

**FAQ´s for the foreigners Registration Office
(Ausländerbehörde) during the restricted opening for the
public as a preventive measure due to the Corona Virus
(Version April 30 2020)**

1. I have an appointment after the 04th of May 2020. Can I visit the offices?

The Ausländerbehörde will be open for appointments again beginning May 4 2020 (having proof of an appointment with you, for example confirmation of an appointment via E-Mail, is absolutely necessary). Come to the entrance of the Ausländerbehörde in Restöcker Straße in 60326 Frankfurt am Main at least 10 Minutes before your appointment. You will not be allowed to enter the building unless your mouth and nose are covered by a proper form of protection such as a mask.

2. I have an appointment with the Ausländerbehörde but I would like to come earlier. What can I do?

Visiting our offices earlier is not possible due to the large number of urgent cases that we have at present.

3. My residence permit will expire in the next 4 weeks. I do not have an appointment yet.

If you have not filed an application for the issuance/extension of a residence permit yet you must send us a completely filled out application form for the issuance/extension of a residence permit together with a copy of your passport to the following E-Mailaddress: **32.auslaenderbehoerde@stadt-frankfurt.de** to avoid missing legal deadlines.

You can find the document among the forms in our Weppages.

Subsequently we will give you an appointment early enough before the expiration date of your title of residence.

4. I had an appointment while the Ausländerbehörde was closed.

If you have not filed an application for the issuance/extension of a residence permit yet you must send us a completely filled out application form for the issuance/extension of a residence permit together with a copy of your passport to the following E-Mailaddress: **32.auslaenderbehoerde@stadt-frankfurt.de** to avoid missing legal deadlines.

You can find the document among the forms in our Weppages.

If you have not filed an application for the issuance/extension of a residence permit yet you must send us a completely filled out application form for the issuance/extension of a residence permit together with a copy of your passport to the following E-Mailaddress: **32.auslaenderbehoerde@stadt-frankfurt.de** to avoid missing legal deadlines.

You can find the document among the forms in our Weppages.

5. My residence as a tourist will expire soon and I can not leave the country. What should I do?

If you are residing in Germany as a tourist with a Schengenvisa and your Visa expires, we refer you to the respective regulation of the German Federal Ministry of the Interior, Building and Community (Bundesministerium des Innern, für Bau und Heimat) dated April 8 2020.

https://www.bmi.bund.de/SharedDocs/downloads/DE/veroeffentlichungen/2020/corona/verordnung-schengen-visa-covid19-unterzeichnet.pdf?__blob=publicationFile&v=2 which states that you are exempt from the requirement to have a residence permit under the prerequisites mentioned in the regulation until June 30 2020.

If you are residing in Frankfurt am Main as a tourist without a visa, a border crossing certificate (Grenzübertrittsbescheinigung) can be made out for you after your period of residence without a visa has expired.

For the issuance of the certificate please send the following data/documents to **32.abh.uebertrag@stadt-frankfurt.de**.

A copy of your passport with your complete personal data and a copy of the last stamp given on entry into Germany. Furthermore we need your address in Frankfurt am Main, under which you can be reached via normal mail services.

After processing your documents the Ausländerbehörde will provide with a certificate for your further stay.

You do not have to visit the Ausländerbehörde in this case!

6. My electronic title of Residency was ordered from the Bundesdruckerei. What can I do to receive my electronic title?

If your electronic title of Residency (eAT) is ready to pick up at the Ausländerbehörde we will send it to you by mail service as registered mail. Until then please be patient and do not ask how far the processing is as this can lead to delays.

The electronic residence cards that normally would be ready to be picked up at the Registration Offices (Bürgerämter) however can not be picked up at present.

We do not have any information at present when they can be picked up at their registration offices. Please check yourself on the webpages of the Bürgeramt.

Should you be in danger of getting into a difficult situation because of not having an electronic title of residency, you can send an E-Mail to 32.abh.eat-poststelle@stadt-frankfurt.de with relevant documents and your personal data.

You can send us your documents via postal service or fax as well.

An example for a difficult situation without an electronic title of residence would be the risk of losing your employment because the employer needs the title of residency. Apart from that we process every application with sufficient reason for express processing and mailing of the titles.

A planned trip in the next few weeks or months (not possible in the current situation anyway) is not a reason for a difficult situation. In this case we must ask for your patience until the title can be sent via postal service or you can visit the Bürgeramt personally.

You do not have to visit the Ausländerbehörde in this case!

7. If you are in a foreign country when your residence permit expires:

If your title of residency expires during your stay in a foreign country and you could not return to Germany in time, you can apply for an extension of your title of residency via E-Mail. You can find the application form under www.stadt-frankfurt.de/Auslaenderangelegenheiten. You can send the filled out application form to the following E-mail address: 32.auslaenderbehoerde@stadt-frankfurt.de.

Please attach the filled out form and a copy of your passport with the last stamp given on traveling out of Germany and a copy of your title of residency.

You can send us your documents via postal service or fax as well.

Since you need a fiction certificate to enter into Germany, please give us your address in the foreign country and the address of the nearest German embassy or consulate.

After processing your documents we will send you the fiction certificate by way of the

official courier service of the German Foreign Ministry.

8. I already have a new passport and want to have my title of residence transferred to it.

Please make an appointment via E-Mail. Please send an E-Mail with your full name, your date of birth and the address of your place of residence in Frankfurt am Main as well as the copy of your new passport to the following E-Mailaddress: **32.abh.uebertrag@stadt-frankfurt.**

You can send us your documents via postal service or fax as well.

9. I have lost my electronic title of residence.

Please send us an E-Mail containing your full name, your date of birth, the address of your place of residence in Frankfurt am Main and a copy of your passport to the following E-Mailaddress: **32.abh.uebertrag@stadt-frankfurt.de.**

You can send us your documents via postal service or fax as well.

If your electronic title of residence was stolen, we also need a copy of the report that you filed with the police.

You will receive an appointment from us as soon as we have received your documents/your E-Mail.

10. Applications for permanent titles of residence

Applications for permanent titles of residence can not be processed as long as the recent temporary title of residence is valid. Applications can not be processed earlier as applications placed earlier are processed earlier.

11. Can I travel with a fiction certificate?

Traveling only with a fiction certificate according to § 81 Number 4 of the Aufenthaltsgesetz (German Residence Law) is no problem for German authorities as far as entry into Germany and leaving Germany is concerned. Most countries accept a fiction certificate for one trip, but we recommend checking with the country of destination first.

12. I plan to change employers and need permission from the Ausländerbehörde. What can I do?

You can submit the following documents to: **32.auslaenderbehoerde@stadt-frankfurt.de**:

A copy of your passport and your present title of residence (copy of the page „Zusatzblatt zum Aufenthaltstitel) and a completed form „Stellenbeschreibung“ filled out by your new employer. You can find the document in our forms in our webpages.

If available copy of the new employment contract as a draft. In the case of change of employers of academics please send the E-Mail to: **32.abh.sca-arbeitgeberwechsel@stadt-frankfurt.de**.

You do not have to visit the Ausländerbehörde in this case!

13. My residence permission will expire soon. Meine Aufenthaltsgestattung läuft bald ab. What can I do?

The Ausländerbehörde will extend your residence permission in advance and send it to you via postal service. If your residence permission has already expired and you have not received a new one yet you can contact the Ausländerbehörde under the E-Mailaddress: **32.abh-asyl@stadt-frankfurt.de**.

You do not have to visit the Ausländerbehörde in this case!

14. My temporary suspension of deportation (Duldung) will soon expire. What can I do?

The Ausländerbehörde will extend your suspension of deportation in advance and send it to you via postal service. You will receive a new appointment in due time before the extended suspension of deportation expires. If your residence permission has already expired and you have not received a new one yet you can contact the Ausländerbehörde under: **abh-431@stadt-frankfurt.de (Family Name A-J)**, **abh-432@stadt-frankfurt.de (Family Name K-Z)**.

15. How can I contact the Ausländerbehörde at present? Wie kann ich derzeit mit der Ausländerbehörde in Kontakt treten?

At present the Ausländerbehörde can only be contacted via the E-Mail address: **auslaenderbehoerde@stadt-frankfurt.de** or the Hotlinenumber **069 / 212-42485**. The Hotlinenumber can be reached from Monday to Thursday from 08:00 a.m. to 16:00 p.m. und Fridays from 08:00 p.m. to 12:00 p.m.