



## **Instruction for asylum seekers: BEING A CLIENT AT THE FINNISH IMMIGRATION SERVICE**

### **Important information**

- You cannot get any information about your asylum matter by phone, as it is not possible to verify the caller's identity by phone.
- You should read the brochure [Information for asylum seekers](#) that you have been given. You can find a lot of useful information on our website: [www.migri.fi](http://www.migri.fi).
- If you have questions about your own asylum matter, first contact your legal counsel or an employee at the reception centre.
- You yourself can only receive information in writing by contacting the Finnish Immigration Service, PO BOX 18, FI-00581 Helsinki.
- The reception centre does not make the decision on your application and cannot influence the processing of your application or the decision.

### **You have questions about your asylum interview**

- The Finnish Immigration Service books an asylum interview for you. You do not need to contact the Finnish Immigration Service. Wait for the invitation that is sent to the reception centre. The reception centre informs you of the invitation.
- The invitation contains information about the language that the asylum interview is interpreted into as well as the exact place and time for the interview. The name of the interpreter or the interviewer is not mentioned on the invitation.
- It is not possible to change the time for the interview. If you fall ill, for example, you should immediately contact an employee at the reception centre

### **You want a legal counsel for your asylum matter**

- You have a right to legal counsel.
- If you want a legal counsel, you should contact a legal aid office. The reception centre helps you if need be.
- The legal counsel is not normally present during the interview. The counsel receives separate compensation for taking part in the interview only if the presence of legal counsel is necessary due to exceptionally weighty reasons. The legal counsel decides himself or herself whether or not to take part in the interview and the legal aid office decides if the counsel will receive compensation for being present during the interview.
- If you are an underage unaccompanied asylum seeker, your representative finds you a legal counsel.

### **You want to submit additional documents or find out if additional documents you have submitted have been received**

- If need be, your legal counsel or an employee at the reception centre can help you.

### **You have questions about your right to work**

- You can find information about the right to work on our website: [http://www.migri.fi/asylum\\_in\\_finland/right\\_to\\_employment](http://www.migri.fi/asylum_in_finland/right_to_employment)
- If you get a job, your employer has to make sure that you have the right to work. Your employer can check your right to work by phone. The number is found on our website and meant only for employers.
- You must also inform the employer if you no longer have the right to work.

### **You want to know the processing stage of your matter after the asylum interview or if a decision has already been made**

- During the asylum interview, you are given an estimation of the processing time. During the estimated processing time, no new estimation is given.
- If the estimated processing time expires, your legal counsel or an employee at the reception centre can contact the Finnish Immigration Service.



- The processing of an application can sometimes take longer than expected. You can find the average processing time for asylum applications on our website: [http://www.migri.fi/our\\_services/processing\\_times](http://www.migri.fi/our_services/processing_times)
- You should not compare your processing time to the processing time for other applicants, because the processing time varies depending on the amount of investigation needed for the application.
- If you have grounds to request to expedite your application, you should first discuss this with your legal counsel or an employee at the reception centre. A request to expedite an application shall be made in writing to the following address: Finnish Immigration Service, PO BOX 18, FI-00581 Helsinki.
- Contacting us by phone does not speed up the processing of your application.

**You have questions about the processing of your matter after a decision has been made by the Finnish Immigration Service**

- Contact your legal counsel or an employee at the reception centre.
- If you appeal the decision, questions should be directed to the instance where your matter is currently being processed, such as the Administrative Court or the Supreme Administrative Court.