

Visiting the Malmi service point

We recommend that you book an appointment before visiting a service point.

Book an appointment in our [appointment system](#).

Keep a safe distance from other customers

We may have to limit the number of customers in our premises in order to give our customers a chance to keep a safe distance from others.

If the service point is very busy, we recommend that you wear a face mask in accordance with the [recommendations of the National Institute for Health and Welfare \(THL\)](#).

Use waiting numbers 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.

How to make your visit easier?

- Fill in your application in advance before visiting a service point. If you are not sure which application form you should use, use the [Application Finder](#) to find out. 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 often check the progress of your application process online:
 - via [Enter Finland](#) if you have submitted your application online
 - by asking [chatbot Kamu](#) if you are applying for a residence permit, citizenship or EU registration
 - by reading our weekly update on the processing queue if you are applying for a student's residence permit. Weekly updates are posted on [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 were unable to get an appointment at a service point to prove your identity within three months of submitting the application.
 - **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 apply 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/en/identification.
 - **If you intend to renew your residence permit card, submit the application in Enter Finland 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/en/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 office on the map.