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.