

This form is only for registration at Kela's service points in Kuopio and Lahti. This form is not a power of attorney.

Authorising another person to act on your behalf in digital services and pharmacies

The Digital and Population Data Services Agency's Suomi.fi e-Authorizations service allows you to authorise one or more adult with legal capacity who you trust to act on your behalf or with you. Granting such a mandate allows that other person to act on your behalf in **digital services**, such as Kela's MyKanta or **even in-person at a pharmacy**.

You can also grant this mandate to an organisation. For example, if you live in a service home, you can authorise them to manage your affairs or help you to do so. The service home can then authorise certain personnel, such as your named nurse, to act with you or on your behalf in digital services.

The **assignor** is the person who grants the mandate (to act on your behalf).

The **assignee** is a person or organisation that has received a mandate to act on behalf of the assignor.

A mandate is like an electronic power of attorney, which is entered in the authorisation register. You define what matters the assignee can act on your behalf in, and for how long. When the assignee acts on your behalf in a **digital service**, the service first checks the authorisation register for who you've granted a mandate to act on your behalf and if the mandate is still valid. Pharmacies check the mandate during the visit.

If you do not have an electronic identification token, you can check who's acting on your behalf with a request for information to the Digital and Population Data Services Agency (DVV): www.dvv.fi/en/making-a-request-for-information.

Granting a mandate in Suomi.fi e-Authorizations requires strong electronic identification, such as with online banking codes or a mobile certificate. If you do not have an identification token, you can grant an assisted electronic mandate at a Kela service point with the following mandate application. For more information about assisted authorisation at Kela service points, check the instructions at the end of this form.

At the service point, you can:

- **grant** mandates; and
- **cancel** existing mandates.

You can review the instructions available on Kela's website together with the assignee: www.kela.fi/on-behalf-of-someone. The assignee does not need to visit the service point.

If you need it, you can ask for help with Suomi.fi e-Authorizations from the Digital and Population Data Services Agency's advisory service on Suomi.fi services at www.suomi.fi/instructions-and-support/support-and-assistance/advisory-service-on-suomi-fi-services. The advisory service also has a helpline at **+358 295 000**.

Mandate form, Kela

Suomi.fi e-Authorizations assisted mandates

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Instructions:

IF YOU HAVE AN ELECTRONIC IDENTIFICATION TOKEN

(online banking codes, mobile certificate, certificate card)

You can independently grant mandates through the Suomi.fi Web Service at www.suomi.fi/e-authorizations.

IF YOU DO NOT HAVE AN ELECTRONIC IDENTIFICATION TOKEN

Granting a mandate will always require the assignor to visit a Kela service point in person.

The registration authority at Kela will prepare a digital mandate with you to match the mandate form that you fill in and sign.

Follow these instructions to contact the Kela service point.

FOR YOUR VISIT TO THE SERVICE POINT, BRING:

- 1. Your valid passport or identity card**, which is used to identify you.
If you do not have an identification document, or it has expired, bring a valid driving licence or your most recent photo identity card or Kela card with you for separate identification.
- 2. The pre-filled mandate form**
What's most important is that you know the personal identification number(s) of the person(s) you want to grant a mandate to.
The registration authority can also help you fill out the form with you at the service point.

You need to book an appointment at Kela's service point in Kuopio or Lahti to grant a mandate in person.

Book your appointment by phone: 020 634 2650 (Mon–Fri 9–16) or in person at the service point:

- Kuopio: Suokatu 40 (Mon–Fri 12–16)
- Lahti: Kirkkokatu 12 (Mon–Fri 9–12)

Mandate form, Kela

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Suomi.fi e-Authorization

Use this mandate form to grant or cancel mandates at the Kela service points in Kuopio and Lahti.

Details of the assignor

Name

Personal identity code

Filled in by the registration authority

The customer (assignor) was identified with their:

- passport identity card PIS security questions
 PIS security questions and other document, specify _____

Details of the assignee

Name

Personal identity code

/ Business ID

MANDATE CONTROL

- I want to grant the following mandate(s) I want to cancel the following mandate(s)

- | | |
|---|--|
| <input type="checkbox"/> Managing matters related to social security benefits | <input type="checkbox"/> Managing social welfare affairs |
| <input type="checkbox"/> Managing health affairs | <input type="checkbox"/> Pharmacy services |
| <input type="checkbox"/> Managing electronic messages | <input type="checkbox"/> Managing tax affairs |
| <input type="checkbox"/> Reading electronic messages | |
| <input type="checkbox"/> Reading and sending electronic messages | |

MANDATE VALIDITY

The maximum validity for a mandate is 25 years. Select one of the following or specify your own.

- 1 year 5 years 10 years 20 years 25 years

OR other validity Start date ____ . ____ .20 ____ End date ____ . ____ .20 ____ .

- I understand what granting a mandate means and which mandates I am about to grant

Place _____

Date ____ . ____ .20 ____

Assignor signature

1. Manage social security benefits

This mandate allows the assignee to

- apply for social security benefits on behalf of the assignor
- receive and provide information related to the assignor's benefits.

For instance: This mandate is for using OmaKela.

2. Managing matters related to healthcare

This mandate gives the assignee the authority to act on behalf of the assignor in healthcare services. The assignee may:

- view the information on the assignor's state of health
- make and change healthcare appointments
- submit and receive information on the assignor's state of health.

For instance: All your health information in MyKanta will be visible to the assignee, if you grant them the mandate to manage your health affairs.

The mandates are valid in all healthcare and social welfare services that use Suomi.fi e-Authorizations.

The mandate to manage health affairs also gives the assignee access to many other e-services (such as Terveystalo and Mehiläinen) to view all the assignor's health information. It is not possible to restrict this mandate to services in one wellbeing services county.

Check out the list of the e-services that use this mandate with your trusted person here:

<https://www.suomi.fi/e-authorizations/mandate-themes> > Managing matters related to healthcare

3. Managing matters related social welfare services

This mandate allows the assignee to:

- view the client data recorded on the assignor in social welfare services
- apply for social services on behalf of the assignor
- receive information on social welfare decisions that concern the assignor
- provide and receive information related to the assignor's social welfare

Currently, you can use the following e-services:

<https://www.suomi.fi/e-authorizations/mandate-themes> > Managing matters related social welfare services

4. Use of pharmacy services

This mandate allows the assignee to:

- pick up medication from the pharmacy on behalf of the assignor
- request that the assignor's prescription is renewed by the pharmacy
- request the pharmacy to check the benefit data related to the assignor's prescriptions and medicines and to give information on them to the assignee
- give their consent for the invalidation of the assignor's prescription at the pharmacy
- ask for a summary of the assignor's prescriptions.

5. Management of electronic messages

This mandate allows the assignee to give consent for the electronic transfer of messages, to manage message settings and to read and send electronic messages on behalf of the assignor.

For instance: This mandate allows the assignee to open a Suomi.fi Messages inbox on the assignor's behalf and manage all official messages in that Suomi.fi Messages inbox. This mandate grants the right to read, send, and delete messages as well as indicate the email address that is notified of new messages. Suomi.fi Messages is a service for reading letters sent by the authorities electronically.

6. Reading electronic messages

This mandate allows the assignee to read electronic messages on behalf of the assignor

For instance: The assignee is only allowed to read official mail in Suomi.fi Messages, not reply or send new messages on behalf of the assignor.

7. Reading and sending electronic messages

This mandate allows the assignee to read and send electronic messages on behalf of the assignor.

For instance: This mandate allows the assignee to read, reply and send new messages in Suomi.fi Messages, but not delete them.

8. Managing of tax affairs

With this mandate, the assignee can manage the assignor's tax affairs and access the assignor's tax information.

- An organisation's tax affairs.
- A private sector entrepreneur's personal and business-related tax affairs.
- An individual's personal tax affairs.
- In this mandate theme, specifiers can be used in company mandates.