

# Handbook Immigration 2024-2025

Welcome to the Erasmus University Rotterdam!

We assist students that are in need of an immigration case and arrange all immigration formalities.  
This handbook helps familiarize you with the procedures.

Warm regards from Team Immigration  
Claire, Melanie & Sophie

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# 1. What is the IND and who are we?



## The IND

The [Immigration and Naturalisation Service](#) (IND) implements the foreign national policy in the Netherlands. The IND collects the immigration fee and creates your residence permit after we have sent them your information and you have been approved by the IND. The [cost](#) of the application is determined by the IND.

## Team Immigration

The Erasmus University Rotterdam (EUR) is a recognised sponsor for the purpose of stay “to study” at the IND. A recognised sponsor can submit applications for the residence permit for study for their international students and declares in the application that the international student meets the conditions. As a recognised sponsor, we have our responsibilities. We assess and submit all the application forms for our students to the IND. The IND checks whether the student meets all the conditions required and must decide on an approval or not. We comply by the [Code of Conduct for Higher Education](#).

## The Immigration Officers

Claire, Melanie & Sophie are your EUR immigration officers (sponsors) and we’re part of the [International Office](#) of the Erasmus University Rotterdam. We will assist you during the process of arranging a visa and residence permit.



## 2. Immigration procedure: The road to your residence permit - immigration case and enrollment



Your immigration case will be started by your faculty automatically. If you have an immigration case and received a conditional offer, the start of the immigration case does not mean that you will receive an unconditional offer. You must meet the admission requirements, for more questions about your admission contact your faculty.

For your enrollment you need to meet all the enrollment requirements (admission) including meeting the immigration deadline as communicated to you by email. Failing to meet the immigration deadline, means you are not able to enroll, so please make sure to submit everything (including paying your invoice) before the immigration deadline.

If you decide to not join the Erasmus University Rotterdam or you do not meet the admission requirements, you should deregister yourself via Studielink before the 31<sup>st</sup> of August, inform your faculty and inform Team Immigration. We will arrange your refund if you already fulfilled the payment conditions and cancel your immigration process.

## 2. Immigration procedure: The road to your residence permit - conditions



By Dutch law, students cannot apply for a study residence permit themselves, so Team Immigration (EUR) will apply for your MVV and residence permit. Team Immigration will start your immigration procedure once we have been informed by your faculty.

### Conditions

There are [certain conditions](#) that apply to everyone (these procedures and conditions also apply to exchange students):

- You have a valid passport.
- You do not pose a danger to public order or national security.
- You take a TB (tuberculosis) test upon arrival in the Netherlands, [if applicable](#) for your nationality.
- You are a student at a university or university of applied sciences to a full-time [accredited study programme](#) or as an exchange student.
- Your educational institution is a [recognized sponsor](#). Recognized educational institutions, such as the Erasmus University Rotterdam, are listed in the [Public Register of Recognised Sponsors](#).
- You have an [independent sufficient and sustainable income](#). This will be checked every year. More information: [IND income requirement](#).

## 2. Immigration procedure: The road to your residence permit - obligations



### Legal obligations:

There are several [legal obligations](#) and conditions that apply to students who have a study residence permit. If you no longer fulfil the conditions of your study residence permit, your sponsor (Team Immigration) is obliged to report this to the IND. The IND can decide to withdraw your study residence permit.

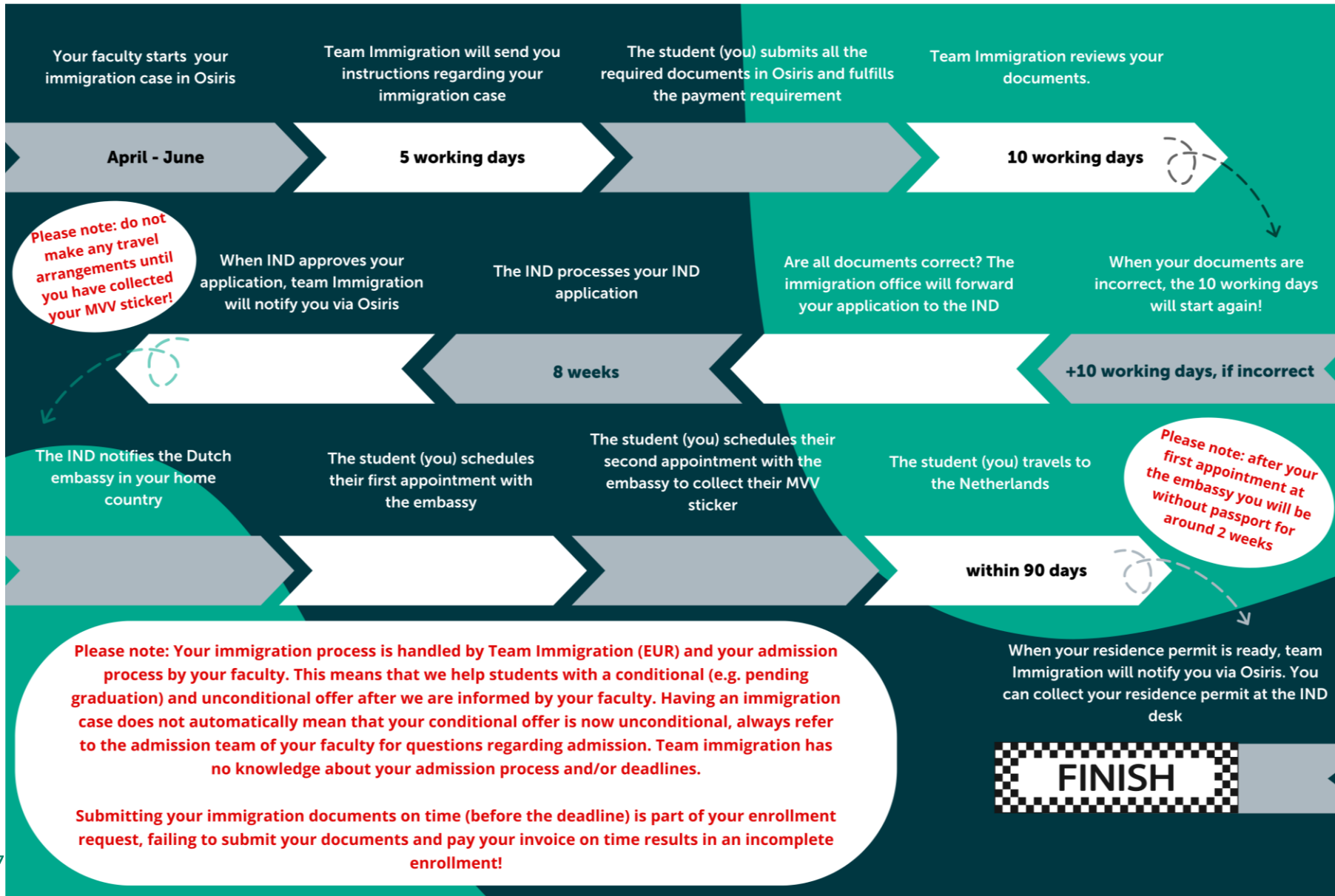
- Being registered at the city hall within 4 months upon arrival;
- Having an active enrollment at the university as a full-time student or exchange student;
- Meeting the requirements of the [Study progress monitoring](#) each academic year;\*
- Providing a statement of income each academic year;
- As a student, you have your own information obligation. You must report important changes to your official sponsor such as changes in your [main residency](#) or changing universities.

The IND and Team Immigration (EUR) checks whether you comply with these obligations and conditions. It's your own responsibility to meet the conditions for your study permit. More information about studying in the Netherlands can be read [here](#).

\* N/A for exchange students.

\* First-year BA students at EUR need to obtain all 60 ECTS to fulfil the requirements of the Binding Study Advice (BSA) at EUR! This BSA requirement gets priority over the 50% requirement of the study progress monitoring policy.

# 3. MVV + residence permit - Timeline



## 3a. MVV introduction



We chose the MVV procedure for you based on your nationality. An MVV is a **long stay** multiple-entry visa which permits you to come to the Netherlands for up to 90 days for study purposes. The MVV is always issued in combination with a residence permit.

You **cannot substitute** the MVV condition with a short stay tourist visa, and you cannot use your visa free period, as you otherwise will not receive a Dutch residence permit.

You can read more about it on [the IND website](#). If you think you fall under one of the [MVV exemption categories](#), you can upload your document under the passport section of your Osiris case for our review.

Only universities can apply for the student MVV and residence permit at the IND. Once your MVV procedure has been approved, you will collect your MVV at the embassy in your home country, and you can come to the Netherlands to collect your Dutch residence permit within 90 days.

We strongly recommend you wait with planning your itinerary **AFTER** your MVV application has been approved.



## 3a. MVV introduction



### Important MVV facts:

- Do not make any travel arrangements until you have received your MVV.
- After your application has been approved, you have 90 days to collect your MVV at your chosen embassy with a passport that is at least valid for 6 months. Schedule it as soon as possible, as it can be extremely busy in the summer period.
- MVV processing can take approx. 10 working days and it will consist of two appointments, so you may be without a passport for two weeks.
- There is an [online tool from the Dutch government](#) where you fill out your nationality and can find your official embassy/consulate general MVV pick-up location.
- It is issued by the originally chosen Dutch embassies / consulates general (you cannot change the location of your chosen embassy).
- Once you have collected your passport with your MVV sticker, you have 90 days to travel to the Netherlands and collect your Dutch study residence permit.
- Its validity cannot be extended by team Immigration nor you.
- Once you have a residence permit, it overrules the MVV.

## 3b. MVV immigration procedure explained



### 1. Start immigration case + invoice:

You received an email to start your immigration procedure via Osiris cases (you can find an example of Osiris cases in [Chapter 5](#)). You also received another email with your payment instructions ([chapter 7](#)).

- *Not applicable for ISS/MEL/IHS students who will receive an invoice from their faculty instead.*

### 2. Submitting your documents:

In Osiris cases, you will be asked to upload certain documents. You can download the forms in Osiris case as well. The following documents are required:

- A **valid passport copy** with the page with your signature, pages with stamps and visas included. If your passport does not contain a valid signature, please include the following: write a short explanation of why there is no signature in your passport. Sign this with your full name, current date and signature and merge it together with your passport in one PDF file.
- Your passport needs to be valid for another 6 months, when you visit the embassy to collect your MVV. So we advise you to use a passport that is valid for 9 months, and otherwise extend your passport.
- [Antecedent form](#): this is a statement declaring you do not have a criminal background. It's not needed to obtain this in your home country.
- [Based on your nationality](#) a [TB \(tuberculosis\) test form](#).
- A **transfer receipt of your fees** (proof of payment) or a [scholarship letter](#).
- Signing [declaration of intent study progress monitoring](#)

#### IMPORTANT NOTE:

- ❖ Digitally signed forms are **NOT accepted** and your signatures on the forms must match your passport's signature. Always **sign with a pen**. We will reject these forms, which results in a delay of your immigration process.
- ❖ The antecedent form and TB test form cannot be older than 3 months.

## 3b. MVV immigration procedure explained



### 3. Team Immigration (EUR) reviews submitted documents:

Team Immigration (EUR) will review your documents within **10 working days** and let you know if your documents are correct or incorrect. Please be patient, as we cannot speed up the process.

- Are they **correct**? This means that your payment has been received and all your documents are correct. Your application will be sent to the IND. The IND will send us their decision regarding your residence permit within 8 weeks.
- Are they **incorrect**? Team Immigration (EUR) will send your application back with remarks about your incorrect documents or payment. Please read the remark and correct your mistakes. After that, you can upload and resubmit your documents. Incorrect documents will delay the entire process, as the 10 working days will start again after resubmitting.

### 4. Scheduling appointment for MVV at the embassy after approval IND:

After IND's approval regarding your application, we will receive your approval letter. You can expect this letter in your Osiris case and a notification with new instructions via email. Please read this email carefully as it details how to contact the embassy to schedule an appointment to collect your MVV (entry visa) sticker.

You have 3 months (90 days) to collect your MVV and your passport needs to be valid for at least 6 months at the moment of your appointment. The embassy will ask you for your IND V-number when you contact them. We uploaded your approval letter\* in My Cases and the V- number is on the right side (10 digits V-number).

Please note: *You should not need to provide the embassy with the official approval letter, please inform us if your embassy requires this letter at [immigration@eur.nl](mailto:immigration@eur.nl)*

## 3b. MVV immigration procedure explained



### 5. Biometrics appointment at embassy

During your first MVV appointment, your biometrics will be taken (your fingerprints, signature and photo). The IND needs these details in order to issue your Dutch residence permit, which you can pick up after your arrival in the Netherlands. **Your passport will be kept at the embassy at the first appointment, in order to place your MVV sticker.** This process can take approx. 10 working days.

### 6. Collecting your passport at the embassy and travel to the Netherlands

When your passport and MVV are ready, the embassy will contact you. Make an appointment to collect your passport. After you have collected your passport at the second appointment (some embassies will send your passport, double check with your embassy), you can travel to the Netherlands with your MVV sticker.

Make sure to travel within the validity (90 days) of your MVV and keep in mind that your MVV needs **to still be valid** when you collect your residence permit in the Netherlands.

The validity is shown on the MVV sticker. The MVV sticker shows 2 dates:

- Effective date: as of this date the MVV is valid.
- End date: as of this date the MVV is no longer valid.

**Kind reminder:** Do not enter the Netherlands/Schengen area with a tourist visa, as the MVV is part of the study residence permit application, and without your residence permit **cannot** be issued. Even if you can travel as a tourist visa free based on your nationality, you are still expected to pick up the MVV in your home country to finalize the residence permit application!

A stylized, handwritten-style logo of the word 'Erasmus' in a dark teal color.

## 3b. MVV immigration procedure explained



If your documents are incorrect, you will receive an email and you should go to your Immigration case. At the bottom, you will see: Remark and our explanation about the incorrect documents. Open your form, correct the mistake and make sure to submit your form again.

× Cases

testopleiding IO  
Case number: 5071031  
Started on: 9 February 2024

Request a Dutch residence permit - 2023

⚠ MY IMMIGRATION CASE: MVV AND RESIDENCE PERMIT OVERVIEW DOCUMENTS & FORMS

SUBMIT

Explanation

Dear student,

welcome, to your personal immigration case.

This immigration case contains all the necessary documents that you need in order to apply for a Dutch residence permit. It will also ask you to upload some documents (e.g. passport scan). Don't worry, you can download all the forms you need in your case.

To start your immigration case, click on **My immigration case: MVV (long-stay entry visa) and residence permit below**. You can save the form at all times; you don't need to complete it at once. When completed, please SAVE FIRST and then click SUBMIT.

*\* please note: do not fill in any of the other forms in the OVERVIEW section, those are not for you \**

Kind regards,  
Team Immigration

Deadline

🕒 15-11-2023

Remark

Dear student, your MVV location is incorrect. You filled out the wrong MVV location, please adjust this and select one from the official website mentioned in the form. Thank you in advance. - Team Immigration

Documents & Forms

## 3c. Receiving your residence permit



7. The IND uses your biometrics\* to produce your residence permit card. Once the card is ready, the IND sends us a pickup letter with information. We will forward this letter to you and you'll receive an email from us with instructions. The IND needs approximately 8 weeks to send the pickup letter after you received your MVV in your passport. If it takes longer, contact us at [immigration@eur.nl](mailto:immigration@eur.nl) with your student number.

The residence permit allows someone to live in the Netherlands for a period longer than 90 days. It is issued in the form of an identification card.

- *You have submitted your biometric information at the first appointment at the embassy.*

## 3d. Upon arrival in the Netherlands



1. Upon arrival in the Netherlands, you must register in the [Municipal Personal Records Database \(BRP\)](#) in the municipality you are going to live. You can register your Dutch address directly on arrival with your MVV in your passport. Register at the city hall/ municipality [schedule an appointment](#) or visit the EUR One Stop Shop. ISS students can register in [The Hague](#).  
\* If you are planning on living somewhere other than Rotterdam, The Hague or Capelle a/d IJssel, you may need to bring your birth certificate for your appointment at the municipality\*
2. After your registration at the municipality, you will receive your BSN number (citizen service number) about two weeks later by postal mail at your Dutch address. You need a [BSN](#) number to open a [bank account](#), arrange your [health insurance](#), get a [job or internship position](#) in the Netherlands, or apply for your [DigiD](#).  
Questions? [Mail to: orientation@eur.nl](mailto:orientation@eur.nl)
3. Bank account: open a Dutch bank account. If you have not received your BSN number yet, you can already open an account at Bunq, you will have to provide them with your BSN number at a later state. More information about Dutch bank account can be found [here](#).
4. Only if applicable ([based on nationality](#)): undergo your tuberculosis test (TB test) within 3 months after your residence permit pickup. You must make an appointment for this with the Area Health Authority (GGD). Please take the ["TB test referral form"](#) with you to the appointment. Furthermore, the procedure will be 50 euros, and you'll have to pay it at their desk with a debit card. Cash is not accepted.
5. Arrange your [health insurance](#) if you haven't done so yet.\*

\* ISS students do not need to take out health insurance, as this will be arranged by the ISS

## 3e. Conditions of your residence permit



- The residence permit card is issued by the IND in the Netherlands.
- Your permit is valid for your entire study program as long as you stay enrolled at the EUR
  - + 3 extra months as graduation gift from the IND
- You must [register at the municipality/city](#) hall upon arrival (as soon as possible) if you are staying for **longer than 4 months** in the Netherlands.
- You should have sufficient financial means during your stay in the Netherlands. This will be checked every academic year.
- You meet the study progress norm each academic year, see next slide.
- If you deregister or leave the Netherlands, you should always contact the immigration office.
  - ➔ Do you want to study longer in the Netherlands? Please apply for an [extension](#) 3 months before your current residence permit expires.



## 3e. Conditions of your residence permit



### Study Progress Monitoring (Not applicable to Exchange students):

- As a full-time degree student, you need to pass at least 50% of your nominal ECTS per academic year in order to keep your residence permit. This is called [study progress monitoring](#). Erasmus University Rotterdam (EUR) must report to the Dutch Immigration and Naturalization Service (IND) in case you do not meet the 50% requirement.
- Please note: First-year BA students at EUR need to obtain all 60 ECTS to fulfil the requirements of the Binding Study Advice (BSA) at EUR! This BSA requirement gets priority over the 50% requirement of the study progress monitoring policy
- Keep in mind that you receive a study permit from the Erasmus University Rotterdam, so if you wish to switch to a different study at the EUR, you will keep the same permit and must obtain 50% of your credits. Always contact Team Immigration for advise!
- Pre-master students need to successfully complete their program in 1 year, meaning: being admitted to their master program.

## 4. Exchange students



Exchange students also follow the same procedure for MVV

As an exchange student, you do not pay the tuition fee. You will receive an invoice with only the immigration fee (228 euros) and the living fee/financial means (again this is based on how many months you will be staying in the Netherlands).

\* If you're in the possession of a study permit of another EU country, please contact team Immigration. We will provide you with specific instructions after reviewing your study residence permit.

On exchange for more than 90 days but no longer than 4 months

- Do **not** register at municipality
- You **cannot** get a BSN number, but you also won't need one
- For refund you need to mail [immigration@eur.nl](mailto:immigration@eur.nl) for more information.

# 5. Example of an Immigration case



Erasmus

Last login: 9 februari 2024

Calendar > Cases >

No activities

When you log into Osiris Student, you will see the section "Cases". Your immigration case is already started for you, you only need to click on the case called "Request a residence permit". If you do not see this case, please send your faculty an email and request them to open an immigration case for you.

**Note:** If the case does not open, you need to allow pop-ups for this website in your browser settings or in the browser bar. The case can also be seen only after you have received the immigration instructions email.

Request a Dutch residence permit - 2023  
testopleiding IO  
Case number: 5071031  
Started on: 09-02-2024  
My Immigration case: MVV and residence permit  
Deadline: 15-11-2023

Messages >

eur-osiris 28-09-2023

Go To

STAY ABROAD UPLOAD PHOTO

Start page of Osiris cases.



# 5. Example of an immigration case in Osiris



1. After you have opened the case, you arrive at the introduction page of your case. You can read our instructions first.

2. Click on the application form below to open your case form, circled red. It will be opened in the same screen (see next page).

**Note:** It is important to submit your documents and transfer the invoice amount before the given deadline, circled green. If you are too late to submit your documents, your immigration case will be closed, and this has effect on your admission.

20 Select your case at the bottom.



# 5. Example of an immigration case in Osiris



This is what we refer to as your "Immigration Case". You can always save temporarily without submitting and finish the form at a later stage.

Read the texts and follow the links carefully to avoid making mistakes and delaying your application procedure.

21 This is your case where you upload your documents.



# 5. Example of an immigration case in Osiris



Form for MVV + residence permit

SAVE TEMPORARILY

Last login: 9 februari 2024

Calendar

No activities

Click here for extra information on health insurance.

I agree with the terms and conditions related to the Immigration procedures facilitated by EUR.

\*  
 Yes, I agree with the terms & conditions

Click here for the terms and conditions. Opens as a PDF-file.

\* Mandatory field

**NEXT**

2 Financial means

3 Passport

4 Antecedents certificate

5 Study Progress Monitoring

6 End of your case

2023  
(en)  
Started on: 09-02-2024  
permit Deadline: 15-11-2023

28-09-2023

Select next to continue to the next page of your case.



# 5. Example of an immigration case in Osiris



**Form for MVV + residence permit** SAVE TEMPORARILY Last login: 9 februari 2024 ? NL I

**2** Financial means

### Proof of financial means and immigration costs

Make sure to double-check the payment details and payment reference before transferring! You can also read up on the payment procedure on our website.

#### Immigration costs

**Please note:**  
The International Office cannot send your application to the Dutch Immigration and Naturalization Services if you did not transfer the financial means to Erasmus University Rotterdam.  
If you have transferred the requested amount, you can continue this step by uploading a transfer receipt from your own bank.

#### Scholarships, grants, Sallie Mae loans and tuition fee waivers:

A scholarship, grant or Sallie Mae loan can **only** be part of your proof of living fee amount.  
A tuition fee waiver can **only** be part of your tuition fee amount.

The remaining parts still need to be transferred to the university's bank account. You may use the same invoice and just deduct the amounts yourself.  
We will review your scholarship and/or waiver documents. If the documents are incorrect, we will notify you and request an additional payment if needed.

Please upload the proof of payment\* (in PDF format) below.  
*\*This should be a transfer receipt from you with the payment details. It can be from an online payment system or your own bank.*

Proof of payment\*  
**BROWSE...**  
.PDF, Maximum 10MB

Select 'Browse' to upload your documents in PDF format.



# 5. Example of an immigration case in Osiris



The screenshot shows a web interface for an immigration case. The main content area is titled "Form for MVV + residence permit" and is at step 6, "End of your case". The text instructs the user to submit their immigration application, emphasizing that forms must be printed and signed with a physical pen. It also includes a declaration section where the user has selected "Yes, I did". At the bottom, there are "PREVIOUS" and "SAVE" buttons, with the "SAVE" button highlighted by a red box. The right sidebar shows a calendar view with a highlighted date of 28-09-2023 and a "Deadline: 15-11-2023" notification.

24 Save your case at the last page.





# 5. Example of an immigration case in Osiris



Calendar

No activities

Cases

Started on: 9 February 2024

Request a Dutch residence permit - 2023

MY IMMIGRATION CASE: MVV AND RESIDENCE PERMIT OVERVIEW DOCUMENTS & FORMS

Always click on SUBMIT after saving your form and it is complete. Without doing this step, we will NOT see your documents for review.

Explanation

Dear student,

welcome, to your personal immigration case.

This immigration case contains all the necessary documents that you need in order to apply for a Dutch residence permit. It will also ask you to upload some documents (e.g. passport scan). Don't worry, you can download all the forms you need in your case.

To start your immigration case, click on **My immigration case: MVV (long-stay entry visa) and residence permit below**. You can save the form at all times; you don't need to complete it at once. When completed, please SAVE FIRST and then click SUBMIT.

*\* please note: do not fill in any of the other forms in the OVERVIEW section, those are not for you \**

Kind regards,  
Team Immigration

Deadline

15-11-2023

Documents & Forms

FORM FOR MVV + RESIDENCE PERMIT \*

Documents on form

VOORBEELD STUDENT INFORMATIE.PDF

2023 (en) Started on: 09-02-2024

permit Deadline: 15-11-2023

28-09-2023

Last login: 9 februari 2024 NL I

# 5. Example of an immigration case in Osiris



**Cases**

ABO testopleiding IO (tbv testen koppelingen)  
Case number: 5071031  
Started on: 9 February 2024

### Request a Dutch residence permit - 2023

MY IMMIGRATION CASE: MVV AND RESIDENCE PERMIT    OVERVIEW    DOCUMENTS & FORMS

Progress	Completed
Faculty has submitted the request	09-02-2024
Team Immigration reviewed your nationality	09-02-2024
Student needs to submit the applicaton	09-02-2024
Submitted application is waiting for review by Team Immigration	
Team Immigration forwarded application to the IND	
Students waits for pick up letter from Team Immigration	
Student can pick up a residence permit	

Current activity/activities    Actor

My Immigration case: MVV and residence permit    Student

Type of case

Last login: 9 februari 2024    ?    NL    I

2023  
(en)  
Started on: 09-02-2024  
permit    ⌚    Deadline: 15-11-2023

28-09-2023

## 6. Common mistakes made by students



### 1. Use your full name



**Wrong: Middle-name is missing**

2.2	Name	Willeke De Bruijn
-----	------	-------------------



**Good: Signed with full name**

2.2	Name	Willeke Liselotte De Bruijn
-----	------	-----------------------------



# 6. Common mistakes made by students



2. Always match your signature and make sure it's handwritten.



2.5 refers to a section in one of the forms you have to fill out. You will find this once you start your immigration case.

**Wrong: Signature is different from signature on passport**

2.5 Signature

W. de Bruijn

**Wrong: Signature is signed on a computer**

2.5 Signature

W.L. de Bruijn

**Good: Handwritten & signature is same as on passport**

2.5 Signature

W.L. de Bruijn

# 7. Immigration costs and financial means



Having sufficient financial means is part of the procedure for the Dutch study residence permit.

You will receive a separate email from us with payment instructions and your invoice alongside the immigration welcome email. **\*Not applicable for ISS/MEL/IHS students who will receive an invoice from your faculty \***

The invoice includes:

1. Immigration fee: €228,- (the IND needs this fee to process your application)
2. [Tuition fee](#): applicable to your situation  
not applicable to Eu-HEM/EMLE students or exchange students).
3. Living fee/financial means (refundable): **€1235,- for every month** you will be studying in the Netherlands.

- This living fee/financial means should correspond with the duration of your programme. It has a maximum of 12 months; in case you enroll for a programme with a duration of more than one year. (e.g., €1235 \* 12 = €14.820,-)
- If you have a Scholarship Letter (click [here](#) for an example), the scholarship can be part of or substitute the **living fee/financial means** amount. If your scholarship provides you less than the required living fee/financial means amount, the remaining part still needs to be transferred to the university's bank account (the transferred part of the living fee/financial means is refundable). If you receive a student loan (governmental), submit a confirmation letter.
- You can either pay the invoice amount once or do separate payments if your bank has a transfer limit. Make sure to always mention your student number/full name (per reference as stated in your invoice)  
As long as the payments are done before the immigration application deadline.
- If you do have a SEPA bank account, you can pay in installments. Keep in mind we have to see that you have the tuition fee amount available in your personal bank account, as we need to check your cash flows.

**IMPORTANT:** please note that all additional fees that the banks may charge for the international bank transfer must be covered by yourself (you bear all costs)!

The Erasmus University logo, featuring the word 'Erasmus' in a stylized, cursive script.

## 7. Immigration costs and financial means



Our recommended options for a safe international money transfer are:

- **Transfermate**: easy and cheap way for our international students to pay their fees.
- **Traditional banks**: you can request your local bank to make an international transfer using the information from our invoice. You can also find our bank information on our website [here](#). *\*ISS/MEL/IHS students, refer to the invoice received\**
- **Online money transfer providers**: depending on your country, you may find an online provider that allows you to use your local bank card for an online transfer. Transferwise and Revolut are such known services. Please choose a reliable provider yourself, as this option differs per country. Furthermore, some banks have limits to the maximal amount you can transfer per day. You are allowed to make multiple transfers to pay all costs in order to continue your immigration case. Please always mention your student number in the reference.
- **Specialized money transfer companies**: again, depending on your country, you may find branches of Western Union, MoneyGram and others alike that can send your money safely.

Important notes:

- Remember to take the commission costs of a transfer into account. If there is an option to choose to **bear ALL commission/transfer costs**, please do so. This is because upon receipt, our bank may also deduct commission costs for receiving an international transfer.
- Consider that the EUR should receive a correct exchanged amount **in euros**.
- We **do not** accept creditcard or Paypal transactions.

## 8. Refund procedure



If you transferred money to the university bank account to show you have [sufficient financial means](#) to cover your living expenses in the Netherlands, a refund case will be opened for you around the end of August/September. The refund case will only be opened once your immigration application has been approved and completed.

Keep in mind that you need a Dutch/[SEPA](#) bank account to receive your refund. For more information, click [here](#).

MEL/IHS students please contact your faculty for your refund procedure.

Please note that we strongly advise students to bring enough money with you to sustain yourself in the first two months after arrival, since it can take some time to receive your refund because you need a Dutch bank account or another EU bank account.

*\*Please take into consideration that the bank costs have been deducted and the amount you will receive from us might be less than the amount you transferred.\**

## 8. Refund procedure



Requirements:

- Your enrolment at EUR is complete;
- You have a Dutch bank account; ([SEPA](#) bank account);
- Your study permit procedure has been approved and/or; you received an email from us about the refund procedure.

Instructions:

- Go to 'My Cases' In Osiris Student, where we will have started your refund procedure already;
- Check your refund amount in your email "Confirmation of receipt of financial means (Immigration)";
- Fill in the form according to your situation;
- Upload all the required documents for the refund procedure in Osiris Student;
- Please make sure that your name and account number are both visible on the document you upload.

In general, it takes about two weeks for the payments to be processed. Please contact us at [immigration@eur.nl](mailto:immigration@eur.nl) in case you did not receive the money in your bank account within two weeks after you submitted the refund request.

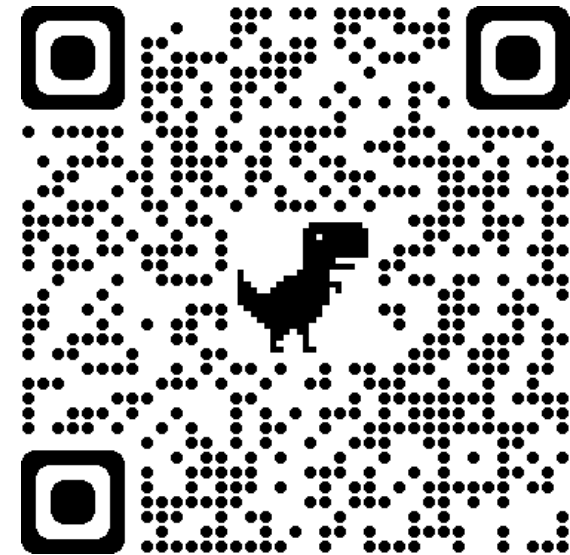


## 9. Studielink and payment method



If you transferred your tuition fee, living fee/financial means and immigration fee manually to our bank account, you will also have to indicate your payment method in Studielink in order for your enrollment to be processed correctly.\*

Please see the [link](#) for a detailed explanation or scan the QR code. For more questions, please contact the [ESSC](#).





## 10. Changes to your situation? Take action!

1. If you continue to study in the Netherlands after the expiry date (in Dutch: *geldig tot*) of your student residence permit, then you need to extend your residence permit. It is your own responsibility to start the application process in time and meet the conditions for your study residence permit. You are strongly advised to start the process **three months** before the expiration date.
2. In case of moving your [main residency](#) abroad, please contact us ([immigration@eur.nl](mailto:immigration@eur.nl)) with your student number.
3. If you decide to de-enroll/terminate your enrollment from the university, please contact us.
4. Lost or stolen residence permit, please contact us.
5. Have you completed/are you ready to complete your EUR studies, but don't feel ready to leave the Netherlands yet? Check out our ["after graduation" page](#) and the [IND page](#) for more information.

*\*Not applicable if you are an OKP scholarship student\**

# 11. Contact



Please always mention your student number, when contacting the University!

1. How can I contact (a department from) the International Office?

Please click [here](#).

2. Is there a **student help desk**? Can they help with my enrollment?

Yes, please contact the Erasmus Student Service Centre (ESSC) [here](#).

3. How can I contact the **IND** for questions?

Please click [here](#).

4. How can I contact my **faculty** for questions?

Please click [here](#).

5. Where can I ask questions for issues **after arrival**?

Please email this mail address: [orientation@eur.nl](mailto:orientation@eur.nl)

6. Where can I ask questions about housing?

Please email: [studenthousing@eur.nl](mailto:studenthousing@eur.nl)

Please also follow the Instagram page of the International Office: @internationaloffice.eur  
All upcoming events will be promoted there.

## 12. FAQ



1. Where can I find information about my visa/residence permit?  
You can find all information regarding **immigration matters** [here](#).
2. Is there a **checklist** for me to follow in preparation of my studies in Rotterdam?  
You can find a checklist [here](#).
3. Where can I find information about **life in Rotterdam** after I have arrived?  
You can find information about life in Rotterdam, the Dutch language and our educational system [here](#).
4. Do you want to know more about **orientation activities** for international students in Rotterdam?  
You can find information about orientation [here](#).
5. I want to bring my **spouse, children or another family member** with me to the Netherlands. How do I arrange their stay?  
The Immigration Office does not arrange this, you have to arrange this with the IND. How? Click [here](#).
6. I want to start a **part-time job/internship** in the Netherlands, do I need a work permit?  
Everything regarding part-time jobs and internship can be found [here](#).

## 12. FAQ



7. How can I arrange my **health insurance**?  
Please click [here](#).
  
8. How do I set up a **Dutch bank account**?  
Please click [here](#).
  
9. What is the **correct bank account of the EUR**?  
\*Not applicable for ISS students\*  
Please click [here](#).
  
10. Can I register at the **municipality** without my residence permit?  
Yes, you can register with your MVV sticker.

# Greetings from team Immigration

Thank you for your time!

We hope the information provided made the process a little clearer.

We're looking forward to seeing you and wish you a very nice day and especially time in the Netherlands and the Erasmus University Rotterdam!

Warm Regards,  
Claire, Melanie and Sophie - Team Immigration.

[immigration@eur.nl](https://twitter.com/immigration@eur.nl)

[Contact International Office](#)



We go to great lengths to ensure that, to the best of our knowledge, the information provided is current and accurate.

Although every reasonable effort is made to provide correct information, we cannot be held responsible for any changes or

inaccuracies.