COVID-19: Identity Malta Agency change in procedures

In view of the COVID-19 (coronavirus disease) outbreak, Identity Malta Agency is taking precautionary measures in the interest of the public health.

For the time being, Identity Malta Agency will be offering limited services and the public should make use of our online platforms as much as possible. Before visiting their offices, the public should first contact Identity Malta Agency and only turn up if and when instructed to do so. If the need arises to visit their offices, the public is advised to keep at distance from each other.

Expatriates Unit

- New Applications

Following the Government’s announcement, Identity Malta Agency is not accepting new single permit applications except for highly skilled workers (Key Employee Initiative) and medical professionals, which should be submitted online.

- Pending Applications

Identity Malta Agency will not be issuing any new decisions with respect to applications submitted by applicants who are not in the Maltese territory. Third-country nationals who are physically present in Malta and were issued with an approval in principle should contact the Expatriates Unit on onlinesinglepermit.ima@gov.mt and they will receive an appointment to finalise their application.

- Online Renewals & Change in employment

Requests for renewals and change in employment should be submitted online to https://singlepermit.gov.mt and once the employer has registered on onlinesinglepermit.ima@gov.mt. Employers who encounter difficulties using this online platform should send an email to onlinesinglepermit.ima@gov.mt
• Card collection

Applicants can collect their residency card on the receipt of their confirmation letter.

• Lost card & change in address

Applicants should first contact the Expatriates Unit on +356 2590 4800 or eresidence ima@gov.mt and they will receive an appointment.

• Online Interim Permit extension

Applicants who need to extend their interim permit should send their request to eresidence ima@gov.mt and ask for a confirmation email.

• Family Members & Temporary Residence Permit

Family members of third-country nationals and applicants for Temporary Residence Permit can submit a new application or renew their permit by sending an email to noneu ima@gov.mt.

• Live-in carers 3 months extension

Live-in carers and healthcare professionals whose single permit is about to expire should send an email to medical ima@gov.mt to have their permit automatically extended for a further three months.

• Customer Care

The Expatriates’ customer care desk can only be reached on +356 2590 4800 or eresidence ima@gov.mt.

• EU, EEA & Swiss Nationals

• New Applications & Renewals

EU, EEA and Swiss nationals, who have either been in Malta for three months and have not yet registered their residence or whose residence document has expired, should send their request to eu ima@gov.mt. Applicants will receive a confirmation email as proof of their registration.

• Family Members

Family members of EU, EEA and Swiss nationals can also apply for their residence document by sending an email to eu ima@gov.mt.

• UK nationals

The process of issuing new residency documents to UK nationals residing in Malta is temporarily being suspended. However, those who have received their appointment letter will still be seen to on the dates indicated. Nonetheless, beneficiaries will have the opportunity to apply at a later stage and the existing residency document shall continue to remain valid until they are issued with a new one. All queries in this regard should be sent to brexit ima@gov.mt.

Central Visa Unit

Requests for new visas will only be accepted in exceptional circumstances, including family members of European Union citizens, healthcare and elderly care professionals. Those who are physically present in Malta and their visa or exemption period is about to expire are kindly requested to contact the Central Visa Unit on +356 2590 4550 or visa ima@gov.mt a week before their time of stay elapses.

These are precautionary measures and will remain in place until further notice.

The public should take the health authorities advice very serious and stay at home as much as possible, avoid crowds and going to places where you could meet other persons.

If you develop fever, cough or shortness of breath, you should remain at home and contact the public health helpline on 111.

Persons entering Malta after having travelled from any country must go into mandatory quarantine for 14 days from their date of departure from the country.

If you have any further queries concerning the Expatriates Unit, please call +356 2590 4800 or email eresidence ima@gov.mt.