

Service points

The Finnish Immigration Service customer service point

Lautatarhankatu 10, Helsinki (Sörnäinen)
Monday–Friday 9 a.m.–3 p.m.

Documents and other information may be delivered to the Finnish Immigration Service each weekday 8.00 a.m.– 4.15 p.m.

Citizen's Service Office

Sofiakatu 1 and Pohjoisesplanadi 11–13
Monday–Friday 9 a.m.–7 p.m.
tel. +358 9 310 11 111

Advice is available at both locations concerning

- citizenship
- residence permits, e.g. for study or work, or on the basis of family ties
- alien's passports.

You may also enquire about

- the documents required for attaching to your application
- whether we have received your application, notification or requested details
- the current status of your application.

For security reasons it will not be possible to provide information about asylum applications currently being processed

N.B. No applications can be submitted directly to service points. Applications are submitted to Finnish missions abroad or to the local police in Finland.

E-mail, letter and fax

E-mail: maahanmuuttovirasto@migri.fi
Postal address: P. O. Box 18, FI-00581 Helsinki
Fax: +358 71 873 0730

You can send additional information regarding matters pending at the Finnish Immigration Service by e-mail, letter or fax. For personal counselling, please contact us by telephone at our service numbers or come visit our service point. The request for expediting your application can be made only in writing.

24.2.2011

The Finnish Immigration Service's CONTACT INFORMATION for customers

www.migri.fi

The Finnish Immigration Service website is available at any time of the day or night. The site contains a wealth of information and guidelines on application issues, arranged according to the basis for application.



Customer service line

Tel. +358 71 873 3400, Monday–Friday 9 a.m.–3 p.m.

If you are seeking advice concerning application for a residence permit or Finnish citizenship, or if you wish to enquire about the progress of your application, your first call should be to the customer service line.

You will obtain advice through the customer service line concerning

- citizenship
- residence permits, e.g. for study or work, or on the basis of family ties
- alien's passports.

You may also use this number for enquiries concerning

- the documents required for attaching to your application
- whether we have received your application, notification or requested details
- the current status of your application.

For security reasons it will not be possible to provide information over the telephone about asylum applications currently being processed. Similarly, the telephone service may not be used for expediting your application; the request must be made in writing.

Service numbers

Tuesdays, Wednesdays and Thursdays, 10-11 a.m.

Citizenship

Citizenship by application	+358 71 873 3650
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- enquiries concerning Finnish citizenship by application: process initiation and requirements (application not yet submitted)

Citizenship by declaration	+358 71 873 3660
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- enquiries concerning Finnish citizenship by declaration: process initiation and requirements (process not yet initiated)

Progress enquiries and requests for clarification	+358 71 873 3670
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- enquiries concerning citizenship applications and citizenships by declaration that are currently being processed

Residence permits

Employed and self-employed persons	+358 71 873 3710
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- enquiries concerning residence permit applications for employed and self-employed persons

Students and researchers	+358 71 873 3720
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- enquiries concerning residence permit applications for students and researchers

Native Finns and returnees	+358 71 873 3740
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- enquiries concerning residence permit applications for native Finns and for Ingrian Finn returnees

Family members

enquiries concerning residence permit applications on the basis of family ties	+358 71 873 3750
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enquiries concerning applications submitted by Somalis on the basis of family ties	+358 71 873 3620
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Asylum and refugees

Asylum applications and related residence permit issues	+358 71 873 3680
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- enquiries concerning asylum applications and other possible residence permit applications for asylum seekers arrived in Finland

Quota refugees, relocation to the municipalities, and unaccompanied minors as asylum seekers	+358 71 873 3690
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- enquiries concerning quota refugee selection and relocation to the municipalities, and applications for unaccompanied minors as asylum seekers

Refugee travel documents and alien's passports	+358 71 873 3640
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- enquiries concerning applications for refugee travel documents or alien's passports

Owing to technical reasons, there will regrettably be no opportunity to queue for the service numbers.