

12th July 2023

Foreigners Office (Ausländerbehörde) activates appointment system today

## **New emergency assistance for foreign citizens in need**

**The Magdeburg Foreigners Office offers emergency assistance to foreign citizens who have short-term issues with their residence documents. People in emergency situations, for example, after losing their residence document, will have a quick means of contact to receive timely support. This will eliminate the need for direct emergency visits.**

This new service applies exclusively to foreign citizens who:

- have expired residence permits or
- will have their permits expire within the next 7 days and have not yet received an appointment from the Foreigners Office or
- can provide evidence of potentially losing their jobs or
- can provide evidence of needing to undertake an urgent trip abroad for personal or professional reasons within the next 7 days or
- have lost their residence document.

Appointments can now be booked at <https://terminvergabe.magdeburg.de>, with a minimum one-week advance notice. Time slots are available on Tuesdays from 9:00 am to 11:00 am and 2:00 pm to 4:00 pm, as well as on Thursdays from 9:00 am to 11:00 am. Appointments will be scheduled in 10-minute intervals for each person.

Those who wish to avail themselves of the emergency service must provide evidence of the immediate problem with the appropriate documents. The Foreigners Office can only recognize the five categories mentioned as emergencies and process them within the published quota. There will no longer be direct emergency visits without an appointment.

"With this additional service, we provide our foreign fellow citizens with a new means of contact for particularly urgent concerns," said Ronni Krug, the responsible deputy for personnel, citizen services, and order. "We believe that this will also significantly reduce the long queues outside the building on Breiter Weg and the associated uncertainty for those waiting. This is especially important considering the current high temperatures."

All information is also available on the internet at: [www.magdeburg.de/Bürger-Stadt/System/Ausländerbehörde/](http://www.magdeburg.de/Bürger-Stadt/System/Ausländerbehörde/).

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