



An Roinn Dlí agus Cirt  
Department of Justice

# Immigration Service Delivery

Impact of COVID-19 on Immigration and International Protection

*Frequently Asked Questions*

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## Updates/Edits to Frequently Asked Questions

Revised questions published 21 December 2021

**Employment Permits** – Q1 Revised

**Re Entry Visa** – Q 6 Revised

**Students** – Q20 & 22 Revised

**Registration** – Q 35, 37, 38 and 40 revised

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Revised questions published 02 December 2021

**Visa Division** – Q 5 amended

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Revised questions published 26 November 2021

**Employment Permits** – Q1 revised

**Visa Division** – Q2, Q3, Q8, Q9, Q10, Q11 and Q12 deleted. Q4 amended and changed to Q2. Q5 changed to Q3. Q6 changed to Q4 and Q7 changed to Q5. Visas – Section 2 deleted.

**Students** – Q13, Q19, Q22 revised

**Registration** – Q37, Q38 and Q40 revised

**Family Reunification / Atypical and Investment Unit** – Q. 30 and Q31 deleted. Q14, Q 92, Q93, Q94, and Q98 revised.

**Business Development and Coordination** – urls changed to reflect implementation of new IrishImmigration.ie website.

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Revised questions published 02 July 2021

**Visa Division** – Q7a deleted. New Q9

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Revised questions published 30 June 2021

**Registration** – Q43 to 60

**Students** – Q29

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Revised questions published 1<sup>st</sup> June 2021

**Visa Division** – Q8, Q9, Q10, Q11, Q12. Section 2 – Q1.

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Revised questions published 22nd April 2021

**Re-entry visas** - Q.13, Q.14 and Q.15

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Revised questions published 08th April 2021

**Registration** – Q43 to 52, Q 53 and 54 deleted

**Students**

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Revised questions published 23rd March 2021

**Visa Division** – Q2, sQ7, addition of Q7A, addition of a Section 2 with additional questions

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Revised questions published 22<sup>nd</sup> January 2021

**Registration** - Q. 43, 44, 45, 46, 47, 48, 49, 50, (51 Removed), 52, 53, 54

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Revised questions published 22<sup>nd</sup> December 2020

**Re-entry visas** - Q.13 and Q.15

**Registration** - Q. 43, 44, 45, 46, 47, 48, (Q. 49 Removed), 50, 51

**Citizenship** - Q. 103 and 104 amended, 2 new questions (108 and 109)

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**Students** - Q. 20

Revised questions published 18<sup>th</sup> September 2020

**Registration** - Q. 43, 44, 45, 46, 47, 48, 50, 51, 52, 53, 54, and 55

Revised questions published 11<sup>th</sup> September 2020

**Citizenship applications** - Q. 104

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Revised questions published 31<sup>st</sup> August 2020

**Citizenship applications** - Q. 105

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Revised questions published 21<sup>st</sup> August 2020

**Registration** - Q. 43, 44, 45, 46, 47, 48, 50, 51, 52, 54, and 55

**EU Treaty Rights Division** - Q. 72, 73, 76, 77 and 78

**General ISD** -Q. 116, 117, 120 and 124

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Revised questions published 21<sup>st</sup> July 2020

**Re-entry visas** - Q. 13

**Students** - Q. 25, 27 and 29

**Workers** - Q. 32

**Registration** - Q. 43, 44, 45, 47, 48, 50 and 55 (new Q. 55)

**EU Treaty Rights Division** - Q. 72 (previously Q. 71), 76 (previously Q. 75), 77 (previously Q. 76), 78 (previously Q. 77)

**General ISD** - Q. 120 (previously Q. 119)

## Employment Permits

Q 1. I held stamp 1 as an employment permit holder and lost my job. Is my permission still valid? If so, can I claim social welfare payments?

A. Yes. Your employment permission will remain valid in line with the notices published in respect of permissions expiring between 20th March 2020 and 31st May 2022.

All queries in relation to employment permits should be directed to the Department of Enterprise, Trade and Employment (<https://enterprise.gov.ie/en/What-We-Do/Workplace-and-Skills/Employment-Permits/>). All queries in relation to social welfare matters should be referred to the Department of Employment Affairs and Social Protection (<https://www.gov.ie/en/organisation/departments-of-social-protection/?referrer=http://www.gov.ie/en/organisation/departments-of-employment-affairs-and-social-protection/#>)

## Visas

Q 2. Can I still appeal my Visa/Preclearance decision? Can I submit my Visa Preclearance appeal by email?

A. Visa/Preclearance appeals can be submitted as normal.

Q 3. I was granted a C or D entry visa for Ireland but I was unable to come during the validity period of my entry visa due to travel restrictions. Can my entry visa be extended without submitting a new visa application?

A. You should contact the Irish Embassy or Consulate that issued the visa to you. Each case will be looked at on a case by case basis

Q 4. Will Irish Embassies/Consulates and/or ISD issue letters to non-visa required nationals confirming ongoing residence or issue guidance to airlines or other carriers to confirm the position regarding ongoing entitlements to return to Ireland?

A. Non-visa required nationals do not require such documentation to be allowed travel to Ireland.

Q 5. I left Ireland and was unable to return before my Irish Residence Permit expired – what should I do?

A. If you are a visa-required person and have an Irish Residence Permit (formerly GNIB card) which expired after 20th March 2020, your permission has been automatically renewed until 15th January 2022.

If you left the State since the 15<sup>th</sup> November and you have an expired IRP card, and you are intending to return before the 15<sup>th</sup> January 2022, then you can use your expired IRP card in lieu of a visa. See notice [here](#)

If a person has lost their IRP card they will need to submit a police report confirming they have reported it as lost. They will also need to submit proof of their permission to reside in the State, such as a letter from the Registration office in Dublin.

## Re-entry visas

### Q 6. Can I still apply for a re-entry visa?

A. Yes. Adult customers who plan to travel abroad beyond 15 January 2022 should apply to renew their immigration permission and receive a new IRP card. Otherwise, they must secure a re-entry visa in Ireland before travelling or in an overseas visa office before returning.

The current suspension of the re-entry visa requirement for any minors already residing in Ireland and travelling with a legally resident parent will continue in line with the new extension until 31 May 2022.

For further details on how to apply for a re-entry visa and to download application forms please see <https://www.irishimmigration.ie/coming-to-join-family-in-ireland/joining-an-eea-or-swiss-national/defacto-partner-of-a-critical-skills-employment-permit-holder-csep-or-hosting-agreement-holderha/application-for-re-entry-visas-for-minors-under-16/>

### Q 7. Does the Notice extend my re-entry visa?

A. No. The extension you received relates only to your permission to remain in Ireland and does not extend to your permission to enter Ireland without a valid visa, if you are a visa required national. You must now contact your nearest Irish Embassy or Consular Office abroad to enquire about making a visa application on-line in order to return to Ireland. Should you have queries concerning your visa application, please contact [visamail@justice.ie](mailto:visamail@justice.ie).

### Q 8. Can I attend at Burgh Quay to submit a re-entry visa application or to collect documents in respect of an adult or a child.

A. No. Re-entry Visa applicants are asked not to attend our office at 13-14 Burgh Quay as the service we provide is strictly a postal service. All re-entry visa applications must be submitted by Registered Post to the address on the application form. Application forms may be downloaded from <https://www.irishimmigration.ie/coming-to-join-family-in-ireland/joining-an-eea-or-swiss-national/defacto-partner-of-a-critical-skills-employment-permit-holder-csep-or-hosting-agreement-holderha/application-for-re-entry-visas-for-minors-under-16/>

## Tourists/short-stay visitors

Q 9. I do not reside in the State but I am currently lawfully in the State having received a short-stay permission upon arrival (e.g. permission as a tourist) which is due to expire between 20th May 2020

and 20th August 2020 – does the Notice also apply to me?

- A. Yes. While the Notices are specifically intended to cover people with permission to reside in Ireland, if you have permission to be in the State and this is due to expire between the dates mentioned above, your permission is considered renewed for a further month on the same conditions given to you upon arrival.

If your permission expired between 20<sup>th</sup> March 2020 and 20<sup>th</sup> May 2020, this was automatically renewed for two months by the Notice of 20<sup>th</sup> March. You can also benefit from the further renewal granted in the Supplementary Notices of 13<sup>th</sup> May 16<sup>th</sup>, July and Aug 18.

Q 10. My visitor's permission was extended by the recent notice of 18<sup>th</sup> August and I would like to work in the State to support myself during this crisis. Can I apply for permission that allows me to take up employment in the State?

- A. No, this renewal of your permission allows you to remain in the State on the current conditions in which you are in the State. If you currently hold a visitors' permission, you may not take up employment in the State.

However, in light of the current COVID-19 crisis, the Minister for Justice may examine a situation on a case by case basis in which a person in the State wishes to change permission to allow them to take up employment with the HSE, as per the HSE's "Be on Call for Ireland" campaign. The person would have to show the Minister evidence of a job offer from the HSE, where the job offer is for a period beyond the extension referred to above. Applications of this type can be submitted to Unit 2, Domestic Residence and Permissions Division, Immigration Service Delivery of the Department of Justice and Equality via email to [unit2residencedivision@justice.ie](mailto:unit2residencedivision@justice.ie)

## Change of permission to allow work in the health sector

Q 11. I currently hold a Stamp 3 permission and I wish to change to a permission that would allow me to work in health care during the COVID-19 crisis.

- A. You should contact the HSE in relation to their "Be on Call for Ireland" campaign (<https://www.hse.ie/eng/services/news/newsfeatures/covid19-updates/oncall/be-on-call-for-ireland.html>). If the HSE confirms that you qualify under that scheme, please provide written confirmation of same to this office and your permission may be changed.

Q 12. I am non-EU Treaty Rights applicant. I am out of permission, but have a 'live' application with ISD. Can I get a temporary permission while my application is being processed?

- A. No

## Students

Q 13. How many hours can I work each week?

- A. Students with a valid Stamp 2 permission may work up to 20 hours a week while they are studying in Ireland. During the months of June, July, August and September and from 15 December to 15 January inclusive students may work up to 40 hours per week.

Q 14. I lost my part-time job; can I access the COVID- 19 Pandemic Unemployment Payment?

- A. As of 8 July 2021 the Pandemic Unemployment Payment has been closed to new applicants, for the latest information on COVID-19 Pandemic Unemployment Payment please visit: [https://www.citizensinformation.ie/en/social\\_welfare/social\\_welfare\\_payments/unemployed\\_people/covid19\\_pandemic\\_unemployment\\_payment.html](https://www.citizensinformation.ie/en/social_welfare/social_welfare_payments/unemployed_people/covid19_pandemic_unemployment_payment.html). Receipt of the COVID-19 Pandemic Unemployment Payment will not constitute a breach of the conditions of the student's immigration permission.

Q 15. I paid my course fees, and the college has now closed, am I entitled to a refund?

- A. This is not a matter for the Immigration Service.

Q 16. I have lost my job, and cannot find a new job. Can I become self-employed?

- A. No. You cannot become self-employed as a student in the State

Q 17. I am on Stamp 2A permission; can I work?

- A. Stamp 2A permission holders are not entitled to work under any circumstances

Q 18. Is there any update on extending the online renewal system that was previously used for third level students?

- A. The Registration Renewal System is now available to people who:
- Are resident in Dublin City or Dublin County
  - Are currently in the State
  - Have previously registered with Immigration Service Delivery
  - Are renewing one of the following stamps:
    - o Stamp 1, Stamp 1A, Stamp 1G
    - o Stamp 2, Stamp 2A,
    - o Stamp 3,
    - o Stamp 4, Stamp 4s or Stamp 4EUFAM
  - Have an IRP card that is expired or is due to expire within 29 days

Further information on the operation of this service is available on the [Registration Renewal Webpage](#)  
**It should be noted that if a person falsely states their address in order to obtain an IRP card, they will be refused registration.**

If you reside outside of Dublin, you must contact your local Registration Office when it reopens. After their closure for over 3 months due to COVID-19 restrictions, Registration Offices outside Dublin are reopening on a phased basis in line with the Government roadmap. Please check the [Garda website](#) for further information.

Q 19. My current course/ new course has moved to online study due to COVID-19. I didn't move to Ireland to do online study; can I pause my course until physical classes return or resume?

A. No. While it is appreciated that students have travelled to Ireland to avail of in-person classes, unfortunately, this may not be possible if a school must close due to a COVID-19 outbreak or COVID-19 restrictions. Anyone resident in Ireland with a student permission is required to attend scheduled classes and finish their programme, either in-person or online if classes move online as a necessary measure due to COVID-19.

Q 20. I have held a 1G but due to the pandemic, I have been unable to get appropriate employment. How can I apply for extension of my 1G permission?

A. If you have already had your maximum time on 1G permission you may attend at your local Immigration office, or if you live in Dublin apply on line to BQ registration office for this extension at <https://inisonline.jahs.ie/user/login>

Q 21. I was previously studying English but left Ireland due to the COVID-19 pandemic. Will my absence duration count towards the maximum of two years of English study permitted?

A. If you can prove that you were outside the State due to the COVID-19 pandemic, then the duration of your absence will not count towards the maximum two years.

When you return to Ireland, you should arrange to resume your studies with your school and contact your local Registration Office or, if you are located in Dublin, the Registration Office, Burgh Quay to reissue your updated IRP card.

Q 22. I have completed my two years English language study but due to the COVID-19 pandemic I am unable to leave Ireland at this time; Can I stay until travel restrictions are lifted?

A. The maximum time on a Stamp 2 permission for English language study is two years (three permissions of eight months each). An exceptional measure announced in September 2021 allows a student who has completed their third 25-week English language programme, to stay until 15 January 2022 without enrolling on another English language programme.

As part of this exception, students who have already completed the maximum three English language programmes may work, in line with ILEP Framework requirements of their Stamp 2 permission, until 31 May 2022 without enrolling in a further English language programme.

This measure only applies to those students who have completed their third (or fourth) permission i.e. completed the maximum number of three English language programmes or availed of the exception to register a fourth permission. The ability to register for a fourth permission as an English language student was a temporary exception during the pandemic and no longer applies. Students currently on a third or fourth permission must complete their programme and can stay until 31 May 2022 without enrolling on another English language programme. Students on a first or second permission must complete their programme and then enrol on a third 25 week English language programme before their permission expires.

Students who have already completed the maximum of permissions on English language programmes and wish to remain in the State after 31 May 2022 have the following options:

- a) The student pathway provides that international students must be enrolled on a degree level programme on the ILEP in order to qualify for stamp 2 permission after their time on an English Language programme.

- b) The student pathway provides that international students may apply for an employment permit to allow them to register as workers in the State.

## Workers

Q 23. I currently hold a permission letter issued by the Department of Justice and Equality, granting me Stamp 1 permission to work for a specific business. This business has closed due to the COVID-19 outbreak. Can I take up employment with another business?

- A. Yes. On renewal of your permission, you will need to provide documentary evidence that the business you had worked in ceased trading because of the COVID -19 outbreak.

Q 24. I have temporarily lost my job due to the Coronavirus/COVID-19 outbreak, where can I get information on welfare entitlements?

- A. You can find information on support measures on the following webpage\_ <https://www.gov.ie/en/service/be74d3-covid-19-pandemic-unemployment-payment/>

Q 25. In the absence of an Irish Residence Permit (IRP) and a formal decision letter, what can I show my employer/prospective employer as evidence of my continuing permission to remain in the State?

- A. You can present evidence of your last permission, in the form of a formal decision letter or an IRP, or both, together with a copy of this Notice, as evidence of your ongoing permission to remain in the State. This will also show that, owing to circumstances entirely outside of your own control, your permission to remain or renewal application could not be processed in the usual way at the material time.

Online registration renewal is now available for those living in the Dublin region only. Please check the [Registration Renewal Webpage](#) for further information on eligibility and the operation of the service.

If you reside outside of Dublin, you must contact your local Registration Office when it reopens. After being closed for over 3 months due to COVID-19 restrictions, Registration Offices outside Dublin are opening on a phased basis in line with the Government roadmap. Please check the [Garda website](#) for further information.

## Working Holiday Authorisation

Q 26. I acquired my permission as per the Working Holiday Authorisation Programme. Does the notice apply to me?

- A. Yes. The notices cover residence permission issued to you by this Department on foot of the Working Holiday Authorisation Programme (WHA). Any further queries in relation to the administration of the WHA should be addressed to the Department of Foreign Affairs and Trade.

Q 27. I am the holder of a Working Holiday Authorisation; am I allowed to apply for an employment permit?

- A. Holders of a Working Holiday Authorisation (WHA), as per the terms and conditions of their WHA,

must leave the State on expiry of the WHA and cannot apply for an employment permit whilst in the State. The foreign national may consider submitting an application for an employment permit from outside the State, upon expiration or cancellation of their WHA and, on foot of an eligible job offer, which will be considered by the Department of Business Enterprise and Innovations (DBEI) subject to the usual criteria applying under the Employment Permits Acts and Regulations.

## **Atypical Working Scheme (AWS)**

Q 28. Does the announced permission extension incur a registration requirement and fees for AWS applicants?

A. No registration requirement will apply for rollover of AWS applicants. There is no fee for the rollover.

Q 29. How will cooling-off periods be affected by this extension?

A. This extension will not affect the date from which a 12-month cooling-off period is reckoned. The commencement date of a cooling-off period will be reckoned as the date of expiry of the originally granted permission, had any extension not been granted. An earlier date of commencement will be reckoned if the applicant can demonstrate that they left prior to the expiry of their normal 90- day permission.

In the case of cooling off periods for locum doctors in the Primary Care and Hospital sectors, the normal cooling off period will apply from the date that the individual last leaves the State under any availed of extension of permission.

## **Stamp '0' permission holders**

Q 30. My visitor's permission expires shortly and I have made an application for a longer-term permission as an elderly dependent and have not yet received a decision. Does the one-month extension as per the Notice apply to my current visitor's permission?

A. Yes. If you were covered by the previous two-month extensions, you can also benefit from the extended permission in the latest notice.

Q 31. My visitor's permission expires shortly and I have made an application for a longer-term permission as a person of independent means and have not yet received a decision. Does the one- month extension as per the Notice apply to my current visitor's permission?

A. Yes. If you were covered by the previous two-month extensions and the supplementary extensions of one month, you can also benefit from the extended permission in the latest notice.

Q 32. My visitor's permission expires shortly and I have made an application for permission as a visiting academic/researcher and have not received a decision. Does the one-month extension as per the Notice apply to my current visitor's permission?

A. Yes. If you were covered by the previous two-month extensions and the supplementary extensions of one month, you can also benefit from the extended permission in the latest notice.

## Dependants (Stamp 3 holders)

Q 33. I am on a Stamp 3. Can I take up employment?

A. No. You are not allowed to take up employment on this immigration permission. However, please refer to FAQ above “Change of permission to allow working the health sector”

## Registration

Q 34. I have recently arrived in Ireland. How can I register my permission?

A. If you live in Dublin city or county, you must make an appointment online at <https://burghquayregistrationoffice.inis.gov.ie/> to attend the public Registration Office in Burgh Quay, Dublin. You should register within 90 days. If you can't get an appointment within that time, don't worry, you won't be asked to leave the country while waiting to register. After you book an appointment, we will send you an email telling you what documents to bring with you. You will find a full list of the documents you will need at <https://www.irishimmigration.ie/registering-your-immigration-permission/how-to-register-your-immigration-permission-for-the-first-time/requirements-and-documents-needed/>

On the day of your appointment, you may be required to pay a fee of €300 to register your immigration permission. You can find out whether the fee applies to you or not at <https://burghquayregistrationoffice.inis.gov.ie/>

During registration:

- We will review your documents
- We will take your photograph and fingerprints
- We will stamp your passport with the permission to stay you have been given
- You will pay the fee if it applies

The visit should take no longer than 30 minutes.

After you successfully register, we will post an Irish Residence Permit (IRP) card to you at the address you gave us. Your card should arrive within 10 working days. This card will contain your photograph and your personal details, and will show the conditions of your residence permission telling you what you are allowed to do while living in Ireland.

The Garda National Immigration Bureau (GNIB) is responsible for registering people living outside Dublin city or county. You should check the Garda website [www.garda.ie](http://www.garda.ie) to find the registration office closest to you.

Q 35. What does the extension of immigration permissions mean?

A. The Minister for Justice, Helen McEntee, T.D. announced a further temporary extension of immigration and international protection permissions to 31 May 2022. This applies to permissions that are due to expire between 15 January 2022 and 31 May 2022 and includes permissions that have already been extended by the previous eight temporary extensions since March 2020. This means people who were legally in the State in March 2020, when the COVID-19 pandemic began, still have a valid permission to remain until 31 May 2022.

All the other terms and conditions of your immigration permission remain the same.

Q 36. Can I renew my immigration permission during this extension period?

- A. Yes, if you previously registered with Immigration Service Delivery (ISD) in Dublin and are currently in the State and residing in the Dublin area, you can renew your immigration permission at <https://inisonline.jahs.ie>

The Garda National Immigration Bureau (GNIB) is responsible for registering and renewing for people living outside Dublin city or county. You should check the Garda website [www.garda.ie](http://www.garda.ie) to find the registration office closest to where you live.

Q 37. I am waiting for an appointment for my first-time registration and I need proof of my permission to remain to enable me to take up employment. What should I do?

- A. The Minister for Justice, Helen McEntee, T.D. announced a further temporary extension of immigration and international protection permissions to 31 May 2022. This applies to permissions that are due to expire between 15 January 2022 and 31 May 2022 and includes permissions that have already been extended by the previous eight temporary extensions since March 2020. This should reassure a prospective employer that you are in permission while waiting for an appointment. If you have a specific difficulty please email [immigrationsupport@justice.ie](mailto:immigrationsupport@justice.ie)

Q 38. My immigration permission has been extended. Is my IRP card also extended?

- A. While your permission to remain in the State has been extended until 31 May 2022 under the scheme announced by Minister for Justice, Helen McEntee, T.D. your IRP card is not affected

If you come from outside the EU and Switzerland, have previously registered with ISD and are currently in the State and residing in the Dublin area you can renew your immigration permission at <https://inisonline.jahs.ie> The Garda National Immigration Bureau (GNIB) registers people outside Dublin through the Registration Office network. For further information, please visit [www.garda.ie](http://www.garda.ie)

Q 39. I am currently outside the State. Does the extension of permissions apply to me?

- A. Yes - provided you otherwise meet the conditions of the scheme. However, if you require a visa and don't have a valid IRP card you will need a re-entry visa to allow you to return to Ireland. You can find out more here <https://www.irishimmigration.ie/coming-to-join-family-in-ireland/joining-an-eea-or-swiss-national/de-facto-partner-of-a-critical-skills-employment-permit-holder-csep-or-hosting-agreement-holder-ha/application-for-re-entry-visas-for-minors-under-16/>

Q 40. My permission was extended under the scheme. Are my children's permissions extended along with mine?

- A. If your children have a current permission based on yours and are residing with you in the State, then your children's permissions are also extended to 31 May 2022. However, in the context of EU Treaty Rights, this applies only if you are a non-EEA national and your non-EEA national children who are residing with you in the State have an open EU Treaty Rights application and you have an existing Stamp 4 EUfam permission.

Q 41. Is my permission restricted to the expiry of my passport?

- A. No, from April 2021 your permission is not linked to the expiration date on your passport. If you have received a new passport since your first registration or previous renewal, we need to see you in person to verify your identity and we will renew your permission at the same time. If you live in Dublin city or county, you should make a registration appointment at <https://burghquayregistrationoffice.inis.gov.ie>

If you live outside Dublin, you should contact your local Garda National Immigration Bureau registration office. You should check the Garda website [www.garda.ie](http://www.garda.ie) to find the registration office closest to you

Q 42. I am currently outside Ireland. Can I renew my permission online?

- A. No, you must be currently in the State.

Q 43. Can I automatically extend or change a permission online?

You can extend or seek a change of permission online in some cases (e.g. applying for Stamp 1G Graduate Scheme following completion of a Stamp 2 degree course), once you provide all necessary supporting documentation.

Applications for extension of Stamp 0, Stamp 4EUfam, Stamp 5 and Stamp 6 permissions need to be submitted directly to the relevant area in the Department. You can find details here <https://www.irishimmigration.ie/registering-your-immigration-permission/>

You should apply within 30 days before your current permission expires. Once you receive a new permission letter, you can then apply to register it and obtain a new IRP card online.

Q 44. When will I receive my Irish Residence Permit (IRP) card?

- A. If you are a Dublin resident and apply online, you will receive your IRP card within approximately 10 working days of processing your application. If you are attending a registration office outside of Dublin, the Immigration Officer will advise you how you will receive your Irish Residence Permit (IRP) card.

Q 45. I have a new passport. Do I need to submit it to renew my permission?

- A. If you have received a new passport since your first registration or previous renewal, we need to see you in person to verify your identity and we will renew your permission at the same time. If you live in Dublin city or county, you should make a registration appointment at <https://burghquayregistrationoffice.inis.gov.ie>

If you live outside Dublin, you should contact your local Garda National Immigration Bureau registration office. You should check the Garda website [www.garda.ie](http://www.garda.ie) to find the registration office closest to you.

Q 46. I have lost my passport. Can I apply for renewal without it?

- A. No. Proof of holding a valid identity document is required for all online renewal applications. You should apply for online renewal only when you obtain a replacement passport.

Q 47. What happens if my IRP card is lost or stolen? Can I apply for a replacement?

- A. Yes. You will be required to submit a Garda Report confirming the loss of your IRP card to the Burgh Quay Registration Office at [immigrationsupport@justice.ie](mailto:immigrationsupport@justice.ie)

Q 48. How can I prove that I am in permission while I am awaiting delivery of my IRP card?

- A. When you apply for online renewal, you will receive an acknowledgement email with your Registration Office (OREG) application number. This can be used as proof of having submitted a request for renewal of your immigration permission to ISD. You should also be in possession of your previous IRP card. This confirms your immigration stamp permission and the validity date of same. If your card has expired, your acknowledgement email will serve as evidence that a renewal application has been made.

Q 49. If I'm travelling, will the airline accept my IRP card if I don't have a stamp in my passport?

- A. Airline carriers, ferries and other forms of international transport require valid passport for travel. You must also produce a valid IRP card for airline carriers and Immigration authorities to verify person's current permission.

Q 50. What happens if I don't have my IRP card and I need to travel under emergency circumstances?

- A. If you qualify for an IRP card, you should contact us by email at [immigrationsupport@justice.ie](mailto:immigrationsupport@justice.ie) explaining your circumstances and your urgent need to travel. You should submit proof of travel, for example your flight booking and the reason for the emergency.

Q 51. I am a parent. How can I apply for re-entry visas in respect of my children?

- A. You can find all the details at <https://www.irishimmigration.ie/coming-to-join-family-in-ireland/joining-an-eea-or-swiss-national/de-facto-partner-of-a-critical-skills-employment-permit-holder-csep-or-hosting-agreement-holder-ha/application-for-re-entry-visas-for-minors-under-16/>

## **MDU - International Protection applications**

Q 52. I have received a recommendation from the International Protection Office (IPO) that I should be granted refugee status or subsidiary protection. When can I expect to receive my grant from the Minister?

- A. You will be hearing from the Minister in due course in relation to your application for international protection. In the meantime, you remain an applicant under the International Protection Act 2015. If your Temporary Residence Card (TRC) is due to expire, please consult the IPO website

<http://www.ipo.gov.ie/> or contact the IPO.

Q 53. I have received notification from the International Protection Appeals Tribunal (IPAT) that my appeal was successful and that I should be granted refugee status or subsidiary protection. When can I expect to receive my grant from the Minister?

- . You will be hearing from the Minister in due course in relation to your application for international protection. In the meantime, you remain an applicant under the International Protection Act 2015. If your Temporary Residence Card (TRC) is due to expire, please consult the IPO website <http://www.ipo.gov.ie/> or contact the IPO.

Q 54. I have received a recommendation from the International Protection Office (IPO) that I should be refused refugee status or subsidiary protection. What happens next?

- A. If you have not lodged an appeal against this decision, you will be hearing from the Minister in due course in relation to your application for international protection and your position in the State. In the meantime, you remain an applicant under the International Protection Act 2015. If your Temporary Residence Card (TRC) is due to expire, please consult the IPO website <http://www.ipo.gov.ie/> or contact the IPO.

Q 55. I have received notification from the International Protection Appeals Tribunal (IPAT) that my appeal was unsuccessful and that I should be refused refugee status or subsidiary protection. What happens next?

- A. You will be hearing from the Minister in due course in relation to your application for international protection and your position in the State. In the meantime, you remain an applicant under the International Protection Act 2015. If your Temporary Residence Card (TRC) is due to expire, please consult the IPO website <http://www.ipo.gov.ie/> or contact the IPO.

Q 56. I have a protection interview scheduled with the International Protection Office in the coming weeks. Will it go ahead?

- A. All substantive interviews scheduled for the coming weeks have been cancelled. The International Protection Office (IPO) will be in contact in due course with a new interview date. All affected applicants are being written to at their current recorded address. If you have recently changed address, please contact your previous address to check if there is any post for you. Please consult the IPO website <http://www.ipo.gov.ie/> for updates.

Q 57. I have recently changed address or been moved to new accommodation. Do I have to inform the International Protection Office? If so, can I do so by e-mail?

- A. It is a condition of your International Protection application that the International Protection Office (IPO) be informed of your current address. The IPO uses your Place of Residence for all postal communications with you. In the current environment pertaining to COVID-19, the IPO will adopt a pragmatic approach should there be any delay in notifying a change of address. Applicants who have recently moved address should check at their previous address for any post that may have been received.

As an exceptional measure, applicants can notify the IPO of a new address by e-mail. Please download the *Change of Address* form from the IPO website <http://www.ipo.gov.ie/> where the form can be found under the “**Customer/Customer Service**” tab. Please e-mail the completed form to [info@ipo.gov.ie](mailto:info@ipo.gov.ie) including the following information: full name, date of birth, nationality, photo of your Temporary Residence card front and back, old address and new address.

Q 58. I have been granted Subsidiary Protection by the Minister. Does this Notice cover me?

A. Yes. Your current permission is renewed automatically under the terms outlined in the Notices.

## Labour Market Access

Q 59. My permission to access the labour market soon expires or has recently expired and I have not received a new permission from the Labour Market Access Unit (LMAU). Does this Notice apply to me?

A. Yes. Your permission is extended as per [the notice](#). This applies as long as you have not yet received a final decision on your international protection claim. You should refer your employer or potential employer to this website notice as evidence of your extended permission. Further details on the operation of this scheme is available here <https://www.irishimmigration.ie/my-situation-has-changed-since-i-arrived-in-ireland/labour-market-access-permission/>

Q 60. I have a Labour Market Access permission and have since received a final decision on my international protection application. Does this Notice apply to me?

A. No. As stated on your permission, your permission to access the labour market is no longer valid once you receive a final decision on your international protection claim.

Q 61. I am an International Protection applicant who has never held a permission to access the labour market. Does this Notice mean I can work without a permission?

A. No. The Notice only applies to permission already held and that has been extended. You still need to apply to the LMAU (see web link above) to receive a first permission before you are entitled to work.

## Travel applications

Q 62. I have applied for a Travel Document. When can I expect a decision on my application?

A. In light of the extraordinary circumstances in place due to COVID-19, the Travel Document Section wishes to advise that processing of Travel Document applications and production of documents will take place only on an emergency basis until further notice. As a result, the Travel Document Section cannot provide a timeframe for the issuing of documents at this time. Please note that the Passport Office prints Travel Document booklets and that this element of the process is not under the control of the Travel Document Section.

Q 63. Can I apply for an urgent Travel Document due to an emergency?

A. If you require a Travel Document due to a genuine emergency that requires you to travel abroad you should apply as normal and send an email to [INISTravdoc@justice.ie](mailto:INISTravdoc@justice.ie) outlining the reason for the urgency. Applications will only be considered urgent if extraordinary circumstances apply – death or serious illness of a family member or if you need emergency medical treatment. You will be asked to provide proof of the need for prioritisation. In addition, you should first check the visa and entry requirements of the country you are intending to visit and demonstrate to the Travel Document Unit that you will be able to enter that country. Please be aware that we cannot guarantee that processing of your application or printing of a travel document will be completed in time to facilitate an urgent matter.

Q 64. What can I do to help reduce delays with my travel document application?

- A. You can help us to reduce the time it takes to process your application by making sure that your application form is fully completed and accurate. Use the checklist on the form to make sure that you have provided all the required information. If you have already applied for a Travel Document, please provide your email address, along with your full name and date of birth; to [INIStravdoc@justice.ie](mailto:INIStravdoc@justice.ie). This will allow the Travel Document Section to contact you electronically if further information is required, thereby helping to prevent unnecessary delays to the processing of your application. If you are making an application, please include your email address somewhere on the application form.

## Family Reunification

Q 65. I was granted family reunification and cannot travel due to COVID-19, will I be permitted to enter the State after the expiry of the 12-month timeframe that was outlined in the decision letter granting them family reunification.

- A. Immigration Service Delivery will operate in as flexible and pragmatic a manner as is permitted by law. In the circumstances where a family reunification beneficiary cannot travel within the time specified in their permission, this can be extended during the current crisis. Anyone in that position should contact the relevant Unit.

Q 66. I am an International Protection recipient and I want to apply for family reunification but will not have an effective access to legal advice while NGO/solicitor offices are closed. Will an extension to the 12-month limit be considered?

- A. An International Protection recipient should inform the Family Reunification Unit in writing of their intention to make a family reunification application stating the details of the family members on whose behalf the application refers. This should be done before the expiry of the 12-month period. The remainder of the application, including required documentation, can be completed in the normal way thereafter.

Q 67. Will my Family Reunification application (under the International Protection Act) be processed at this time?

- A. The Family Reunification Unit has implemented measures to reduce the spread of the Coronavirus. These measures have led to a reduction in our capacity. While some delays are expected, we are endeavouring to keep the Unit operating to the best of our ability. We will be in contact regarding your application as soon as an update is available. Queries can be submitted to [FRU\\_IPA@Justice.ie](mailto:FRU_IPA@Justice.ie). However, all original documentation will still be required by post.

REMINDER: The most up to date information regarding Family Reunification can be found on the new website - <https://www.irishimmigration.ie/family-reunification-of-international-protection-holders/>

## EU Treaty Rights

Q 68. I had an appointment to register my temporary Stamp 4 permission on 20<sup>th</sup> August 2020. This appointment was cancelled due to COVID-19. My question is when this is all over; will I be issued with an appointment automatically or will I need to try to make appointment myself?

- A. For anyone who had an appointment cancelled for first time registration at Burgh Quay, the Registration Office will contact anyone who provided a valid email address when making their

appointment with details of their rescheduled appointment. Other appointments will be made available exclusively for other first time applicants and will be by invitation only.

If you reside outside of Dublin, you must contact your local Registration Office when it reopens. After being closed for over 3 months due to COVID-19 restrictions, Registration Offices outside Dublin are opening on a phased basis in line with the Government roadmap. Please check the [here](#) for further information.

Q 69. My Residence card is due to expire next month, will my card be automatically extended for a further month.

A. Yes, for now. However, in the meantime, you should submit an application for a permanent residence card (EU3) if you satisfy the eligibility criteria. Further extensions may not be considered if you have not submitted an application before the 20<sup>th</sup> September 2020.

Q 70. My Stamp 4 temporary permission expired in early March 2020 and I am still awaiting a decision on my EU Treaty Rights residence card application. What should I do?

A. You should contact EU Treaty Rights Division by email at [eutreatyrights@justice.ie](mailto:eutreatyrights@justice.ie) to request an update. Please include your full name, your Person ID and your Application Number in your email.

Q 71. The Notice says, "In relation to persons with existing permission under Directive 2004/38/EC (Free Movement Directive), the automatic renewal is subject to the requirement that the person is complying the requirements of the Directive". Am I supposed to provide evidence I am complying with the requirements of the Directive?

A. No. You do not need to provide any evidence unless or until further notice from EU Treaty Rights Division.

Q 72. My EU Treaty Rights residence card application was approved in March but my appointment to register this permission was cancelled due to COVID-19. Will a new appointment issue automatically?

A. For anyone who had an appointment cancelled for first time registration at Burgh Quay, the Registration Office will contact anyone who provided a valid email address when making their appointment with details of their rescheduled appointment. Other appointments will be made available exclusively for other first time applicants and will be by invitation only.

If this is not for first time registration, the new online Registration Renewal System for non-EEA national students launched in June will be extended to Dublin residents only in respect of all other stamp categories from 20<sup>th</sup> July 2020. Non-EEA nationals resident in the Dublin area, with a current valid permission, must apply to renew their registration using the new online renewal system. You and your EEA national family member may also be requested to attend the Registration Office in person before completion of your registration.

If you reside outside of Dublin, you must contact your local Registration Office when it reopens.

After being closed for over 3 months due to COVID-19 restrictions, Registration Offices outside Dublin are opening on a phased basis in line with the Government roadmap. Please check the Garda website for further information.

Q 73. I had an appointment to register my temporary stamp 4 permission. This has been cancelled. Will my temporary residence card be posted out to me?

A. If you reside in the Dublin region, the Registration Office will be in contact with you in relation to your residence card and registration. In the meantime, you should ensure that you safely retain the letter issued to you by EU Treaty Rights Division. Please refer to <https://www.irishimmigration.ie/news-and-updates/> for any updates in relation to registration of your permission.

If you reside outside of Dublin, you must contact your local Registration Office when it reopens. After being closed for over 3 months due to COVID-19 restrictions, Registration Offices outside Dublin are opening on a phased basis in line with the Government roadmap. Please check the [Garda website](#) for further information.

**Q 74. Is EU Treaty Rights Division receiving new applications for residence cards or for review?**

A. Yes, EU Treaty Rights Division continues to receive new residence card applications even if some documents are missing and if applicants can justify why they cannot obtain the document(s) in the current emergency period.

As a temporary measure between now and the 31<sup>st</sup> October 2020, EU Treaty Rights Division will allow in-country residence card applications or requests for review to be submitted by email to the following email address:- [eutreatyrights@justice.ie](mailto:eutreatyrights@justice.ie) Scanned copies of supporting documentation should be included with the application. EU Treaty Rights will require the original application to be submitted by post in due course.

**Q 75. Will EU Treaty Rights Division continue to process applications?**

A. Yes, EU Treaty Rights Division continues to process applications for residence cards and requests for review. However, capacity to process residence card applications is likely to be reduced during the current emergency period. If you have reviewed these FAQs and you have an urgent query, please contact EU Treaty Rights at [eutreatyrights@justice.ie](mailto:eutreatyrights@justice.ie) Please include your Person ID and Application Number, if known, in your email correspondence.

If an applicant can justify why they cannot obtain certain document(s) during the current emergency situation, no application in progress will be closed or refused solely due to lack of documentation (for example, if it is not possible to obtain evidence of address, certified documents etc.) unless ample opportunity has been given to an applicant prior to the current crisis

**Q 76. I am a non-EEA national and a healthcare professional who has recently submitted an EU Treaty Rights residence card application; can my application be fast-tracked?**

A. Some emergency cases may be prioritised in the current situation including healthcare professionals. If you believe your application falls into this category, you should indicate this by emailing EU Treaty Rights Division at [eutreatyrights@justice.ie](mailto:eutreatyrights@justice.ie)

Applicants regardless of their profession and their EU citizen family member must still comply with the Regulations in order to qualify for residence card regardless of the current emergency.

**Q 77. Will EU Treaty Rights Division continue to issue temporary permission letters?**

A. Yes, EU Treaty Rights Division will continue to issue temporary permission letters to those who qualify for temporary permission. However, capacity is likely to be reduced during the current emergency period. If you have an urgent query, please contact EU Treaty Rights Division at [eutreatyrights@justice.ie](mailto:eutreatyrights@justice.ie). Please include your Person ID and Application Number, if known, in your

email correspondence.

Q 78. I am a Stamp4 EUFam residence cardholder. My EU citizen family member has temporarily lost their job due to the Coronavirus/COVID-19 outbreak; will this impact on my current residence status?

A. For the duration of the current COVID-19 crisis and until further notice, this will not affect your current residence status as long as both you and your EU citizen family member are otherwise in compliance with the Directive.

Q 79. I recently received a letter advising of the Minister's intention to revoke my Stamp4 EUFam permission and have a deadline of 15 working days to make representations or provide further documentation. Can this deadline be extended as I am having difficulty accessing the required information and documentation?

A. Deadlines in these cases may be extended on a case-by-case basis given the prevailing circumstances. You should contact EU Treaty Rights Division by email on [eutreatyrights@justice.ie](mailto:eutreatyrights@justice.ie) in relation to your request for an extension prior to the expiration of the deadline.

## Domestic Residence

Q 80. Will Domestic Residence Division still be processing applications for permission to remain in the State?

A. Domestic Residence and Permissions Division are currently processing as many applications as possible. However, capacity is likely to be reduced during the current emergency period. If you have an urgent query, please contact the relevant Unit via email. The relevant email addresses are available on the Contact us page. Please include your Person ID and Application Number, if known, in your email correspondence.

Q 81. I was given a deadline to reply to a letter issued to me in the course of a residence application and to provide further documentation (e.g., bank statements, letters from employer, landlord, Department of Employment Affairs and Social Protection (DEASP), GP, school/college etc.). Can this deadline be disregarded/extended given the difficulty people now have in accessing the required information and documents?

A. Deadlines in these cases will be extended as appropriate given the prevailing circumstances.

Q 82. Is there a contact email address for urgent Irish citizen children queries?

A. Yes, queries regarding parents of Irish citizen children can be forwarded to the following email address - [unit4residence@justice.ie](mailto:unit4residence@justice.ie)

Q 83. I currently hold a Stamp 3 permission and have recently become the parent of an Irish citizen child; can I apply to amend my permission from Stamp 3 to a Stamp 4 permission?

A. Yes, completed application forms and relevant documentation can be submitted either via post to Residence Unit 4, Immigration Service Delivery, 13/14 Burgh Quay, Dublin 2 or via email to [unit4residence@justice.ie](mailto:unit4residence@justice.ie). All applications continue to be processed in chronological order.

Q 84. I am the non-EEA national spouse of an Irish citizen; can I apply for a Stamp 4 permission?

A. Yes, completed application forms and relevant documentation can be submitted either via post to

Residence Unit 6, Immigration Service Delivery, PO Box 12695, Dublin 2 or via email to [INISsinu@justice.ie](mailto:INISsinu@justice.ie). All applications continue to be processed in chronological order.

## **Non-EEA De Facto partner of an Irish national**

Q 85. What arrangements are in place to expedite preclearance for non-EEA De Facto partners of Irish citizens who currently remain outside the State waiting for approval of their application while their Irish citizen partner had to return to Ireland unexpectedly due to COVID-19 having secured a flight at short notice?

A. In most cases these individuals may not qualify under the current ISD Priority/Emergency criteria as the Irish citizen was living abroad with the non-EEA national. In addition, if they did apply for preclearance as a de-facto partner, they would have to submit a full preclearance application to demonstrate that the non-EEA national meets the criteria of a de facto partner of an Irish citizen.

In order to meet the de-facto criteria, the majority of persons falling into this category would have to have lived in the other country for a considerable period. The non-EEA national partner should still submit a full pre-clearance application. Applications will be considered on a case-by-case basis. For critical cases, the advice of the Consular Services of Department of Foreign Affairs and Trade will be taken into consideration i.e. where an advisory has issued in relation to leaving a particular country.

Q 86. I am a non-EEA national and the De Facto partner of an Irish citizen. I travelled to Ireland a few months ago with my Irish partner on what was intended to be a short-stay visit. I had planned to leave Ireland again with my Irish partner and then apply while abroad for preclearance to re-enter Ireland as a De Facto partner. I am now stuck in Ireland as a visitor for the foreseeable future; can I make an in-country application for De Facto partner status?

A. Due to the exceptional situation arising from COVID-19, the Immigration Service Delivery (ISD) is accepting applications from non-EEA nationals who are De Facto partners of Irish citizens and are currently here on visitor's permission. All applications for residence that have a De Facto element are subject to a significant degree of verification to establish the nature of the relationship.

As a temporary measure, applications can be submitted to Unit 5 Domestic Residence and Permissions Division, Immigration Service Delivery, PO Box 12595, Dublin 2 or via email to [INISdefacto@justice.ie](mailto:INISdefacto@justice.ie). The application form for De Facto Partner is available on our website for download and completion.

Q 87. I am a non-EEA national currently visiting Ireland and am the De Facto partner of an Irish citizen. If I submit an in-country De Facto partner application form as the because I am stranded in Ireland due to the current emergency, can I be given temporary residence permission while my application is being processed or can by application be fast-tracked?

A. Applications for De Facto permissions continue to be processed in chronological order by Domestic Residence and Permissions Division. However, processing delays are being experienced due to the current COVID-19 restrictions. Unit 5, Domestic Residence and Permissions Division may grant temporary residence permission (Stamp 3) while a De Facto partner application is under consideration.

Q 88. I am an Irish citizen and my non-EEA national De Facto partner is currently with me in Ireland as a "visitor". If we get married here over the coming months, can my husband register at our local registration office when it re-opens for a Stamp 4 as the spouse of an Irish national or will he have to complete and

submit the Spouse of an Irish National application form and wait for his application to be processed? If he has to submit an application, can his application be expedited in any way or can he get temporary permission to enable him to work while it is being processed, as he is ordinarily the main earner in our family?

- A. If your non-EEA spouse is a non-visa required national and he currently holds permission to be in the State, following your marriage, he may seek to register as the spouse of an Irish national at your local immigration office once that office re-opens.

If your non-EEA partner is a visa required national and he entered the State on a “C” visitor visa then, following your marriage, he must apply to the Spouse of Irish National Unit as outlined on our website at <https://www.irishimmigration.ie/coming-to-join-family-in-ireland/joining-an-irish-national/join-family-visa/>. Applications are taking up to 12 months to process and are dealt with in chronological order. No temporary permissions can be granted while the application is being processed.

## Immigrant Investor Programme

Q 89. Are applications for the Immigrant Investor Programme still being accepted?

- A. Yes, we are still accepting applications and we updated our website recently to announce that application windows have been suspended and an application can be made at any time until 31<sup>st</sup> December 2020. Please note that any application submitted must be complete and accompanied by all the relevant documents in order to be accepted.

Q 90. Are renewals of permission under the Immigrant Investor Programme being processed?

- A. Yes, renewals are still being processed and letters will issue to applicants as soon as possible.

Q 91. I do not reside in Ireland but currently have a permission under the Immigrant Investor Programme and it is due to expire. What do I do?

- A. You should apply for renewal of your permission as soon as possible through the normal renewal process.

Q 92. I am currently residing in Ireland on permission granted to me under the Immigrant Investor Programme and it is due to expire. What do I do?

- A. You should apply for a renewal of your permission through the normal renewal process as soon as possible. Information on renewing your permission online is available at <https://www.irishimmigration.ie/registering-your-immigration-permission/how-to-renew-your-current-permission/>.

As announced by the Minister, customers holding an Irish Residence Permit card that was in-date at the beginning of the pandemic in March 2020, will now have its validity period extended to 15 January 2022.

Q 93. I received a pre-approval letter but I am unable to complete my investment within 90 days, what should I do?

A. Please email [investmentandstartup@justice.ie](mailto:investmentandstartup@justice.ie) outlining the reasons why you cannot complete the investment and we may issue you with an updated pre-approval letter.

Q 94. I have received an approval letter for my permission under the Immigrant Investor Programme but I cannot travel to Ireland to register my permission, what do I do?

A. The approval letter is proof of your permission and will remain valid until you decide to travel to Ireland to register this permission

Q 95. I have received a renewal letter for my permission under the Immigrant Investor Programme but I cannot travel to Ireland to renew my permission, what do I do?

A. The letter renewing your permission will remain valid until you can register at either Burgh Quay or your local Registration Office when normal business resumes. Unfortunately, if your Irish Residence Permit Card and multi-entry visa have expired, you need to apply for a new visa in order to travel to Ireland.

## Start-up Entrepreneur Programme

**\*REMINDER:** The most up to date information regarding the *Start-up Entrepreneur Programme* can be found on the **new website** - <https://www.irishimmigration.ie/start-up-entrepreneur-programme-step/>

Q 96. Are applications for the Start-up Entrepreneur Programme still being accepted?

A. Yes, we are still accepting applications.

Q 97. Are renewals of permission under the Start-up Entrepreneur Programme still being processed?

A. Yes, renewals are still being processed and renewal letters will issue to applicants as soon as possible.

Q 98. I currently have a permission under the Start-up Entrepreneur Programme and it is due to expire what do I do?

A. You should apply for a renewal of your permission through the normal renewal process as soon as possible. Information on renewing your permission online is available at <https://www.irishimmigration.ie/registering-your-immigration-permission/how-to-renew-your-current-permission/>.

As announced by the Minister, customers holding an Irish Residence Permit card that was in-date at the beginning of the pandemic in March 2020, will now have its validity period extended to 15 January 2022.

## Citizenship applications

Q 99. I will be absent from the State due to COVID-19 travel restrictions or isolation measures, will this affect a Citizenship application?

A. A pragmatic approach will be applied in this emergency.

Q 100. Will a Citizenship ceremony be held this year or when is the next one?

A. COVID-19 has unfortunately prevented the holding of our large scale citizenship ceremonies which is impacting the processing of applications. As a solution on an interim basis for applicants whose applications are approved, Minister McEntee was pleased to recently approve the priority drafting of a Statutory Instrument, whereby naturalisation certificates may issue on receipt of a statutory declaration. In this way, we hope to alleviate the delays currently impacting those seeking to start their new lives as Irish citizens. Please continue to check our website for further announcements and updates at <https://www.irishimmigration.ie/citizenship/latest-citizenship-news/> It remains our intention that large scale ceremonies will recommence once circumstances allow.

Q 101. When should I send in my Citizenship application?

A. Applicants should not send applications unless the form is fully completed and accompanied with original current passport, application fee and all the required supporting documents. We strongly advise applicants not to submit applications during this period if they feel they may need their passport during the coming months as it is not possible to guarantee the return of original documents.

Due to the restrictions imposed by the COVID-19 Pandemic and the attendant requirement to comply with public health guidelines, unprecedented delays are being experienced in the issuing of acknowledgment receipts and the processing and return of documentation. The vast bulk of Citizenship staff are remote working and the verification of passports cannot be performed remotely due to data protection concerns. Please continue to check our website for further announcements and updates at <https://www.irishimmigration.ie/citizenship/latest-citizenship-news/>

Q 102. I am encountering significant delays in securing additional information requested by Citizenship Division, especially from other jurisdictions, what should I do?

A. A request for a further time period to submit this information can be made to Citizenship Division. You should have a record of all your correspondence with the other jurisdictions; this record will need to be attached to additional information when submitting it to Citizenship Division.

Q 103. Will the automatic renewal of permission be counted as *reckonable residence* for citizenship purposes?

A. The one and two month periods of automatic renewal of permission at this time will count as *reckonable residence* for citizenship purposes only in circumstances where the person in question already held a nature of permission that counted as *reckonable residence*.

Q 104. If I am temporarily unemployed or in receipt of COVID-19 Pandemic Unemployment Payment, will this affect my Citizenship application?

A. If someone has lost their job due to COVID-19, making an application for the COVID 19 Pandemic Unemployment Payment will not exclude them from making an application for Citizenship, or from being granted. Information regarding access and entitlement to unemployment payments, including the new COVID-19 Pandemic Unemployment Payment, are a matter for the Department of Employment Affairs and Social Protection.

Where a person holds a permission that allows them to work in the State, one of the conditions set out is that they do not become a burden on the State and support themselves through recorded earnings without recourse to State funds. This condition does not apply to the COVID-19 payment. If a person receives such a payment, it will not affect future applications for immigration permissions or Citizenship.

This condition will also not apply to persons seeking Jobseekers payment because the business they were working for ceased trading. Documentary evidence will need to be provided from the business, Revenue and Department of Employment Affairs and Social Protection to confirm this. Please note that if the person's previous job is still available and they do not recommence working for their employer and instead seek State benefits, this may have a negative impact on future applications for immigration permissions or Citizenship.

For the avoidance of doubt, should any Social Welfare support or payment be secured by fraud or misrepresentation, such information will be taken into account as part of the good character assessment.

**Q 105. I recently sent my application, how long do I have to wait for my passport to be returned?**

A. Due to the restrictions imposed by the COVID-19 Pandemic and the attendant requirement to comply with public health guidelines, unprecedented delays are being experienced in the issuing of acknowledgment receipts and the processing and return of documentation. The vast bulk of Citizenship staff are remote working and the verification of passports cannot be performed remotely due to data protection concerns. New applications will be dealt with as soon as circumstances allow. Should you require your passport for emergency reasons such as medical reasons, you should email us setting out the reasons and provide colour scanned copies of the supporting documentation such as a letter from your medical consultant. This service is solely for the purposes of emergency travel. Please continue to check our website for further announcements and updates at <https://www.irishimmigration.ie/citizenship/latest-citizenship-news/>

**Q 106. What is the status of my application?**

A. As the Division adjusts to working in the current environment, during this period the focus of Citizenship is on the general processing of applications that remain outstanding for a considerable period of time. If further documentation and/or clarification of any matter related to your application is required from you, we will write to you requesting it. While it is not possible to give an exact timeframe, this office will be in touch as soon as a decision has been reached.

## **Arrangements**

**Q 107. Can I still make an application for voluntary return given the current situation?**

A. Due to the COVID-19 situation and the disruption to travel we are unable to process voluntary return applications at the moment. You can still express an interest in Voluntary Return with us and this will be recorded on our systems. It will then be open to you to make a proper application to us for processing once travel disruptions have ceased. Individuals can also apply to the International Organization for Migration (IOM) for assisted voluntary return and IOM will handle applications as best they can in the current circumstances. For further details, you can visit their

website <http://iomireland.ie>

Q 108. What will happen to my application for voluntary return that I made before the COVID-19 developments?

A. Your application will remain open but cannot be processed to conclusion at present. We ask that you contact us once the situation improves and commercial flights are more generally available. We can then proceed to process your application for Voluntary Return.

Q 109. I have a Deportation/Removal/Transfer Order and am required to present and report to the GNIB during this period, should I continue to do so?

A. In light of the recent COVID-19 Pandemic, the Garda National Immigration Bureau (GNIB) at Burgh Quay is issuing new presentation letters to all persons subject of Deportation Orders/Removal Orders/Transfer Orders that are due for presentation over the coming four to six weeks. Letters have issued to persons with a reporting requirement commencing from the 16<sup>th</sup> March 2020 postponing their current presentation/reporting date. These new letters issued by post to the current recorded address and contain new presentation/reporting dates. The situation is being closely monitored and will be reassessed in the coming weeks. If you have any queries in relation to reporting/presentation during this challenging period, you should contact the GNIB at [GNIB DV@garda.ie](mailto:GNIB_DV@garda.ie) or, outside of Dublin, your local Immigration Officer.

Q 110. I have received a Proposal to Deport, what if I cannot make submissions within the 15-day timeframe.

A. In the light of the current extraordinary circumstances, the Immigration Service Delivery of the Department continues to provide its services in line with National efforts to deal with the current COVID-19 situation. This matter is under constant review and pragmatic decisions will be made where required. This approach applies to the deportation process in general, including the issue of proposals to deport and the making of Deportation Orders, and takes cognisance of the fact that access to legal advice and legal proceedings are potentially restricted in the current difficult and stressful climate.

## **No permission to be in the State**

Q 111. I do not hold a current permission to be in the State; does this notice apply to me?

A. No. The notice applies to those with a current permission. It does not apply to persons who have no valid permission to be in the State

Q 112. I have no permission to be in the State. If I access essential healthcare services related to COVID-19, will the Immigration authorities be informed?

A. Given that information gathered by health, and other State authorities, is used in the national fight against COVID-19, the Immigration Services of the Department do not require State authorities to gather or communicate information in relation to the immigration status of any person seeking access to essential healthcare services related to COVID-19. As such immigration concerns of undocumented foreign nationals should not be construed as a barrier or “firewall” to

seeking essential healthcare.

Q 113. I no longer have a valid permission to be in the State. Can I be granted temporary permission to allow me to start a volunteer job at my local hospital here during the COVID-19 crisis?

A. There is no automatic entitlement to temporary permission in your circumstances. You should contact the relevant immigration area in relation to your current situation.

## General ISD

Q 114. Can you clarify the one-month extension of permission in the notices – are eligible people's permission being extended for one month from the date of expiry or for one month until the latest date of 20<sup>th</sup> September?

A. The one-month extension is from the date of expiry for permissions expiring between the 20<sup>th</sup> August 2020 and the 20<sup>th</sup> September 2020. As an example, a permission expiring on the 29<sup>th</sup> March was extended for a period of two months to the 29<sup>th</sup> May and a further period of two months to 29<sup>th</sup> July. If a person was also covered by the two-month extension in the initial Notice and Supplementary Notice, that person can also benefit from the extension outlined in the latest notice i.e. in the context of the above example; permission would be extended again to the 29<sup>th</sup> September 2020.

If the date of expiry of a current valid permission is the 15<sup>th</sup> September 2020, this means that with the one-month extension of permission, a person's permission would be extended to the 15<sup>th</sup> October 2020.

Q 115. Will I still get a written decision in response to the renewal application I submitted prior to 20<sup>th</sup> March 2020?

A. Yes, when everything returns to normal, you will receive a written decision in respect of your renewal application. If your application is successful, the two months related to the automatic renewal will be included in your permission. If your application is unsuccessful, the latest one-month extension will be considered time spent with lawful permission in the State.

Q 116. NGOs receive letters to their offices on behalf of clients; however their offices may now be closed and post may not be collected, or if so, very infrequently. Therefore, deadlines might be missed. Applicants may not be aware of a decision made in their cases (positive or negative). Are there any allowances or considerations here?

A. Decision letters are sent both to an applicant and copied to the relevant NGO/Support group. In respect of other correspondence, some latitude will be given in respect of deadlines given the prevailing circumstances.

Q 117. Some EU citizens and their non-EEA family members have concerns whether, by accessing social welfare at this time due to COVID-19, this will be considered a period where the EU citizen is exercising Treaty Rights. Alternatively, will being unemployed and accessing State supports at this time interrupt or have a negative effect on their right to reside, or a future EU3 application?

A. The Immigration Service Delivery will be as flexible and understanding as possible and expects to

apply latitude in circumstances where the law allows and not penalize anyone for the COVID-19 crisis.

Q 118. I received a permission letter from Immigration Service Delivery in June 2020 but was unable to register as the registration officers were closed; is my permission letter sufficient proof of my status?

A. As the issuance of an IRP card requires the physical presence of the applicant to enable the taking of biometrics (photograph and fingerprints), priority will be given to Dublin residents seeking to register for the first time. Applicants for first time registration who had appointments cancelled will have their appointments rescheduled automatically. Other appointments will be made available exclusively for other first time applicants and will be by invitation only.

If you reside outside of Dublin, you must contact your local Registration Office when it reopens. After being closed for over 3 months due to COVID-19 restrictions, Registration Offices outside Dublin are opening on a phased basis in line with the Government roadmap. Please check the [Garda website](#) for further information.

In the meantime, persons with a valid permission issued by ISD that has not yet been registered may, in circumstances where an IRP card would normally be required, ask the relevant service provider to accept their permission letter where evidence is provided of having attempted to have that permission registered.

Q 119. My previous permissions were for periods of six months. Does this Notice mean that my temporary permission is extended for another six months?

A. No. The permission is extended only to the time indicated in this Notices unless we contact you directly to the contrary.

Q 120. Where can I find general information on the Coronavirus/COVID-19?

A. You can find information in the Coronavirus/COVID-19 on the following webpage <https://www.gov.ie/en/campaigns/c36c85-covid-19-coronavirus/>

Q 121. Can you clarify the position in relation to victims of human trafficking who were granted 60-day recovery and reflection period; is consideration being given to extending that period if there is no opportunity for a statement to be taken from them and, will written confirmation of same issue to the suspected victim if this is the case?

A. Any permission under the Administrative Immigration Arrangements for Victims of Human Trafficking is granted by Domestic Residence and Permissions Division and directly follows a letter of instruction from the Garda National Immigration Bureau (GNIB). The 60-day recovery and reflection period is as much for the victim to confirm they wish to continue with the investigation, or if their circumstances change and they decide to withdraw their assistance. The duration of a permission is based on the continued co-operation with an investigation by the victim and to ensure continued assistance.

Q 122. I hold a permission granted under the Immigration Arrangements for the Protection of Victims of Human Trafficking; does the one-month renewal apply to me.

A. Yes, provided your current permission expires between the following dates, 20<sup>th</sup> August 2020 and the 20<sup>th</sup> September 2020, your permission is renewed for one month.

Q 123. Can the Immigration Services prioritise applications from victims of domestic violence during the

current crisis who are applying for an independent permission?

A. Yes, ISD will continue to prioritize these applications. Queries in relation to such applications can be addressed by email to [unit2residencedivision@justice.ie](mailto:unit2residencedivision@justice.ie)

Q 124. What supports are available to Irish residents who were on holidays outside of Ireland and have been stranded overseas due to travel restrictions.

A. This is a matter for the Consular Services of the Department of Foreign Affairs (DFA). However, the Immigration Service' Visa Officers abroad have worked with DFA in assisting the return on charter flights of visa-required dependants of Irish national