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## Visiting the Malmi service point

All matters are handled mainly by appointment.

Book an appointment using our [booking service](#) where appointments for April and May are published every week.

### If you visit a service point with a waiting number you may have to wait outside

Due to the coronavirus outbreak, we can only let in a small number of people at the same time. Please be prepared to wait for your turn outside.

We receive visitors from 8 am onwards in the order of queuing. We will give out waiting numbers only once you are inside.

We are able to serve approximately 50 customers with a waiting number per day.

The waiting numbers should be used only if your matter is urgent.

### When is your matter urgent?

- Your matter is urgent if, for example, your residence permit is about to expire in less than three months.

### Please note the coronavirus restrictions

Please keep a distance of more than two meters to other persons. Wear a face mask. Follow the [instructions of the Finnish Institute for Health and Welfare \(THL\)](#) in order to prevent coronavirus infection. Follow the instructions also when waiting for your turn outside the service point.

### How to make your visit easier?

- If you have booked an appointment you do not need to wait outside. Go directly to the front door and show your booking to the guard who meets you at the door. The guard will let you in.
- Fill in your application before entering the service point. Use the [application finder](#) if you are not sure which application you should fill in. The better you are prepared for your appointment, the quicker we will be able to serve you.
  - If you do not fill in your application in advance we cannot serve you because there is no time to fill in the form at the service desk.
- Please do not visit the service point to ask about the processing time of your application. You can check the progress of your application process in many ways online via:
  - [Enter Finland](#) if you have filed your application online.
  - [Kamu chatbot](#) if you are applying for a residence permit, citizenship or EU citizen's registration.
  - weekly update on the processing queue if you are applying for a student's residence permit or a seasonal work permit. Weekly updates are posted on [migri.fi/customer-bulletins](https://migri.fi/customer-bulletins)

- If you have been asked to submit additional documents for the Finnish Immigration Service, add them to your application via Enter Finland or send them by post.
- If you cannot attend an appointment at our service point, remember to cancel your appointment. An unattended appointment that has not been cancelled will cost you 50 euros.
- Submit your application via Enter Finland. Submitting your application online is often less expensive than sending a paper application. Other good reasons to use Enter Finland are:
  - **Your stay in the country is legal when you apply for a residence permit.**
    - If you are applying for your first residence permit while already in Finland and submit your application in [Enter Finland](#), your stay in Finland is legal even if you are unable to get an appointment at a service point to prove your identity within three months of submitting the application.
  - **The processing time for your application will not usually be longer even if you cannot prove your identity immediately.**
    - When you have proved your identity at a service point, your application is placed in a processing queue according to the date when you have submitted your application in Enter Finland. Applications are taken up for processing on the basis of the date when the application was submitted.
    - For example, if you prove your identity at a service point on 1 May 2021 and you have sent your application in Enter Finland on 1 November 2020, your application will be taken up for processing on the basis of the date 1 November 2020.
    - Your application will not expire and you will not lose your money if you cannot prove your identity at a service point within 3 months of submitting the application. The time limit for proving your identity has been extended until 31 August 2021.
  - **If you are applying for an extended permit, you may not have to visit a service point to prove your identity.**
    - When you start using strong electronic identification in the online service Enter Finland and submit an application for an extended permit, the service will tell you whether you need to visit a service point to prove your identity or not. Read more about strong electronic identification on the page [migri.fi/identification](https://migri.fi/identification).
  - **If you send an application to renew your residence permit card in Enter Finland, send your application before your card expires. In this case, you can visit a service point later to prove your identity instead of visiting a service point before your current card expires.**
    - Instructions on how to renew your residence permit card can be found on the page [migri.fi/renewal-of-a-residence-permit-card](https://migri.fi/renewal-of-a-residence-permit-card).

## Pay attention to parking if you come by car

There is no on-site customer parking at the service point. If you come by car, there are parking places (parking free of charge for a limited time) for example along Viljatie and in the multi-storey car parks of Malmintori shopping centre. Do not park in the parking spaces reserved for residents of the properties. See the location of the new service point on the map.