

If you were unable to reply to a request for additional information or submit an urgent application between 19 and 24 January due to technical difficulties, follow these instructions

If you were unable to reply to a request for additional information or submit an urgent application between 19 and 24 January 2023 due to technical difficulties in Enter Finland service, follow the instructions below.

If you have received a request for additional information and have not yet replied to the request:

- Please reply to the request on 7 February 2023 at the latest. Because of the problem in Enter Finland, you get an additional 2 weeks to reply to the request.
- There is no need to inform us separately that you have been unable to reply in Enter Finland.

If your permit has expired while the problem lasted:

- Please submit your application in Enter Finland on Wednesday 25 January 2023 at the latest.
- If you follow these instructions, we will not take into account the interruption in your permits since you have not been able to submit your application for a reason caused by the Finnish authorities.