

You have now applied for a new residence permit card on the basis of temporary protection – this is how to collect your card

You will receive your new residence permit card within approximately 2 weeks of submitting the application.

Once your residence permit card is ready, you will receive a notice of arrival by email and as a text message, telling you that your delivery is ready for collection. The card will be delivered to a collection point that is close to the address where you live. The notice of arrival contains the address of the collection point where you can collect your card and states the last day when the card is still available for collection.

Each card will be delivered separately. If you have applied for a residence permit card for temporary protection for yourself and for your child, we will send both cards separately. Your card will be posted directly to the address you have given in your card application if you live on the Åland Islands, if we do not have your email address or Finnish phone number, or if a non-disclosure for personal safety reasons has been registered for you.

When you receive a notice of arrival:

1. Visit the collection point. The address of the collection point is stated in the notice of arrival. Bring with you the notice of arrival, which is the email or text message that you received.
2. Show the arrival notification to the collection point staff.
3. The staff will give you the envelope that contains your new residence permit card.
4. If you are collecting someone else's card, you do not need a power of attorney. You will only need that person's notice of arrival.

Destroy your old residence permit card after you have received your new card

Destroy your old temporary protection residence permit card after you have received your new card.

- Cut the card's chip into four parts – first into two parts vertically and then horizontally.
- Put the parts in the mixed waste bin. For an added layer of security, do not put all pieces in the same bin bag.

The residence permit card must be destroyed so that it will not be misused.