You have now applied for a new residence permit card on the basis of temporary protection – this is how you collect your card from a DB Schenker collection point

You will receive your new residence permit card within approximately two weeks of submitting the application. Once your residence permit card is ready, DB Schenker will send you a notification by email or as a text message, stating that you have received a shipment that is ready for collection. Your residence permit card will be delivered to the DB Schenker collection point closest to your address. The email or text message notification will tell you which collection point you should visit to collect your card.

We will send each card separately. If you have applied for a new residence permit card for yourself and for your child, we will send both cards separately. If you live on the Åland Islands or have a non-disclosure for personal safety reasons, we will send your residence permit card directly to the address you stated in your card application.

When you have received a notification:

1. Bring with you the email or text message notification you received from DB Schenker, and your customer number, which is also your PIN code.
   - Your customer number is printed on your reception centre customer card.
   - You do not need to show your customer card to DB Schenker staff. It is enough to tell them your customer number.
2. Show a member of the DB Schenker staff the arrival notification you received, and tell them your customer number. If the DB Schenker staff ask you for a PIN code, they mean your customer number.
3. The DB Schenker staff will then give you the envelope that contains your new residence permit card.
4. If you are collecting a card for another person, you do not need a power of attorney. Bring with you the arrival notification from DB Schenker and the customer number of the person whose card you are collecting.

Destroy your old residence permit card on the basis of temporary protection after you have collected your new card

You will receive a return envelope along with your new residence permit card. However, do not return your old residence permit card to the Finnish Immigration Service. Destroy the old card instead.

- Cut the card’s chip into four parts – first into two parts vertically and then horizontally.
- Put the parts in the mixed waste bin, preferably in several different bin bags.

The residence permit card must be destroyed so that it will not be misused. If you have already sent your old card to the Finnish Immigration Service, we will destroy it for you.