

Book an appointment for a visit to a customer service point or for phone service

1

Go to www.kela.fi/web/en and select 'Service by appointment'

2

Select 'Book an appointment'

The screenshot shows the Kela website interface. At the top, there is a search bar and a language selector set to 'English'. Below the navigation bar, there are several content blocks. On the right side, under the 'Customer Service' section, the 'Service by appointment' link is highlighted with a red circle. Other visible links include 'Phone services', 'Local offices', 'Waiting times at offices', 'Appointment forms', 'By mail', 'Send us feedback', and 'All services'.

How to book an appointment

1

Book an appointment online. You must have a valid phone number and a Finnish personal identity code. Alternatively, you can call one of several customer service phone numbers that give help with different situations.

Book your appointment online

If you have a Finnish personal identity code and a phone number where you can receive calls, you can use our online booking system to schedule an appointment with a Kela office or call centre.

2

If you are booking an appointment on behalf of another person, use that person's information when making the appointment. If you will also be acting on that person's behalf during the appointment, make sure that you have a power of attorney with you.

[Book an appointment >](#)

3

If you wish to schedule a phone appointment in **Swedish**, go to the appointment scheduling system, select Swedish as your language, and then select **Telefontidsbokning på svenska** as the customer service point.

4

Contact Kela if you need an interpreter. You can visit any Kela office or contact us by phone. Kela's customer service advisor will book an appointment

3

Select 'Schedule an appointment'. You will receive a confirmation message once the appointment has been made.

Kela

Schedule an appointment with Kela

[Suomeksi](#) | [På svenska](#)

You can schedule an appointment for an office visit or for phone service. If you choose phone service, we will call you back at the scheduled time. The call from Kela costs nothing for you.

We may call you for further details before your scheduled appointment.

Before booking an appointment:

- **If you wish to schedule a phone appointment in Swedish**, go to the appointment scheduling system, select Swedish as your language, and then select **Telefontidsbokning på svenska** as the customer service point.
- **Contact Kela if you need an interpreter.** You can visit any [Kela office](#) or contact us [by phone](#). Kela's customer service advisor will book an appointment for you, if necessary. They will also book the interpreter.
- **If you need the assistance of a sign language interpreter to deal with a customer service situation**, please contact the Centre for Interpreting Services for the Disabled to obtain the necessary authorisation (<http://www.kela.fi/vammaisten-tulkkauspalvelut>).
- **If access to your personal data has been restricted (under a turvakielto/sekretessmarkering order)**, do not book an appointment online. This is because our customer service advisors will not be able to view the restricted information. More information on customer service arrangements for customers with personal data access restrictions ([Finnish](#) and [Swedish](#) only).

If you wish to review or cancel scheduled appointments, click on the link furthest down on this page.

[Schedule an appointment](#)

[Show/cancel appointments](#)



For our customer service telephone numbers, see www.kela.fi/phone-numbers.



You can also book an appointment at a customer service point or call our customer service. If you need an interpreter, contact a customer service point or call customer service to book an appointment.

Kela