

## Trusted services for migrants and refugees in the palm of their hand

**The problem for refugee aid organizations:** Finding and communicating accurate information about migrants and refugees has been exceptionally difficult and the current challenges are taxing existing systems. NGOs use websites, social networks, word documents, PDFs, and rudimentary calendars to display their information – there is no standardization. There is no central database. The lack of live data can lead to great inefficiencies in both delivery of aid and communication between NGOs and between aid organization field services and refugees. Until now there were no standardized communication tools, and no single platform where all services are mapped.

**The problem for migrants and refugees:** Arriving in a new country, after having lost almost everything, is more than most people can handle. Remaining autonomous and independent becomes more important than ever. So migrants and refugees need to be able to find the services they need, where they are and when they want it – on their smartphone, which may be one of the only possessions they have left.

**Our solution:** RefAid is the first ever platform to enable refugee aid organizations to discover, monitor and share live information by location, as well as the 1st ever mobile app that gives refugees up-to-the minute information about where official aid is available near them.

## Services, Communication, Mapping

*“Getting accurate & current information to service users and partner organizations is one of our biggest challenges. The RefAid platform helps us to achieve this and will have a very real impact in enabling us to better support refugees.”*

*Medecins du Monde,  
Belgium*



## A multilingual mobile app for migrants and refugees

### The impact of using RefAid

- Help your community help people or find help for themselves, find your services by location or category – feel and share the love
- Help the public find resources wherever they are, subscribe to your organisation or services – expand your reach
- Enable those you serve to receive notifications about services – geo-publish time sensitive information

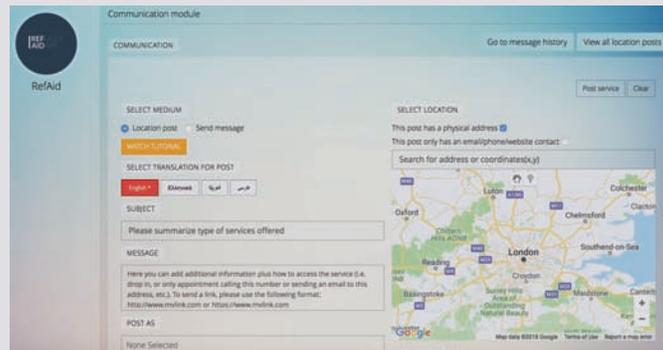
## Map and manage services

- Manage and view services by type and location  
Share information about services with employees, volunteers, other organizations and beneficiaries
- Gather and analyze user feedback in real-time for better impact reporting

**Deploy and manage resources effectively**

**Create greater impact and accessibility of services**

**Determine if the right services are at the right place at the right time**



## Collaboration

- Create and participate a live network of local, national, and international organizations helping migrants
- Share information about services with other organizations
- Coordinate with internal stakeholders and organizations in real time

**Avoid duplication**

**Reduce cost**

**Improve services**

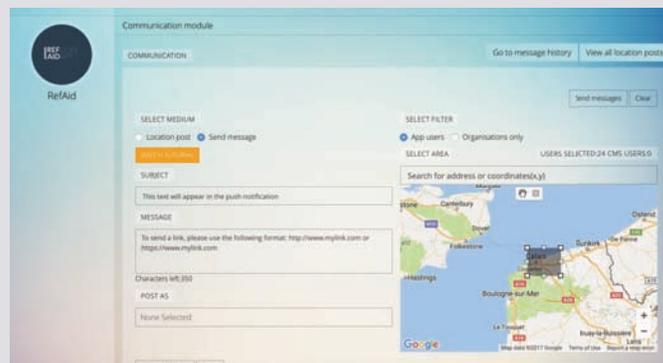


## Communication

- Communicate with other organizations through push notifications and emails
- Send location targeted push notifications and messages about services and urgent news to refugees

**Targeted communications**

**Give the right information, to the right users at the right time**



## JOIN THE MOVEMENT

- Already live in 22 countries (US, Europe and Turkey) and will be launching soon in other countries
- More than 5,000 organisations, including Caritas, Doctors of the World, International Rescue Committee, Médecins sans Frontières, Red Cross, ARCI, CIR, Médecins du Monde, Salvation Army and multiple city and government service programs make their services available in RefAid



For iPhone: [bit.ly/refaid-iphone](http://bit.ly/refaid-iphone)



For Android: [bit.ly/refaid-android](http://bit.ly/refaid-android)