



**World Food  
Programme**

**Programme  
Alimentaire  
Mondial**

**Programa  
Mundial de  
Alimentos**

**برنامج الأغذية  
العالمي**

## WFP Ecard Loading Q&A (September 2017) key messages, questions and answers

### Key messages:

- WFP is providing food assistance to Syrian refugees with the greatest needs.
- In September, WFP will provide eligible beneficiaries with US\$ 27.
- WFP red e-cards for Syrian refugees will be loaded on 05 September.
- All blue cards stopped working at the end of December, as they were replaced by the red cards.
- WFP is extremely concerned about the food security situation of refugees in Lebanon and is doing everything possible to assist the families which are most in need of assistance.

### What is WFP?

- The United Nations World Food Programme (WFP) is the world's largest humanitarian agency fighting hunger worldwide. In 2012, WFP began a new operation in Lebanon that supports Syrian refugees with the aim of improving their food security conditions.
- WFP is funded entirely by voluntary contributions, from governments, private companies, organizations and the public.
- In Lebanon, WFP provides food assistance through the 'UN electronic card /'red e-card', primarily for vulnerable Syrian refugees.

### How much money will I receive?

- For the month of September, WFP will be providing eligible individuals with US\$ 27. WFP assistance is no longer limited to 5 members per family. Each member will receive US\$ 27.
- Starting September, a group of beneficiaries will participate in a pilot project "Cash for food" where they have the option to redeem their assistance at contracted shops but also withdraw the amount from an ATM. These group of beneficiaries will continue to receive the same amount of US\$ 27/person but they can decide how you to use the money from WFP.

### How does WFP determine eligibility for food assistance?

- Humanitarian organizations, including WFP, work to identify the most economically vulnerable families and assist them based on available financial resources. 'Economic vulnerability' means that you are unable to cover your basic household needs, such as food, health and rent, among other things. Some vulnerabilities can be caused by many factors, including medical conditions, disabilities, victims of violence and others that could lead to an economic vulnerability.
- The organizations look at a combination of factors provided during your latest interviews at UNHCR reception centers to provide or update your basic information, including but not limited to family demographics (family size, age and gender and presence of young children) and the ability to earn income. By combining these factors, humanitarian organizations are able to better understand each family's economic situation.
- Unfortunately, WFP cannot provide assistance to all refugee households however we recognize that households that are not assisted face a number of challenges in meeting their needs.

### I am holding a red card and I provided my details to UNHCR – can I use my card at the WFP shop/ATM?

- In September you can use your e-card to shop at WFP shops, showing your card and UNHCR barcode or certificate to the shopkeeper.
- If you have been informed by SMS that your card can be used at ATMs to withdraw money, then you can decide if you want to use the card in the shop as usual, or to withdraw cash. You can decide how you need to use the money from WFP.

### I lost my registration certificate / e-card / PIN. What should I do?

- If you lost your registration certificate, you must contact UNHCR immediately (hotline numbers are at the end of this document).
- If you lost your e-card/PIN, you must contact the bank immediately on 01-242477 / 03-242477. The bank will deactivate your card and it will be replaced as soon as possible.

### Do I benefit from other assistance in case I am not eligible for WFP assistance or if my card was not validated?



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- Yes – the following services are still available to those most in need by UNHCR and partner organizations, including: health care at reduced cost, educational support, psycho-social support, shelter support, support for basic sanitation facilities, and legal assistance.
- For more information, approach the community or social centers supported by the Ministry of Social Affairs, UNHCR and other organizations. You can also call the UNHCR hotlines

#### [\[Questions about registration\]](#)

- For registration questions, please contact UNCHR or humanitarian partners in your area.

#### [What is the cash for food pilot?](#)

- Your food assistance remains the same. You can continue using it in a WFP contracted shops, however you now have the additional option of withdrawing cash from an ATM. You can decide how you need to use the money from WFP.
- You can withdraw cash at any Bank ATM. You will not be charged for any transaction. However please note that the minimum withdrawal amount is 20,000 LBP.
- The current card and pin you are using are the same for WFP cash for food assistance.
- This is a pilot project, where a limited amount of HH are participating at this phase. You are not expected to be included in this project for the time being.
- Beneficiaries will keep on receiving cash as long as WFP receives funds. In case of any changes you will be notified by an SMS ahead of time.

#### [How is the cash for food assistance utilized?](#)

- Once you receive a loading SMS, you can withdraw the monthly transfer value from any ATM or redeem it at shops and as many times as you please. However please note that the minimum withdrawal amount is 20,000 LBP.

#### [What is the validation exercise?](#)

- WFP and its partners regularly hold validation exercises throughout Lebanon. The purpose is to ensure that the right people have the right e-cards and that the assistance it is giving is reaching the people it is intended for.
- Everyone entitled to WFP assistance will receive an SMS in September, October, November and December explaining when and where their validation exercise will be; if you didn't receive a validation sms yet, please wait as the validation exercise is still not done and you will most likely receive an sms soon.
- Some households might no longer receive WFP food assistance if determined by WFP and its partners that an e-card is with the wrong household.

#### [Contacts:](#)

[Banque Libano-Française \(BLF\) hotline:](#) 01-242477 / 03-242477

[Cash and Food Assistance hotline:](#) 01-594250 Monday to Friday 8:00am – 8:00pm