

## **Client Service at the Immigration Office during the Coronavirus Pandemic**

**The National Directorate-General for Aliens Policing** (hereinafter: the immigration office) **is still open during the emergency, but with certain restrictions.** The immigration office informs about any changes in the opening hours [here](#).

The immigration office in Szekszárd will not be open between 30th March and 6th April 2020.

**From 30 March 2020, it is only possible to proceed with urgent cases that cannot be delayed,** as described below.

### **1. Cases of asylum seekers, people with refugee and subsidiary protection status**

**You do not need to book an appointment before going in person at the Refugee Department of the immigration office.** However, the office would only proceed with your case if it is **urgent** and if it **cannot be delayed**.

The Refugee Department is open for clients as follows:

- Monday, Tuesday, Wednesday and Thursday: 8:00 am - 12:30 pm
- Friday: 8:00 am - 11:30 am.

If you find the door of the Refugee Department closed during these opening hours above, please call the office on the following phone number and ask the officer to open the door for you: +36-1-463-9269.

If you are staying in Hungary with stateless, refugee or subsidiary protection status, do not request the office to issue a travel document for you, the office will not proceed with such requests.

### **2. Cases of people with residence permit**

The immigration office has deleted all previous appointments that were booked prior to 23 March 2020. **Now the office asks everyone to book a new appointment, even if you had one before.**

From 30 March 2020, you can only go in person to the immigration office if you have booked an appointment, and if your case is urgent and cannot be delayed.

**From 30 March 2020** you can book an appointment on the website of the immigration office [here](#), and **you can only proceed with the following cases personally:**

- First issuance or extension of temporary residence permits
- Application for third country nationals who intend to leave Hungary, but are unable due to the epidemiological situation
- Extension of permanent residence permit
- Application for substitute/replacement residence permit

- Reception of registration certificate for EEA nationals with a prior application submitted on Enter Hungary
- Biometric data recording (fingerprinting, taking a photo).

**The immigration office will send you the issued residence permit by post.** If you previously informed the office that you will pick up your residence permit personally, you will still get your residence permit by post.

If you want to apply for a new permit, or if you want to make a statement, you can use the Enter Hungary website. You need to register with your email address, fill in and upload the necessary forms. **You can proceed with the following cases** (though not exclusively):

- issuing and renewing residence permits
- change of address
- informing the office about the birth of a third country national in Hungary.

During the emergency situation, the immigration office **will not proceed** with the following requests:

- application for national permanent residence permit
- application for EC permanent residence permit
- request for official endorsement of invitation letter.

If you have any questions related to the procedures of the immigration office, please write us here: [helsinki@helsinki.hu](mailto:helsinki@helsinki.hu)