



Kela's data balance sheet

Year 2025

Contents

Foreword

Kela uses up-to-date information in monitoring the impact of changes in social security

3

Data resources

Kela's principal data resources

4

Kela's Information Services

Kela's Information Services

5

Kanta Services in figures 2025

8

Statistics and research on the popularity of the freedom of choice pilot

9

Register-based research on current topics in the pharmaceutical industry and the use of medicines

10

Research project on families with children provides data on the impact of family leave

11

New invoicing model for municipalities' share of unemployment benefits

12

Data exchange with employment areas streamlines customer service and benefit administration processes

13

Annual statistical reports now available in website format

14

The MyKanta application offers an improved customer experience

15

Data protection and data security

Data are safe at Kela

16

Key indicators

Key indicators – Kela's principal data resources

17

Key indicators – Customer service interactions involving Kanta Services

18

Key indicators – Data sharing

20

Kela's statistics and research provide information on the popularity of the pilot study on freedom of choice in healthcare for persons aged 65 or over

Read more on page 9.

Kela uses up-to-date information in monitoring the impact of changes in social security

Kela's strategic vision for the future guides the development of digital services that are tailored to our customers' various life situations. Efficient and effective service production hinges on the expert utilisation and diligent management of Kela's information capital.

With the right high-quality data at our fingertips, we can provide our customers with good service and correct decisions. Data management and utilisation are, in fact, part of Kela's core operations and competence. We process data every day, both in the delivery of social security and the provision of Kanta Services. In addition, we produce research, statistics, materials and open data that are available to our partner organisations and to society as a whole.

Kela's information operations continued their robust development in 2025. The amount of data utilised in the Kanta Services continued to grow, and the news and research content published on Kela's Info Tray offered a broader knowledge base for public debate.

We published a wealth of new, reliable research and statistics on Kela's Info Tray website to support decision-makers, researchers and other public authorities in their work. Some of the topics we touched upon in 2025 included changes in general housing allowance and basic social assistance expenditure as well as the diagnostic classifications used by healthcare providers.

In autumn 2025, we began to monitor current statistics and research on the pilot study on freedom of choice in healthcare for persons aged 65 years or over. The pilot study offers a unique opportunity to monitor for changes in what services the elderly choose to access and how the pilot study affects costs, customer satisfaction and the use of healthcare services in general.

Our high-quality data resources and information assets, the in-depth social security expertise of our specialists and the cooperation we engage in with our partner organisations give us access to reliable and up-to-date information on the impacts of changes in the social security system.

At Kela, we want to ensure that our data contribute to the development of Kela, the social security system and Finnish society as a whole to the greatest extent possible. As in previous years, Kela's data balance sheet provides an overview of our information operations in the past year, complete with practical examples

and key indicators. The balance sheet also describes internal data mobility and utilisation at Kela and how we ensure the responsible, secure and transparent processing of data.

Read on for a closer look at Kela's data balance sheet for 2025.



Arto Vuori
Director of Information Services
Kela

**Kela's
information
operations
continued
their robust
development in
2025**

Kela's principal data resources

Kela has extensive data resources within which data on the delivery of social security and on Kela operations are managed along with national data on social welfare and healthcare. Kela makes use of its own shared and external partners' data resources across its operations.

Kela's data resources consist of the following datasets:

- **Social security records** contain data about social security benefits provided by Kela, such as national pensions, housing benefits, financial aid for students, basic social assistance, disability allowance, rehabilitation and family benefits. These data are used not only for processing benefits but also for compiling statistics, for research, for reporting and for knowledge-based management of Kela's own operations.
- **Kanta Services** contain national social welfare and healthcare data, such as the Patient Data Repository, the Client Data Repository for Social Welfare Services and the Prescription Centre.
- **Customer service records** contain service data and benefit-related data entered when processing social security benefits. This information asset also contains appointment booking data.
- **Financial and HR records** contain data pertaining to financial and HR planning, guidance, management and monitoring.

- **Reporting and statistical records** contain data on social security benefits delivered by Kela, customer service data, and financial and HR data. This information asset comprises data collected from operational systems. It is leveraged for reporting, statistics compilation, knowledge-based management and research.

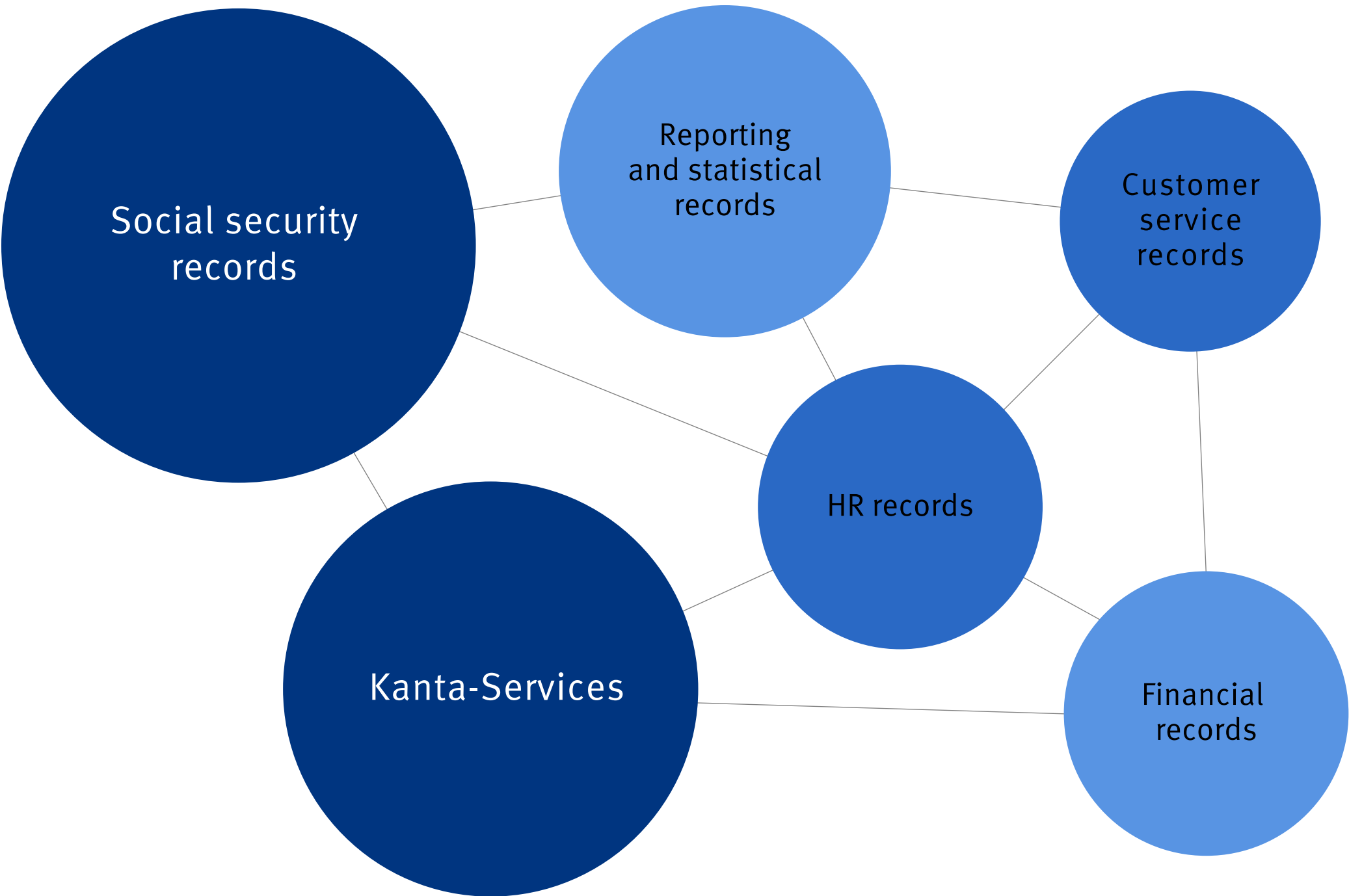
Kela data repository

The Kela data repository brings all essential Kela data together in one location and in a consistent format for easy access. The data repository facilitates knowledge-based management by providing a uniform and up-to-date information base.

Kanta data platform

The Kanta data platform facilitates knowledge-based management, research, steering and discharging of official duties as mandated in the Act on the Secondary Use of Health and Social Data and other specific legislation by providing users with access to easily used Kanta data almost in real time and in a centralised and secure manner. The Kanta data platform regularly provides data summaries to support the management and decision-making of wellbeing services counties.

Kela's principal data resources



Kela’s Information Services

Accurate and reliable information to benefit the general public.

Kela’s Information Services play a significant role in the administration of social security at the national and EU levels. By producing and sharing data, we ensure that Kela’s operations in delivering social security are based on correct and reliable information. Information helps us streamline transactions with citizens and official processes.

We are a reliable public source of information. We facilitate the use and further leveraging of information for those who need it, contributing to the building of a better society and improved wellbeing.

Clients of Kela’s Information Services include ministries, local authorities, wellbeing services counties, authorities, professionals in various public organisations, the media, researchers, non-governmental organisations and also units within Kela itself.

Kela’s Information Services

Core data and data sharing serve as the foundation of streamlined customer service

Data received from our partners play a crucial role in our daily operations from benefit administration to the provision of customer service. When a customer applies for a Kela-paid benefit, Kela needs various background information on the applicant and their life situation

to process their application and make a decision in their case. Access to correct information and seamless data mobility between different systems and partner organisations are factors that enable Kela to make accurate decisions and provide a positive customer experience. The exchange of data is always grounded in legislation.

Basic data of individual customers

Data use is founded on reliable and comprehensive core data that are also known as basic customer data. Kela has amassed and can access a wealth of data on the life situations of individual customers. Kela obtains up-to-date personal data from the Population Information System maintained by the Digital and Population Data Services Agency (DVV) and information on residence permits from the Finnish Immigration Service. The resulting core data underpin the delivery of and research into social security as well as the compilation of statistics. The core data are also the source of key personal data for the Kanta Services.

Core data of our institutional customers

The core data of our institutional customers comprise the payment addresses of institutional customers

and data on companies and organisations as well as shared-access code lists, rule sets and data dictionaries. Kela obtains information on companies from the Finnish Patent and Registration Office and Kela’s own registers. Institutional customers disclose their payment addresses to Kela for the payment of benefits.

National data sharing

National data sharing is managed through Kela’s centralised data sharing services. [Kela’s benefit information service Kelmu \(available in Finnish and Swedish\)](#) Kela’s benefit information service Kelmu (available in Finnish and Swedish) serves as an example of our national data sharing services. Kelmu allows us to transmit individual customers’ benefit data to our partner organisations and to provide other data sharing functions to municipalities and wellbeing services counties. An extensive technical reform of Kelmu was completed in 2025, and a new user interface was introduced. In May 2025, the first batch of users gained access to the new Kelmu user interface, and the old interface was removed from use at the end of September 2025.

Kelmu queries received

7,35 million

Interface queries

1,3 million

User interface queries

6,0 million

of which municipalities

0,5 million

of which wellbeing services counties

4,4 million

of which the City of Helsinki

0,9 million

Year 2025

Research blog hits in total

72 941

Total research publications

179

domestic publications

123

international publications

56

peer-reviewed publications

50

Kela also offers many kinds of bilateral data sharing services to facilitate the transmission of data between Kela and various public authorities. A great deal of technical development was carried out in 2025 in relation to these services, and progress was made on the development of data sharing with the employment authorities to better meet the needs of Kela’s benefit administration.

International data sharing

International data sharing is undertaken pursuant to international treaties and the EU Regulation on the co-ordination of social security systems. Our national data sharing services include, for example, [the Electronic Exchange of Social Security Information \(EESSI\)](#), a system that enables us [to share social security information](#) with social security agencies in EU Member States. In Finland, the EESSI system is used not only by Kela but also by unemployment funds, employment and economic development services, the Employment Fund, accident insurance companies, the Finnish Centre for Pensions and authorised pension providers. Finland’s EESSI contact point is at Kela, and Kela is responsible for its upkeep.

Data are also shared bilaterally with some countries with regard to additional foreign pensions, changes in the circumstances of Finns residing abroad and periods of insurance coverage abroad.

Kela’s Info Tray

[Kela’s Info Tray](#) collects and makes research data and statistics that we produce available to various entities

in society at large. Kela provides data for use in various processes such as decision-making to wellbeing services counties, local authorities, ministries, researchers and educational institutions. The Info Tray offers a quick way to find and use Kela’s data and information products.

Secondary use of data

Kela provides a variety of information services that rely on the secondary use of data, for the benefit both of our customers and society at large. Kela is a reliable public source of information for users such as researchers, the media and the general public.

Research

Our researchers produce and interpret data on Finland’s social security system and how it functions.

[Our research](#) contributes to the further development of the social security system, the benefit schemes we administer and our own operations. We conduct scientific research that is independent and multidisciplinary and which maintains a high academic standard. We also contribute to public policy discourse.

Statistics

We cater to society at large by publishing up-to-date social security [statistics](#). We provide ready-made and customised statistics on our operations and Kela benefits. Our statistical information service also provides user guidance on Kela’s statistics.

Our statistics are used in the delivery and planning of social security as well as related research. The

Kelasto reports in 2025

total reports created

687 766

Requests for statistical information on benefits

Requests for statistical information

1 620

Most requested statistics by topic

Medicines

668

Sickness allowances

133

Pensions

138

statistics provide information on how the social security administered by Kela impacts the financial situation of individuals and families in various life situations. Benefit statistics produced by Kela form part of the Official Statistics of Finland (OSF).

[Kelasto](#) is Kela’s statistical database. It is a compilation of essential statistics on social security administered by Kela.

Kela publishes statistical data in both electronic format and in print. All of Kela’s statistical publications are available on the website of [Kela’s Info Tray](#).

Data access and dataset services

We provide [datasets](#) compiled in accordance with customer specifications as well as related advisory and permit services for secondary use, drawing on various Kela data resources, both for in-house use at Kela and for other organisations.

Data resources catalogue

Frequently accessed Kela register data are listed in the [data resources catalogue](#).

Open data

Kela publishes [open data](#) at [avoindata.fi](#), a service maintained by the Digital and Population Data Services Agency (DVV). The open data are machine-readable digital data and free for anyone to use.

Data applications

[Kela’s data applications](#) offer access to visualised data in an easy-to-understand format. You can use these

applications to study a topic of interest in depth or to examine regional differences.

Data Science

Our Data Science Service offers advanced analyses and expert services to different Kela units to help develop our operations.

Library and Information Services

The Kela Library is a specialist library that focuses on social services and caters to Kela personnel. The library’s collections comprise literature on social security, social policy and legislation.

Digital Data Collection

The Digital Data Collection Service supports Kela’s in-house needs for collecting and producing data through digital data collection methods.

Dataset deliveries pursuant to a data access permit or specific legislation

235

Kanta Services are a nationwide solution that covers all of Finland

The [Kanta Services](#) are a set of digital services that serve as a repository of the social welfare and healthcare information of Finnish residents. Customers can manage their health and wellbeing more easily with the help of this information. In addition, the information supports social welfare and healthcare providers in their decision-making.

Kanta Services are maintained and developed by Kela. Kanta Services are developed and expanded in collaboration with multiple other operators. Data processed into an easy-to-use form on the Kanta platform can be leveraged for research and knowledge-based management but also for compiling statistics, for development and innovation projects and for teaching.



Kanta Services in figures, 2025



4,6 billion

number of documents stored in the Patient Data Repository (cumulative)



6,9 million

individuals whose health data have been recorded (cumulative)



41,1 million

OmaKanta login sessions



3,25 million

OmaKanta users



146,9 million

number of documents stored in the Client Data Repository for Social Welfare (cumulative)



2,2 million

individuals whose social services customer data have been recorded (cumulative)



30,7 million

electronic prescriptions



3,8 million

prescription renewal requests via MyKanta



86,2 million

medicine dispensations



354 000

test results uploaded to MyKanta by individuals



49 000

number of individuals who have uploaded test results to MyKanta

Statistics and research on the popularity of the freedom of choice pilot

The pilot study on freedom of choice in healthcare for persons aged 65 or over, which was launched in September 2025, is the first of its kind throughout the history of the medical care insurance scheme. During the pilot, customers can see a general practitioner in the private sector at the price of the local user fee charged by public healthcare providers, which offers a

for Health and Welfare adopted these goals as a basis when planning out an assessment study in autumn 2025, deciding that data from healthcare registers would be used to identify care pathways and assess how the pilot study has impacted the use of services across the entire service system.

Surveys are used to produce data on the experiences of customers and healthcare professionals and on whether the reimbursement model is practical, while interviews give service providers the opportunity to offer their opinions. The assessment study was introduced in Kela's research blog in 2025, and the first research results will be published in spring 2026.

To answer the demand for data related to the pilot study, specialists working in Kela's Information Services have published a constantly updating statistical report and an information package that offer real-time data on factors such as the use of services and cost accumulation during the pilot study. According to the available statistics, customers in all wellbeing services counties are now able to participate in the pilot study, but use of the participating services remained moderate in 2025. Long-term monitoring and follow-up is needed, however, to establish a more reliable assessment of the impacts of the pilot study.

“ Kela's specialists contributed to ensuring the success of the pilot study by participating in the legislative drafting stage.

unique opportunity to study the impact of this new kind of reimbursement model.

Kela's specialists contributed to the analysis of alternative reimbursement models, the specification of the adopted reimbursement model and the planning of follow-up research as early as the legislative drafting stage of the pilot. The key goals of the pilot study and its impact assessment were outlined during the legislative drafting phase. Kela and the Finnish Institute





Register-based research on current topics in the pharmaceutical industry and the use of medicines

A research project on the effect of changes in the operating environment on medicines and the pharmaceutical industry uses extensive register datasets to study current issues relating to the pharmaceutical industry and the use of medicines. One of the specific objectives of the project is to develop Kela's expertise in utilising the Kanta Prescription Centre's datasets for research. The project is a collaborative effort between several universities and research institutes, and it is led by Kela's Research Unit. The project will continue until the end of 2026 with the final seminar planned for autumn 2026.

The research project covers three main topics. The first focuses on the systems and structures of the pharmaceutical industry and the life cycle of medicines in the context of a service system in flux. The second topic focuses on rational prescription practices and pharmaceutical treatment, while the third looks at emerging information systems in the pharmaceutical industry and their use.

The project has already produced a number of publications and conference proposals on topics such as

„ The project is a collaborative effort between several universities and research institutes, and it is led by Kela's Research Unit.

the exit of medicines from the reimbursement system, the market position of biosimilars, children's use of medicines, the use of medicines among customers receiving dose dispensing services, weight-loss medications, failure to purchase prescribed medication, cross-border ePrescriptions and the utilisation of Kanta datasets. The project involves collaboration both with domestic and international partner organisations in addition to internal cooperation between various Kela units. The research project produces up-to-date data that are relevant for decision-making on topics such as the pharmaceutical market, the medicine reimbursement system and rational prescription practices and use of medicines.

Research project on families with children provides data on the impact of family leave

The research project on parents' choices, gender equality and the impact of family leave reforms (LAPE II) draws on a large body of register data to analyse how the allocation of family leave days between the parents impacts the family's income, labour market status and wellbeing. The dataset comprises parents of children born between 1995 and 2017 and how they have used their family leave days. Additionally, data from Kela's benefit register and register data compiled by Statistics Finland have been combined with the parents' data.

The latest research results from the project show that fathers opting to use their parental leave days has a positive impact on the mental health of mothers. This is reflected in reduced use of anxiety medication among mothers in the first 1–3 years after the birth of the child. On the other hand, fathers using their leave days did not appear to have an impact on the employment or income of mothers.

During the project, researchers have also analysed how parents opting to receive child home care allowance and care for their child at home affects the children's subsequent use of antibiotics. Results show that children who were cared for outside the home from an early age (under the age of three) were prescribed more antibiotics throughout their childhood than children who had been cared for at home for a longer time.

Several research articles related to the LAPE II research project are currently undergoing peer review.

” According to the most recent results of the project, fathers opting to use parental leave days has a positive impact on the mental health of mothers.





New invoicing model for municipalities' share of unemployment benefits

The implementation of an invoicing system for municipalities that is in line with the new municipal funding model adopted for unemployment benefits began in early 2025. Municipalities cover part of the funding for Kela-paid labour market subsidy and basic unemployment allowance and for earnings-related unemployment allowance paid by unemployment funds. Kela invoices municipalities for their share of the benefits paid out by Kela. The funding model change was implemented as part of the TE24 reform, which transferred responsibility for offering employment services to the municipalities. Before the reform, municipalities provided funding only for labour market subsidy.

In 2025, almost EUR 800 million was invoiced from municipalities through Kela's invoicing system. The amounts paid by the municipalities continue to be allocated to benefits paid to the unemployed.

The various features of the invoicing system were introduced in stages throughout 2025. Immediately at the beginning of the year, the invoicing system began to receive data on labour market subsidy and basic unemployment allowance from Kela's unemployment benefit system and data on earnings-related unemployment allowance from unemployment funds. The first invoices issued under the new funding model were sent out in

February. Customer records relating to the invoices were submitted to the municipalities starting from March. Adjustments were made to the initial features of the invoicing system during spring and summer, and an invoice correction feature was also introduced. In autumn, the final more extensive features were incorporated into the invoicing process, such as municipal invoicing concerning persons going from earnings-related unemployment allowance to labour market subsidy and the municipalities' share of benefit repayments.

The development of the system used to invoice municipalities for their share of the funding of unemployment benefits will continue in 2026. The invoicing system will be used, for example, to invoice municipalities for their share of the general social security benefit granted on the basis of unemployment that will be introduced on 1 May 2026.

” The development of the system used to invoice municipalities for their share of the funding of unemployment benefits will continue in 2026.

Data exchange with employment areas streamlines customer service and benefit administration processes

The administration of employment services was transferred from the state to the municipalities at the beginning of 2025 when employment areas began their operations. Access to Kela's benefit information service Kelmu was provided to the new employment areas immediately at the start of the year. Over the course of 2025, data exchange with the employment authorities was also developed to better meet the needs of Kela's benefit administration.

In May, a new application was introduced that allows Kela to retrieve information on customers' job search status from the employment authorities' online system. The application makes it easier for Kela to check customers' job search status, which in turn

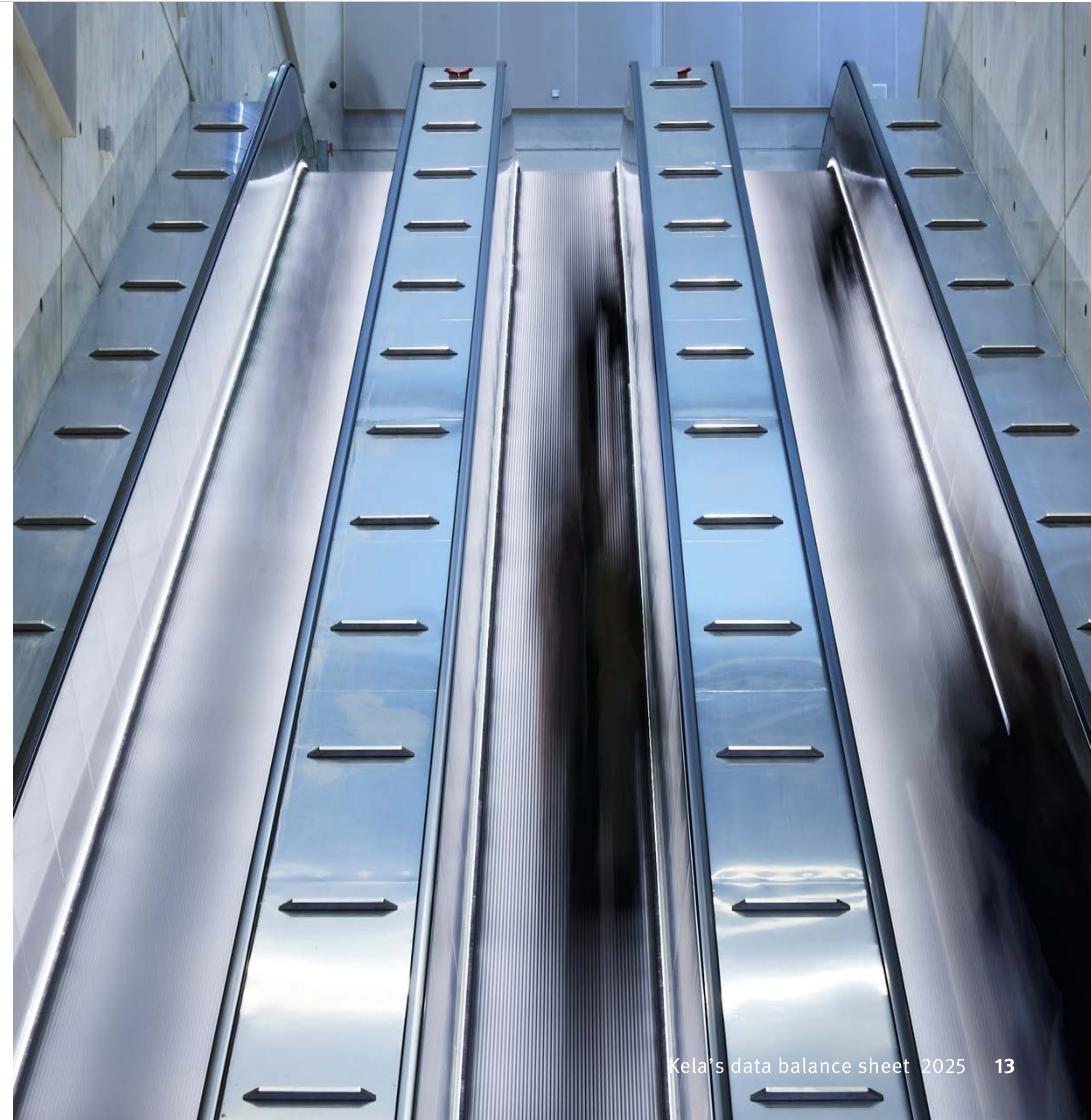
significantly reduces the need to call the employment authorities for this information and speeds up the processing of social assistance cases.

The query application was used approximately 235,000 times in 2025 (starting from May 2025). In previous years, Kela specialists would call the employment authorities tens of thousands of times a year.

In November, a messaging function was added to the application, which administrative specialists working on unemployment benefit cases can use to request a labour policy statement on their customer for processing purposes. The function replaced the previous practice whereby specialists would request the said statements by email or phone. The messaging function was used to send a total of 6,000 messages in November and December.

The steps taken to improve online data sharing with the employment authorities has streamlined Kela's customer service and benefit administration processes and freed resources for other work. The transition to digital services has also resulted in improved data protection.

” The steps taken to improve data sharing with the employment authorities has streamlined Kela's customer service and benefit administration processes.





Annual statistical reports now available in website format

In 2025, ten annual statistical reports were made available in a website format instead of PDF files. This makes them easier to use and more accessible.

The new format makes the annual statistics more user-friendly. The formatting of tables has also been simplified and now accommodates screen readers. We have added an overview of key figures and a summary of the statistical year to the reports due to popular demand. Another feature many users have requested is the ability to save the data in tables and graphs for their own use. In addition, users can save graphs and view their data in table format.

These statistical publications are now available in full in both Finnish and Swedish. One of the reports, the Statistical Yearbook on Unemployment Protection, is also published in English. It is produced in cooperation with the Financial Supervisory Authority.

All of the revised annual statistical reports form part of the Official Statistics of Finland (OSF). Kela introduced a new annual statistical report on basic social assistance to the OSF in 2025. In previous years, the only statistical report available on basic social assistance was an annual compilation of municipal data tables.

The new format adopted for the annual statistical reports makes it easier and faster to produce annual statistics in the future. The data in tables and graphs are sourced and updated directly from the Kela data repository. Two general statistical publications published by Kela, i.e. Kela's Statistical Yearbook and Pocket Statistics, will continue to be published in PDF format in Finnish, Swedish and English. Pocket Statistics will also be available in print as before. All of Kela's statistical publications are available on the website of Kela's Info Tray.

” The new format introduced for annual statistics makes them easy to use and more accessible than before.

The MyKanta application offers an improved customer experience

MyKanta is the most widely used digital service for social welfare and healthcare services in Finland where everyone can access their own social welfare and healthcare information in one place. In autumn 2025, Kanta Services launched a mobile application for the popular service.

Customers can use the MyKanta application to view and renew prescriptions, view appointment notes made by their doctor or nurse and check blood test results, for example. The application also allows customers to enable notifications for new and renewed prescriptions. The MyKanta application is easy to use, and logging in is a quick and secure process. Customers can use a PIN code of their choice or their fingerprint or facial recognition to log in to the application.

The MyKanta application was developed in response to growing customer demand for a smartphone application that customers can use to access their health information. It also supports customers in taking a more active approach to maintaining their health and wellbeing.

In early 2026, long-requested functions were added to the MyKanta application. It is now the only service in Finland to remind users aged 25, 45 and 65 to get a booster shot for tetanus and diphtheria. The application will also start sending notifications of new laboratory test results and appointment notes.

The purpose of the MyKanta application is to ensure convenient digital customer contacts with social welfare and healthcare services nationwide. Kanta Services develops the MyKanta application in collaboration with the Ministry of Social Affairs and Health, the Finnish Institute for Health and Welfare and various stakeholders, such as wellbeing services counties.

” Customers can use the MyKanta application to view and renew prescriptions and check appointment notes written by doctors and nurses.





Data are safe at Kela

Kela's security operations were restructured under the Security Unit in 2025. During the year, Kela also implemented measures to improve data protection and information security. One of the key priorities in 2025 was to ensure the successful launch of the new unit, which also required improved cooperation between various security functions.

At Kela, security means ensuring the safety of our employees and customers, keeping operations free of disruptions, safeguarding continuity, protecting our data, facilities and assets, and maintaining preparedness. Security includes data protection. Security development is based on the strategic security policies put in place at Kela.

Kela processes critical and protected data that are qualitatively and quantitatively significant to Finnish society as a whole. It is essential that we ensure data confidentiality and the continuity of our services in all circumstances. Maintaining a good level of security is a fundamental prerequisite for ensuring that we can serve society at large and secure the basic subsistence of the general public – both goals established in our strategy.

Security at Kela means safeguarding the confidentiality, integrity and availability of the extensive data-sets processed in connection with the administration of social security and the provision of the Kanta Services. It also means processing data in accordance with data protection requirements.

Personal data are processed at Kela for the performance of Kela's statutory duties. Kela has published privacy statements to tell customers how we process their personal data. Kela produces information on data protection for our customers to improve the transparency of our operations. More information on how Kela processes the personal data stored in its registers can be found on Kela's website: [Data protection and processing of personal data at Kela \(kela.fi\)](https://kela.fi/en/data-protection-and-processing-of-personal-data-at-kela).

In 2025, the focus of our information and cybersecurity operations was on promoting large development projects and reinforcing our organisational maturity level in the long term. We made headway towards these goals by developing and improving operating models, self-service concepts and the coherence and fluidity of our processes. We also worked on our information security management processes for cybersecurity, continuity and service production and our preparedness for potential changes in legislation.

Kela continued to engage in regular work to maintain crisis preparedness in 2025.

More information on Kela's strategic security policies is available on [Kela's website](https://kela.fi/en). (in Finnish)

Key indicators – Kela’s principal data resources

Social security

Number of decisions by benefit	2025	2024
Exemption from payment of child support arrears	19 170	21 508
Child maintenance allowance	40 000	38 954
Pension benefits	125 691	136 761
Pension assistance	0	1
Housing allowance for pensioners	207 220	187 615
Special care allowance	10 629	10 380
Entitlement to medical care	7 496	8 011
School transport subsidy	163 447	160 850
Rehabilitation service	237 796	243 459
Rehabilitation allowances	89 271	96 106
Child benefit	83 242	87 151
Child care allowance	155 267	162 426
Rights to reimbursement for medicine costs	354 351	358 888
Additional reimbursements for medicine costs	19 248	19 175

Number of decisions by benefit	2025	2024
Student loan tax deduction and compensation	46 759	41 459
Assistance with student loan interest	31 225	28 166
Benefits for students	458 849	306 157
Compensation for family leave costs	25 876	21 710
Basic social assistance	2 010 013	1 831 582
Reimbursements for medical care costs	10 078 389	9 534 231
Sickness allowances	720 957	702 941
Conscript’s allowance	39 385	39 421
Occupational healthcare, employers	52 777	54 524
Occupational health care, self-employed persons	64 615	64 476
Unemployment benefits	1 020 240	1 018 538
Insurance coverage	127 657	145 693
Disability benefits	125 660	130 341

Number of decisions by benefit	2025	2024
Daily allowances for parents	243 524	223 894
Compensation for annual leave costs	46 121	40 008
General housing allowance	719 898	890 063
Maternity grant	44 721	43 862
Temporary assistance with electricity costs	0	81

Benefit payouts and recovery	2025	2024
Recipients of benefit payments	4,7 7 million individuals	4,7 7 million individuals
Total expenditure on benefits	EUR 17,5 billion	EUR 17,3 billion
Benefit recovery accrual	EUR 116,1 million	EUR 114,0 million
First decisions on benefit recovery (no.)	570 679	548 101

Key indicators – Customer service interactions involving Kanta Services

Kanta Services – MyKanta	2025	2024
MyKanta login sessions	41,1 million	37,8 million
MyKanta users	3,25 million	3,2 million
Average number of MyKanta users per month	1,2 million	1,13 million
MyKanta users under 18	90 000	92 000
Adults aged 18 or over on whose behalf a trusted person accessed MyKanta with a power of attorney	56 000	39 000
Minors under 18 on whose behalf MyKanta was accessed by a custodian or guardian	516 000	503 000
Prescription renewal requests via MyKanta	3,8 million	3,7 million
Users of the MyKanta application (starting from August 2025)	93 000	-



Kanta Services

	2025	2024
Potilasasiakirjaa arkistossa (kumulatiivinen)	4,6 billion	4,1 billion
Henkilöitä, joista tallennettu terveystietoja (kumulatiivinen)	6,9 million	6,8 million
Asiakirjaa sosiaalihuollon asiakastietovarannossa (kumulatiivinen)	146,9 million	113,3 million
Henkilöitä, joista tallennettu sosiaalihuollon asiakastietoja (kumulatiivinen)	2,2 million	1,8 million
Kirjoitettua sähköistä reseptiä	30,7 million	30,1 million
Lääketoimitusta	86,2 million	83,8 million
Elinluovutustestamentteja	896 368	863 415
Hoitotahtoja	238 173	222 529
OmaKantaan itse tallennettuja mittaustuloksia	354 000	150 000
OmaKantaan itse tallettaneet mittaustuloksia, henkilömäärä	49 000	25 000

Secondary use of Kanta data

	2025	2024
One-off data deliveries	30	18
Data provided to Findata	69	61
Statistics provided to wellbeing services counties	8	2
Statistics published in the Kanta statistics portal	19	41
Recurring data transfers from the Kanta data platform	14 (cumulative)	12 (cumulative)
Monitoring reports from public authorities	332	332
Data protection and data review requests issued by individuals and pharmacies	2 328	1 571

Key indicators – Data sharing

Kela shares data with other organisations and entities both within Finland and internationally in order to deliver benefits and discharge duties corresponding to the responsibilities of Kela’s partner organisations. Kela acquires data

International data sharing

European countries use the EESSI system to share social security data.
EESSI = Electronic Exchange of Social Security Information
EESSI user institutions pay Kela for the data sharing. The largest payer is the earnings-related pension sector.

	2025	2024
EESSI messages sent and received	1 555 622	1 434 901
Received	1 218 767	1 114 360
Sent	336 855	320 541

Bilateral international data sharing

	2025	2024
Data concerning changes in circumstances	2 024 057	2 309 176
Data concerning insurance	96 851	101 450
Data concerning additional pensions	2 551	5 623

pursuant to legislation, including for instance the National Pensions Act. International data sharing is undertaken pursuant to international treaties and the EU Regulation on the coordination of social security systems.

Kela’s benefit information service Kelmu

Information is shared on benefits or data needed for processing benefits.

	2025	2024
Kelmu queries submitted to Kela	7 353 363	7 345 645
Interface queries	1 334 081	1 320 523
User interface queries	6 019 282	6 025 122
of which queries submitted by municipalities	504 726	383 526
of which queries submitted by wellbeing services counties	4 397 010	4 505 175
of which queries submitted by the City of Helsinki	851 352	840 666

Delivery and reception service Luova

Data sharing between Kela’s systems and stakeholders’ systems.

	2025	2024
Messages via the Luova application in one year		0,5 – 1,5 million (per year)
Number of messages transmitted daily via the Kepo application		-

Data sharing between unemployment funds and Kela

	2025	2024
Data on earnings-related unemployment security received from unemployment funds	1 229 587	1 434 466
Data requests from unemployment funds	543 414	625 461
Data on Kela benefits transmitted to unemployment funds	1 115 860	1 354 005

Data sharing between employment authorities and Kela

	2025	2024
Queries concerning labour policy statements made to the employment authorities	2 886 854	1 939 344
Queries concerning job search data made to the employment authorities (as from May 2025)	235 349	-
Messages/requests for a statement transmitted to the employment authorities (as from November 2025)	5 917	-
Payer and cumulative amount data concerning Kela-paid unemployment benefits transmitted to the employment authorities	69 700	135 250

Data sharing between the national earnings-related pension sector and Kela

Kela receives data on earnings-related pensions that are required for the administration of benefits. Similarly, Kela shares data required for the processing of earnings-related pensions with the Finnish Centre for Pensions. Data are transmitted via several services. The following list only includes the national services which Kela’s Information Services is responsible for transmissions to.

	2025	2024
Data on earnings-related pension decisions from pension institutions to Kela for benefits processing	623 549	636 500
Job history queries made by Kela to the Finnish Centre for Pensions official service	77 730	78 438
Benefits data on periods without wages to the Finnish Centre for Pensions	869 850	840 678
Kelmu queries about Kela benefits submitted by entities in the earnings-related pension sector*	828 287	796 214
Queries submitted to Kela by entities in the earnings-related pension sector regarding data received from insurance companies on traffic accidents and personal injuries	577 950	597 500

* This figure also included in the total under ‘Kelmu queries received’.

Data sharing between banks and Kela – payment transactions

	2025	2024
Payment messages sent	51 414	54 713
with payments totalling EUR	38 368 890	38 783 069

Electronic medical certificates and reports

	2025	2024
Electronic medical certificates and reports transmitted to Kela at the patient’s request		1 076 630

Sharing of Incomes Register data and tax information

Kela makes use of salary, benefit and pension data recorded in the Incomes Register and uploads corresponding data from its operations.

	2025	2024
Incomes Register notifications received by Kela concerning salaries	62 553 749	63 898 685
Incomes Register notifications received by Kela concerning benefits	58 963 685	60 938 573
Incomes Register notifications submitted by Kela concerning benefits	29 719 475	31 732 268
Tax information requests submitted by Kela	8 745 403	8 440 312
Responses to tax information requests submitted to Kela	8 724 988	8 418 260

Customers’ basic data (core data)

Number of data change notifications received from the Digital and Population Data Services Agency

	2025	2024
Data on births	45 717	43 725
Data on deaths	83 532	81 410
Address changes	1 545 040	1 533 116
Registrations in resident population	75 503	87 816



Kela’s secondary data use services

Requests for statistical data, by benefit

	2025	2024
Total requests	1 620	1 745
Disability benefits	47	56
Unemployment benefits	31	23
Social assistance	166	131
Sickness allowances	133	121
Reimbursements for the costs of private healthcare services	63	68
Family benefits	81	69
Financial aid for students	65	91
Housing allowances	28	39
Pensions	138	103
Rehabilitation	93	77
Medicines	668	785

Kelasto (Kela’s statistics database) and statistical publications

	2025	2024
Kelasto statistics reports, total downloads	687 766	502 079
Kelasto statistics reports, external user downloads	309 001	210 706
Statistics publications in Kela’s publication series	12	11
Statistics publication downloads	32 000	29 000

Data access and dataset services, and data resources catalogue

	2025	2024
Data resources catalogue publications	5	2
Dataset deliveries pursuant to a data access permit or specific legislation	235	225
In-house dataset deliveries at Kela	105	90
Data access permits as per permit applications	17	14

Research

Kela’s Research Unit carries out topical and multidisciplinary research on issues that are relevant within Finland and internationally. We produce research data that have an impact and can be utilised in the development of social security and health insurance.

	2025	2024
Total research publications produced	179	166
of which peer-reviewed	50	44
of which peer-reviewed in Finland	12	19
of which internationally peer-reviewed	38	25
Domestic research publications	123	130
International research publications	56	36
Research blog hits	72 941	126 659
Research blog entries	34	44
Publications in Kela’s publication series	14	13
Research publication downloads	79 013	96 122

Open data

	2025	2024
Open data materials published by Kela (cumulative)	29	25

Digital data collection

	2025	2024
Surveys conducted with Questback Essential (Questback Enterprise as of October 2024)		143
Accrued responses approx.		42 000
Separate analyses		31
Elisa Dialogi mobile surveys		28
Dialogues initiated approx.		6 000



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