



ORSZÁGOS IDEGENRENDESZETI FŐIGAZGATÓSÁG
Budapesti és Pest Megyei Regionális Igazgatóság
Ügyfélszolgálat II.
(Immigration Office, Client Service)

I N F O R M A T I O N

In view of the current epidemiological situation, for the protection of all of us, the National Directorate-General for Foreign Affairs (Immigration Office) Budapest and Pest County Regional Directorate, Customer Service II issues the following information on the issuing and extension of residence permit for students and their relatives:

- our customer service is operating at reduced capacity. Please follow our information on our website.
- residence permits are only delivered by post.
- applications for the issuing and extension of a **residence permit** are only possible on the EnterHungary surface (<https://enterhungary.gov.hu/eh/?en>)
- **bio-storage** data collection is only possible at an agreed time designated by customer service (even after a decision has been made)
- **decisions and completed residence permits** can only be taken from post
- **application for a change of accommodation** can be submitted on EnterHungary, the accommodation reporting form shall be delivered by post.
- **registration certificate** can be submitted on EnterHungary, and the document can be collected at an agreed time designated by customer service
- **missing documents** can be submitted exclusively by e-mail: bpkir5@oif.gov.hu
- **appeals** can be submitted by e-mail and post, cheque is available at the reception of the office building
- **temporary residence permit** (ITI) can be required in writing (at bp2@oif.gov.hu), can be personally collected at an agreed date designated by customer service

Budapest, 17.03.2020

Your faithfully

Illés-Karakai Gabriella
head of unit