

## **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 Matkahuolto service point**

You will receive your new residence permit card within approximately two weeks of submitting the application. Once your residence permit card is ready, Matkahuolto will send you an email or a text message stating that you have received a shipment that is ready for collection. The message states also from which Matkahuolto service point you can 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. To collect your new card from the Matkahuolto service point, bring with you your current residence permit card and the arrival notification from Matkahuolto (the email, text message or letter you have received).
2. Show the Matkahuolto staff your arrival notification and tell them your customer number, which is printed on your residence permit card.
3. The Matkahuolto 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. You need to bring with you the arrival notification from Matkahuolto 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**

Destroy your old residence permit card after you have collected your new card from the Matkahuolto service point.

- 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.