



Dear Sir / Madam,

You registered in the Personal Records Database (in Dutch: Basisregistratie Personen or BRP) at your municipality (in Dutch: gemeente) because you come under the Temporary Protection Directive. You have not yet collected your proof of residency from the Immigration and Naturalisation Service (IND). You need this sticker or card to keep your right to temporary protection. This letter explains how you can collect your proof of residency from the IND.

**You need proof showing that you are allowed to live and work in the Netherlands**

Just registering at your municipality is not enough. This is why you will receive proof from the IND that you can stay in the Netherlands under the directive. This proof is a sticker in your passport or on a separate piece of paper, or sometimes a card. Which proof of residency you receive depends on your situation.

**Make an appointment within 2 weeks of receiving this letter**

You can make an appointment yourself online to collect your proof of residency from the IND. This is only possible at the location at Gatwickstraat 1, 1043 GK in Amsterdam. You can make an appointment for a maximum of 6 family members at the same time.

Make an appointment online at <https://oap.ind.nl/oap/en/#/VOE> or scan the QR-code:



If you cannot make an appointment within 2 weeks, call the IND on this phone number: 088 043 0430. You can call us on Mondays to Fridays from 9.00 to 17.00.

**If you do not collect your proof of residency in time, you no longer have a right to temporary protection**

You can only benefit from the rights under the directive, such as work and reception with this proof of residency. If you do not collect your document in time and do not let us know, the IND will close your application for residency under the Temporary Protection Directive. The municipality will also deregister you from the Personal Records Database (BRP).

**Bring the following documents with you to your appointment at the IND**

- A valid passport, ID card or declaration from the Ukrainian embassy. Do you have children who do not have proof of identity and who are in your passport? Then bring their birth certification with you.

- Documents showing when you left Ukraine and since when you have been in the Netherlands, like a residence permit, visa or stamps in your passport. Or tickets from your flight, train or bus to the Netherlands. Or other documents showing since when you have been living in the Netherlands. Did you temporarily stay in other countries after you left Ukraine before you came to the Netherlands? Then bring documents showing where you stayed and for how long.
- A Ukrainian residence permit that was valid on 23 February 2022 (only if you are not Ukrainian).
- Your social security number (in Dutch: burgerservicenummer or BSN). You received this number when you registered at your municipality.
- The statement you made to the police if you lost your previous proof of residency or it was stolen.
- The appointment code. You will see this code when you make the appointment. It will also be in the e-mail with the confirmation of your appointment. You can only use this appointment code once.

**During the appointment, the IND checks if you meet the conditions of the directive**

If you do, you will sign an asylum application. Then you will receive a sticker. Or you will have a passport photo taken to go on a card; you will be given a letter which says when you have to make an appointment to collect your card.

**You can give someone else permission to collect your document**

Would you like someone else to collect your sticker or card for you? Then you can give someone else permission for this purpose (authorisation). You can authorise someone by calling the DigiD help desk. For more information visit [www.digid.nl/contact](http://www.digid.nl/contact).

**Let your municipality know if you leave the Netherlands**

Inform the local council at your town hall about your departure. After this, you can no longer benefit from the rights under the directive, such as work and reception.

**Still have questions?**

Find out more about the Temporary Protection Directive at [www.ind.nl/oukraine](http://www.ind.nl/oukraine). You can call us on Mondays to Fridays from 9.00 to 17.00 on this phone number: 088 043 0430. Or for more information and a consultation with the Dutch Council of Refugees (VluchtelingenWerk Nederland or VWN) visit [www.refugeehelp.nl](http://www.refugeehelp.nl).

Read this letter in Dutch at <https://ind.nl/nl/brief-ophalen-bewijs-van-verblijf> or scan the QR-code:



Yours faithfully,

L.F.M. Hendriks  
Manager