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Press Release: EASO’s Hotline in Italy for the EU Relocation Programme



EASO’S Hotline in Italy creates communication opportunities and explains the benefits of the EU Relocation Programme for the persons in need of international protection currently residing on the Italian territory.

The European Asylum Support Office (EASO), as part of the Communication Campaign for the EU Relocation Programme, has launched an Info Hotline, in an effort to inform persons in need of international protection, coming from eligible countries of origin, about the possibilities of applying for the EU Relocation Programme, as well as emphasizing the main message that Relocation is the safe and legal way to move from Italy to another European country!

The purpose of the Hotline is to provide accurate and prompt information to questions addressed by persons in need of international protection regarding the procedure to access the EU Relocation Programme. Also, the Hotline experts may offer information on the status of their application, and with regard to the family reunification procedure for potential asylum seekers.

Basically, the main function of the Hotline is to provide the necessary information to persons in need of international protection, as well as to other organizations and individuals on the following matters: clarifications on procedures for relocation, family reunification as well as national asylum procedure registration, state-of-play for registered cases for relocation or family reunification.

EASO Hotline number in Italy, +39 345 40 57 316

, is operating with the support of EASO asylum experts and cultural mediators, covering four languages: Italian, English, Tigrinya, Arabic, and is operational from Monday to Friday, from 9:00 a.m. to 8:00 p.m.

EASO has also a Hotline number in Greece, + 306944829138, operational from Monday to Friday, from 9:00 am to 5:00 pm, with interpretation provided in Arabic, Farsi and Kurdish (Sorani, Kurmanji, Badini). Likewise in Italy, EASO's Hotline team in Greece provides the applicants with accurate information on the official procedures of the Relocation Programme and family reunification.

Contact EASO hotlines in Italy and in Greece to register for relocation and start your future now!

Any further information may be obtained from the European Asylum Support Office by contacting Mr Jean-Pierre Schembri on the following e-mail address: jean-pierre.schembri@easo.europa.eu

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EASO Hotlines contact information: /relocation-hotlines

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