkbank ATMs outside the camp.

How Can I Change My Card's Password?

- ▶ You can change the password of your KIZILAYKART by going to the Halkbank branch or Halkbank ATMs.



What Can I Do if I Forget My Card's Password?

- ▶ Your card will be blocked if enter wrong password 4 times. If you forget your password or your card is blocked because of entering wrong password, you must go the Halkbank branch and report the situation to the bank officer.

Can I Use My Card at Atms?

- ▶ You can use Halkbank ATMs to check your card balance and change your password. The KIZILAYKART, which is provided to beneficiaries living in Temporary Accommodation Centers, can only be used in POS devices in contracted markets.

What Can I Do if My Card Is Stolen or Lost?

- ▶ You must call our toll-free 168 Kızılay Call Center.

What Should I Pay Attention When Generating My Card Pin?

- ▶ Your PIN should not consist of easily predictable number sequences and should not start with 0. Additionally, your password should not include the numbers on your card, and phone or identity (ID) numbers. Your card is at your disposal only. Do not share your card password with anyone, do not save anywhere or write down on your card. If you suspect that your PIN code is known to others, be sure to change it.

Important Warning: Do not give your KIZILAYKART to anyone. Do not share your PIN with anyone, including Camp Staff. Take necessary precautions in case anyone sees your PIN.