

You have now applied for a new residence card on the basis of temporary protection– this is how to collect it from a collection point

You will receive a new card within about 2 weeks of your application.

Once your residence permit card is ready, you will receive a notice of arrival by email or SMS, telling you that your delivery is ready for collection. Your residence permit card will be delivered to a collection point near your address. The notification will indicate the collection point from which you can collect the delivery and the last date for collection.

We send each card as a separate shipment. If you have also applied for temporary protection 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 in Åland, if we do not have your email address or phone number, or if a non-disclosure for personal safety reasons has been registered for you.

When you receive a notification, do this

1. Bring the notice of arrival (an email or SMS), and a PIN code that is the same as your Immigration Service customer number.
 - You can find the PIN code in the “Asiakasnumero/Kundnummer” (Customer number) section of the reception centre's customer card or on your old residence permit card, if you have one.
 - You do not need to show your customer card to a collection point employee. All you need to do is tell them your PIN code.
2. Show the notice of arrival and tell them your PIN at the collection point.
3. The collection point employee will give you the shipment containing your new residence permit card.
4. If you collect the card on behalf of another person, you do not need a power of attorney. Take the notice of arrival and PIN code of the person whose card you are collecting.

When you have received a new residence card, destroy your old temporary protection residence card

When you have received a new residence card, destroy your old temporary protection residence card.

- Cut the card chip into four pieces – first, two pieces vertically and then two pieces horizontally.
- Then put the parts in mixed waste. You can divide the parts into several bin liners.

The residence permit card must be destroyed so that no one can misuse it.