



**POLITIET**

# Frequently asked questions (FAQ)

The Department of Immigration, Oslo Police District



## • FREQUENTLY ASKED QUESTIONS (FAQ) - Department of Immigration, Oslo Police District

### ✓ TOPIC QUESTIONS WITH REFERENCES (links)

✓ Important information to all about entry to Norway and residence	UDI - <a href="#">Entry to Norway and residence</a>
✓ Booking and attendance	UDI - <a href="#">Booking and attendance</a>
✓ Application portal	Police - Pre-book all appointments in the Application Portal (UDI) : <a href="#">Application portal</a> SUA - <a href="#">SUA applications and appointment booking (process guidance)</a>  <b><i>If the applicant /authorized representative is unable to book an appointment for special reasons, they must contact our service phone for an appointment : 22 34 21 00 (all meetings with the police require an appointment).</i></b>
✓ Afternoon/evening appointments for applications for Norwegian citizenship	The appointments are available at the self-service portal at the Application Portal (UDI): <a href="#">Application portal</a>
✓ Brexit	Police - <a href="#">Brexit--british citizens and their family members</a> UDI - <a href="#">Brexit</a>
✓ Changing your appointment	If you already have applied online and want a new appointment, you must not fill out a new application, but rather change your existing appointment.
✓ Change of information or meeting place on the submitted application	If you have already filled in the application electronically and have paid any fee: <ul style="list-style-type: none"> <li>• the application has the status of "completed". It is not possible to change the information you have entered in the application electronically.</li> <li>• it may not be possible to change the meeting place or book an appointment at another meeting place to deliver the documents to the application.</li> <li>• you who have applied to the wrong place have to reapply and possibly ask the police or the embassy for a refund of the fee on the first case.</li> </ul> <b><i>If the application is submitted at SUA in Oslo, the applicant can use other SUA-offices for effectuation. If not, the applicant must go to the local police district where the person is registered.</i></b>  The embassy or the police can edit minor errors in the information in the application that is to the correct meeting place after the applicant has met and submitted the case. It is therefore important that you bring written information to the appointment concerning your case or about what the person you represent has filled in incorrectly and what the embassy / police will change for you.

✓ Exchange of appointments between applicants/ authorized representatives	The Oslo Police District <b>does not allow</b> the exchange of appointments between different persons at the immigration office or at the Service center for foreign workers (SUA) in Oslo. The person who shows up for the appointment <b>must</b> be the person who has booked the appointment.
✓ Checklists	UDI - <a href="#">Checklists - Application submission</a>
✓ Residence cards	UDI - <a href="#">Residence cards</a>
✓ Norwegian ID-number	The Tax Administration - <a href="#">Norwegian identification number</a>
✓ Emergency appointments and priority	If the applicant / authorized representative needs an emergency appointment, a written request MUST be sent to <a href="mailto:post.oslo@politiet.no">post.oslo@politiet.no</a> with documented reasons. Reasons for <a href="#">priority</a> (UDI).
✓ Cancellations	The applicant /authorized representative will receive e-mails from the police with information in case of cancellations. If the applicant/ "has not" received an e-mail regarding cancelled appointments (check junk e-mail).
✓ Waiting time	Police - <a href="#">Waiting time</a> / <a href="#">Waiting time - interview - family immigration cases</a> UDI - <a href="#">Waiting time</a>
✓ Information regarding those waiting for an interview	Due to infection measures we have not been able to conduct as many interviews as we normally do. Unfortunately, it is not possible to ask for priority, even though we understand that the waiting times are long.
✓ Fees and refund	Police - Refund For enquiries regarding refunds of application fees we ask you to send us an e-mail: <a href="mailto:post.oslo@politiet.no">post.oslo@politiet.no</a>  <b><i>If you would like to withdraw an already registered application and wish to get the application fee refunded:</i></b> <ul style="list-style-type: none"> <li>• If you withdraw the application before you have submitted your application attachments online or handed in the application in person at The Immigration Office, you will get the application fee refunded.</li> <li>• You can also withdraw the application after having submitted the attachments. However, the application fees will not be refunded.</li> <li>• You can also schedule an appointment in the <a href="#">Application portal</a> and meet at our office. You must bring with you, or attach to your written enquiry, the receipt and reference number to your application. When you meet at the Police you must bring with you your ID.</li> </ul> UDI - <a href="#">Fees</a>
✓ Laws and Regulations	UDI - <a href="#">UDI Regulations</a>
✓ Public services /New in Norway/Foreign	Norge.no - <a href="#">Gateway to digital public services</a> / <a href="#">New in Norway</a> The Tax Administration - <a href="#">Foreign</a>
✓ Corona and entry rules	UDI - <a href="#">The corona situation</a>
✓ Information and opening hours	Police - <a href="#">Residence permits and protection</a> ( <i>appointments only</i> ) SUA - <a href="#">Service Center For Foreign Workers</a> ( <i>appointments only</i> ) UDI - <a href="#">UDI</a> ( <i>UDI closed for visitors</i> )