

Fundamentals and Coordination Department

The Fundamentals and Coordination Department operates the **Immigration Authorities Service Point** as the central point of contact for customers. Appointments to apply for residence permits or declarations of commitment are only issued after a personal visit or an e-mail inquiry. At the same time, the service point also provides initial advice on further immigration proceedings. Particularly urgent cases, which the service point employees identify as such, receive an immediate appointment for processing. The Department is also responsible for providing access to files.