



# POLITIET

## Frequently asked questions to the police at Service Center for Foreign Workers (SUA)

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EU / EEA citizens and family members of EU / EEA citizens:

### **I want to report moving to Norway:**

You should first book an appointment on [selfservice.udi.no](https://selfservice.udi.no) to register with the police and get a registration certificate. The main rule is that you must register no later than three months after you arrive in Norway.

See what documentation you need to bring to get a registration certificate:

<https://www.udi.no/en/word-definitions/checklists-which-explains-which-documents-you-must-hand-in-with-your-application/>

To report a move, you must book an appointment with the Tax Administration

<https://www.skatteetaten.no/en/contact/offices/book/>. Note that SUA in Oslo publishes new appointments every Friday.

You will find more information on how to report moving to Norway here:

<https://www.skatteetaten.no/en/person/national-registry/moving/to-Norway/>

The police do not issue social security numbers nor can they receive reports of moving to Norway or answer questions about this.

### **I have lost the registration certificate:**

If you have lost the registration certificate, you must book an appointment at [selfservice.udi.no](https://selfservice.udi.no) to get a new registration certificate. The police do not have the opportunity to send the previous registration certificate or a copy of the previous registration certificate in the mail.

### **I need a copy of my permanent residence permit:**

Then you can contact the police by phone or e-mail to request a copy. Tel: 22 34 21 00 | Opening hours: Mon, Tue, Thurs, Fri 09.00-12.00 | Wednesday closed.

### **Can I obtain a registration certificate by submitting documentation digitally?**

No, you must appear in person to obtain a registration certificate since the police must carry out an ID check. Book an appointment with the police at på [selfservice.udi.no](https://www.udi.no/en/word-definitions/selfservice-udi-no).

### **What documentation do I have to submit when I meet with the police:**

See what you have to deliver based on your basis of residence here:

<https://www.udi.no/en/word-definitions/checklists-which-explains-which-documents-you-must-hand-in-with-your-application/>

### **Can I submit an application for family immigration with an EU / EEA citizen digitally:**

No, you must book an appointment at [selfservice.udi.no](https://www.udi.no/en/word-definitions/selfservice-udi-no) to submit an application for family immigration with an EU / EEA citizen. When you show up, you must present the necessary documentation. The police keep this documentation, so be sure to make copies of original documents. Remember that you still have to show original documents such as a marriage certificate or birth certificate. Relationship documents from some countries require an apostille stamp or legalization from the foreign authorities of the country where they are issued. .

Read more about apostille at <https://www.udi.no/en/word-definitions/apostille-and-legalisation/>

Please note that there is a waiting period of up to six months from the time you submit the necessary documentation in the application. The current waiting times for your application can be found at <https://www.udi.no/en/word-definitions/waitingtime/>

### **Can I submit an application for a permanent right of residence / residence card digitally:**

No, you must book an appointment at [selfservice.udi.no](https://www.udi.no/en/word-definitions/selfservice-udi-no) to submit an application for permanent right of residence / residence card.

Please note that there is a waiting period of up to six months from the time you submit the necessary documentation in the application. The current waiting times for your application can be found at <https://www.udi.no/en/word-definitions/waitingtime/>

### **Can I change an appointment with an acquaintance:**

No. Oslo Police District does not allow the exchange of appointment between different persons at the Immigration office or at the Service Center for Foreign Workers. The person who shows up for the appointment must be the person who has booked the appointment.

### **Jeg har spørsmål om korona:**

See frequently asked questions for EEA / EU citizens and citizens from countries outside the EEA at <https://www.udi.no/en/about-the-corona-situation/>

Citizens from countries outside the EU / EEA:

**I am a skilled employee and want an early employment start:**

You will **not** receive confirmation of early employment start at the Service Center for Foreign Workers in Oslo, Stavanger and Trondheim.

If you have registered an application in another district, you can read more about early work start here: <https://www.udi.no/en/word-definitions/early-employment-start/>

**I have questions about digital application submission for skilled workers and family members:**

The attorney can submit the application without personal attendance. A representative can be an employer, client or their representative. All other applications for a residence permit require personal attendance.

The attorney must fill in the form " digital søknadsinnlevering – fullmektig" and send it by e-mail to [OsloFUFfullmakt-arbeid@politiet.no](mailto:OsloFUFfullmakt-arbeid@politiet.no).

Please find the form here: <https://www.sua.no/en/information-for-employers/>

The police will then create a case and the attorney will be able to upload attachments.

**Have the police received documentation I have uploaded as part of my application?**

It can take up to 10 working days from the time you upload documentation on the UDI's website until the documentation is received in the police's systems.

**I have registered my application electronically in a different police district than Oslo, I can submit my application in Oslo?**

No, the Oslo Police District can only register and process applications submitted to the Oslo Police District.

If you have submitted your application in another police district, you must contact that police district if you have questions about submitting an application or making an appointment.

**I have not received the residence card, I can pick it up from the police?**

It usually takes up to 10 business days before you receive your residence card in your mailbox. Remember to mark your mailbox with your full name.

If you have not received your card after 30 days, and have not been notified that it has been returned, you can call the information telephone and book a new appointment to get a residence card:

Tel: 22 34 21 00 | Opening hours: Mon, Tue, Thurs, Fri 09.00-12.00 | Wednesday closed.

### **How long is the waiting time?**

Current waiting times for your application can be found at <https://www.udi.no/en/word-definitions/waitingtime/>

### **Can I travel to Norway now?**

The Department of immigration cannot answer questions about entry restrictions and / or quarantine rules. You must familiarize yourself with the current regulations.

The regulations are constantly changing, and we therefore ask you to keep up to date on regjeringen.no, helsedirektoratet.no and fhi.no. There you will find good information in several languages.

### **I have questions about Covid-19:**

See frequently asked questions for EEA / EU citizens and citizens from countries outside the EEA at <https://www.udi.no/en/about-the-corona-situation/>