

Guide to telephone guidance



Welcome to Danish Immigration Service's guide to telephone advice.

It provides you with clear guidelines for what help you can expect to receive when you call us.

The guide applies to you regardless of whether you are the applicant or, for example, the contact person for an applicant, lawyer, representative for a company or an association.

When you call us you can obtain answers to questions pertaining to the rules for foreigners' residency in Denmark. If you have questions outside our area of responsibility we will direct you to the relevant authority that can help you with your enquiry.

The guide is divided into three main sections:

- [Before you apply](#)
- [When you have applied](#)
- [After you have received a decision](#)

The guide also contains [typical examples of questions and answers](#).

Brief information on telephone guidance

Every day there are 1,500 calls to Danish Immigration Service for guidance.

We aim to answer enquiries quickly and efficiently. Telephone guidance is a supplement to the guidance that can be found on our website, newtodenmark.dk

- We offer guidance through explaining the rules, e.g. by explaining what is generally required to obtain a permit.
- We cannot provide guidance on precisely what you have to do in order to fulfill the criteria.

Brief information on guidance obligations

Our guidance should enable you to evaluate your legal status. We do not only offer telephone guidance. You can also receive guidance:

- On our website www.newtodenmark.dk
- By attending in person at our customer service centre
- By writing to us
- By calling us

Our guidance will be as full and complete as it can be; based on the information you give us.

We cannot determine in advance if you will be awarded a residency permit or a visa:

- You need to apply to receive a decision.

Before you apply

<i>What help can you expect?</i>	<i>What should you not expect?</i>	<i>What can you do yourself?</i>	<i>Please be aware:</i>
<ol style="list-style-type: none"> 1. You can receive guidance on the rules for foreigners' residency in Denmark 2. You can receive help in finding the guidance available on our website newtodenmark.dk, e.g. : <ul style="list-style-type: none"> • Description of the relevant rules on newtodenmark.dk • Receive answers to additional questions concerning the rules 3. You can receive assistance to: <ul style="list-style-type: none"> • Find the relevant application form in the form guide • Have all information and documentation from the start • Send an application 4. You can receive help to find the service goals for our case handling times 	<ol style="list-style-type: none"> 1. You cannot receive an answer to whether or not you can receive a permit 2. You cannot receive an answer telling you exactly what you need to do in order to receive a permit 3. You cannot receive a decision about which type of permit you should decide to apply for 4. You cannot receive an answer on how long it will take to process your application before we have seen it. Please see the outline of the service goals 	<ol style="list-style-type: none"> 1. You can find further guidance on the website newtodenmark.dk: <ul style="list-style-type: none"> • Questions and Answers- see answers to frequently asked questions • Theme pages for work, family reunification, visa, etc. • Application packs- with application form and guidance together with a checklist- use our form guide to choose the relevant pack • Decision database (in Danish only) – see examples of decisions and practical notes 	<ol style="list-style-type: none"> 1. We can only offer advice based on the information that you have given us: <ul style="list-style-type: none"> • Other conditions could be important for a case. This is something we would be able to see from your application form 2. It is not guaranteed that you can receive answers to all your questions during the same telephone conversation.

When you have applied

<i>What help can you expect?</i>	<i>What should you not expect?</i>	<i>What can you do yourself?</i>	<i>Please be aware:</i>
<ol style="list-style-type: none"> 1. You can receive guidance on the rules for foreigners' residency in Denmark. 2. You can receive help in finding the guidance available on our website newtodenmark.dk, e.g: <ul style="list-style-type: none"> • Description of the relevant rules on newtodenmark.dk • Receive answers to additional questions concerning the rules 3. We can tell you if we have received an application form: <ul style="list-style-type: none"> • Please be aware that it can take several days after we receive your application before it is registered in our system 4. You can receive an estimate of how long we expect it to take before you can receive a decision 5. You can find out if we have received new information in relation to your case. <ul style="list-style-type: none"> • Please be aware that it can take several days after we receive the post before it is registered on our system 6. You can give us new information about your case. 	<ol style="list-style-type: none"> 1. You cannot receive an answer as to whether or not you can receive a permit. 2. Special circumstances can result in your case being handled before others, but your case will not be dealt with faster simply because you request it. 3. We cannot help you to contact other authorities on your behalf. 	<ol style="list-style-type: none"> 1. You should have the following information ready when you call: <ul style="list-style-type: none"> • Foreigner number (udl.nr.), application number (visa) or case number (business) • Any letters from us or you that you have questions about 3. If someone else rings us on your behalf you will have to be present by the telephone, or send a letter giving them legal permission beforehand, so we are sure that we may give out information concerning your case to that person. 	<ol style="list-style-type: none"> 1. Our telephone adviser will probably not be the caseworker assigned to your specific case, and therefore will not know all of the details contained in your case. 2. In some, but not all, areas you can receive a name and telephone number for a contact person or caseworker. <ul style="list-style-type: none"> • If you have not already received this information in a letter it is because your case does not apply to these areas. • If you have received a name and telephone number for a specific caseworker, you can call them directly if you have any questions or new information regarding your case that you have not already sent to us.

After you have received a decision

<i>What help can you expect?</i>	<i>What should you not expect?</i>	<i>What can you do yourself?</i>	<i>Please be aware:</i>
<ol style="list-style-type: none"> 1. You can receive guidance on the rules for foreigner's residency in Denmark 2. You can receive help in finding the guidance available on our website newtdenmark.dk, e.g.: <ul style="list-style-type: none"> • Description of the relevant rules on newtdenmark.dk • Receive answers to additional questions concerning the rules 3. You can receive help in understanding our decision better, if you need it. <ul style="list-style-type: none"> • Note: Our telephone adviser will probably not be the caseworker for your specific case, and therefore will not know all of the details contained in your case. • You can receive advice regarding complaints, if you have received a refusal. 	<ol style="list-style-type: none"> 1. If you have received a refusal you cannot obtain an answer about whether or not you would get a permit if you wish to apply again, e.g. due to changed circumstances. 2. If you have received a refusal we are unable to tell you exactly what you need to do in order to receive a permit. 	<ol style="list-style-type: none"> 1. You should have the following information ready when you call: <ul style="list-style-type: none"> • Foreigner number (udl.nr.), application number (visa) or case number (business) • Any letters from us or you that you are asking about 2. If someone else rings us on your behalf you will have to be present by the telephone – or send a letter giving them legal permission beforehand - so we are sure that we may give out information concerning your case to that person. 	<ol style="list-style-type: none"> 1. You will find information about complaints procedures in the decision.

Examples of telephone guidance

1.

My husband is from India and would like to live in Denmark. He is a nurse and I am a teacher. Can he receive a residency permit?



Your husband can apply for family reunification with you or apply for a residency permit on the basis of an actual job in Denmark.

You can both read more about the rules for family reunification and work/residency permits according to the Positive List on our user website newtodenmark.dk



2.

Is it worthwhile for my friend from Zambia to apply for a visa to Denmark, or is she certain to be rejected?



I am not able to answer whether or not your friend can receive a visa or whether she should even apply. But I can help you to find guidance on our user website newtodenmark.dk

If your friend applies she would need to do so at the Danish embassy in Zambia. There they will decide if she can receive a visa immediately or if it is necessary for Immigration Service to evaluate the case. You will be able to find more information on the Danish embassy's website.



3.

We are currently in contact with a girl who would like to be an au pair with us. How do we apply?



You can use application form AU1 pertaining to au pairs, which you will find on our user website newtodenmark.dk. When you have filled out the part of the form concerning yourselves as a host family, you need to forward the form to the girl, who will then fill out her part of the form. The completed form must then be handed in to the Danish representation office.



4.

When will I get my passport? I applied over two weeks ago.



Our service goal is ten weeks, so if you have sent all the necessary paperwork you will receive an answer within the next eight weeks.



5.

My partner joined me under family reunification two years ago. Can I avoid the collateral requirement now?



It is your local authority who evaluates that, as the collateral is provided for them. According to the rules the collateral requirement can be reduced by half of the total amount of the collateral provided. This requires that your partner has passed their final Danish language test or can provide evidence that they have completed the language course and actively participated.



Examples according to family reunification in accordance with EU regulations

6.

Can my husband and his children join me under family reunification according to EU regulations?



You need to be a Danish citizen or a citizen of one of the other countries in the EU/EEC or Switzerland in order to be able to take advantage of EU regulations. You can read more about the rules on our user website newtodenmark.dk. Here you will find information concerning the requirements you will need to fulfil, e.g. that you as a Danish citizen must have had a real and actual residency in another EU/EEC country or Switzerland, and that you, while there, had joint residency, before you can qualify for family reunification according to EU regulations. You are welcome to call again if you need further assistance.



7.

I live in Sweden and work in Denmark. I have been on your user website newtodenmark.dk and can see that I can apply for family reunification according to EU regulations. Have I understood correctly that I can apply as self-supporting?

It states that self-supporters have to document that they can provide for themselves, their partner and children when they apply to move to Denmark according to EU regulations? How do I do that?



In reference to your first question I cannot determine here and now on the telephone whether or not you fill the criteria for self-supporting. But according to the information you have provided me with, it sounds as if you can apply on that basis. You can get clarification by applying. You should be aware that you can apply while you are residing in Sweden and can therefore have the situation resolved while you are there.

With regard to your second question, there are no strict regulations for how to document this. You could, for example, use a work contract, bank documents, or a similar document, which confirms that you either have income, in the form of wages or other means, or for example in the form of a deposit in a bank account, which shows that you are in a position to provide for your family.

