

Instructions for representatives: Handling matters with the Finnish Immigration Service

Before the asylum interview

- After consulting you, the Finnish Immigration Service appoints a day when an asylum interview will be held with the person you represent. Please wait for the Finnish Immigration Service to contact you. After the day is appointed, the Finnish Immigration Service sends you an email invitation. An invitation will also be sent to the person you represent to his or her reception centre.
- The invitation includes the exact address and time for the interview. The names of the interviewer and the interpreter are not mentioned in the invitation. Once the invitation is sent, it is no longer possible to change the date and time of the interview.
- If you have any questions after you have received the invitation, please send email to the address from which the invitation was sent.
- The person you represent has the right to have his or her counsel present at the asylum interview. Discuss and agree with the counsel whether he or she will attend the interview.
- If you or the person you represent, for example, become ill on the day of the interview, contact the reception centre immediately by telephone. Notify also the Finnish Immigration Service by sending email to the address from which the invitation was sent.

After the asylum interview

- According to law, asylum applications submitted on 20 July 2018 or later must be decided within six months.
- If the processing of an application takes longer than six months, the Finnish Immigration Service will notify you in writing of the delay and give you a new estimate of the expected processing time. Inform also the social worker at the reception centre and the legal counsel of the person you represent of the new estimated processing time.

Reimbursement of expenses

- The Finnish Immigration Service is responsible for processing invoices for fees and other expenses until the day when a positive residence permit decision is served. After this, the KEHA-centre is responsible for processing these invoices.
- Read the instruction on fees and compensations for expenses for representatives of children without a guardian, which is available on our website: migri.fi/en/representative-of-an-unaccompanied-minor-asylum-seeker.



- The estimated processing time for invoices is four to six weeks. The Finnish Immigration Service will not give a new estimate during this time.
- If you have questions about the processing of invoices for fees or other expenses at the Finnish Immigration Service, send email to edustajalaskut@migri.fi.
- If you have questions about the processing of invoices for fees or other expenses at the KEHA-centre, send email to maahanmuuttokorvaukset.keha@ely-keskus.fi.

Do you have other questions about being a representative?

- Read the instruction on representing a child applying for asylum without a guardian, which is available on our website: migri.fi/en/representative-of-an-unaccompanied-minor-asylum-seeker.
- To reach the Senior Adviser at the Reception Unit of the Finnish Immigration Service who is responsible for matters concerning representatives, send email to edustajat@migri.fi or call +358 295 433 081 or +358 295 433 164.

Please remember

- Our customer service cannot give any information about individual asylum applications or matters related to refugee travel documents over the phone for security reasons.
- Visit our website www.migri.fi for more information on matters concerning asylum, residence permits and family reunification.