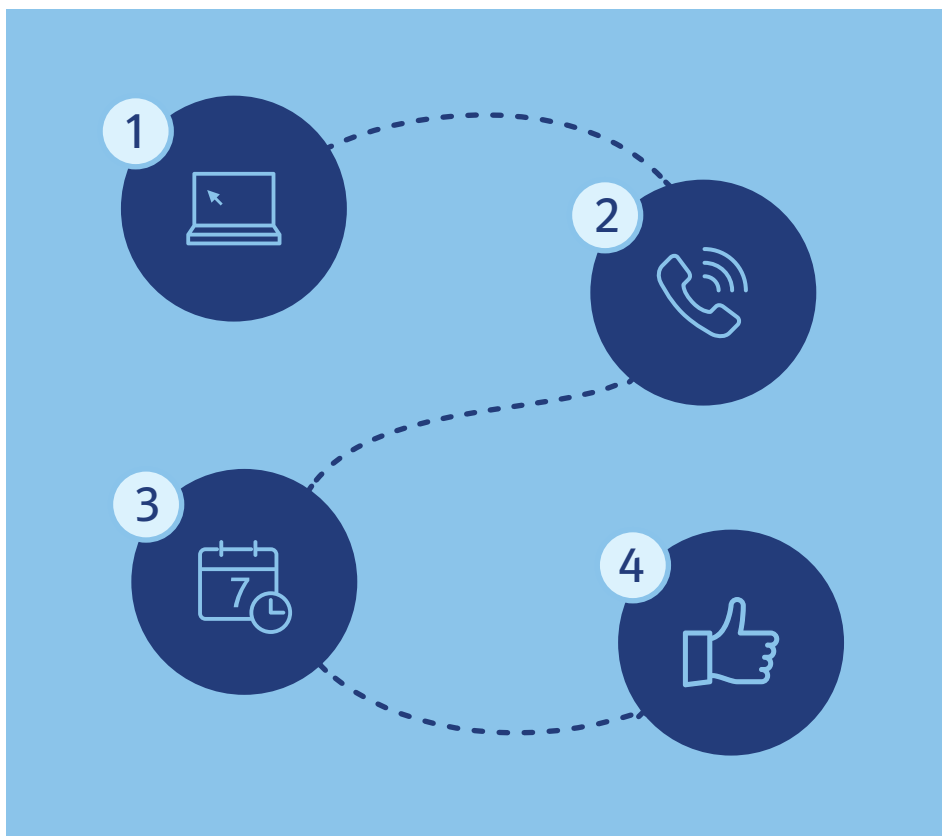


# How to handle Kela matters from home



Learn more:  
[www.kela.fi/web/en/customer-service](http://www.kela.fi/web/en/customer-service)

# You can handle most Kela-related matters by phone



- Get information about benefits available from Kela.
- Get help with completing an application.
- Get individual advice.
- Get assistance with using the e-service
- Make a verbal application by phone if you are unable to use other customer service methods
- Book an appointment for phone service

Mobile and local network charges apply to all calls.  
For identification purposes, you will be asked some questions.



Please note that the phone service personnel cannot speed up the processing of applications or tell you when you can expect a decision on your application.  
Kela will contact you if further action is expected from you or you must provide additional information.



To look up our customer service numbers, see:  
[www.kela.fi/call-kela](http://www.kela.fi/call-kela)

# Book an appointment for telephone service



Book a phone appointment if you have a lot you want to go through. You can book an appointment in Finnish, Swedish or English at [www.kela.fi/appointments](http://www.kela.fi/appointments)

## How to book an appointment

- 1 Log in with your online banking codes, a mobile ID or an electronic ID card.
- 2 Select Book an appointment and indicate the reason for the appointment and the particular benefit or situation the appointment is about. Please note that the e-service only allows you to make phone appointments.
- 3 Select a convenient time. You can browse available times as a list, select them from a drop-down menu, or scroll through them with the arrow keys on your keyboard.
- 4 Provide your contact information and select your preferred method for receiving notifications about the appointment.
- 5 Confirm the appointment. You will see text confirming that the appointment has been confirmed. Remember to sign out when you are finished.



Book a phone appointment: [www.kela.fi/appointments](http://www.kela.fi/appointments)

# Get to know OmaKela

You can use our OmaKela e-service

- 1 to apply for benefits and send supporting documents
- 2 to check decisions you have received on your applications and look up benefit payment dates
- 3 to report changes
- 4 to send and read messages.

When you apply online, Kela receives your application right away. If you choose to send your application by mail, it will not be processed until it has been received, scanned and registered.

You can apply for most benefits online. If online applications are not available, you can complete the application form and attach it to a message you send in the OmaKela e-service.

If you need help using the e-service

See instructions: [www.kela.fi/e-services](http://www.kela.fi/e-services)

Contact Kela's online support by phone: [www.kela.fi/call-kela](http://www.kela.fi/call-kela)



Access the e-service (in Finnish and Swedish):  
[www.kela.fi/omakela](http://www.kela.fi/omakela)

**Kela**