

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

Index

1. What is the IND and who are we?
2. Immigration procedure: the road to your residence permit
3. Residence permit - Timeline
 - a. Residence permit: Introduction
 - b. Residence permit: Immigration procedure explained
 - c. Receiving your residence permit
 - d. Upon arrival in the Netherlands
 - e. Conditions of your residence permit
4. Exchange students
5. Example Osiris immigration case
6. Common mistakes
7. Immigration costs and financial means
8. Refund procedure
9. Studielink and payment method
10. Changes in your situation, take action!
11. Contact
12. FAQ

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 meet 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 31st 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 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](#).
- 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.

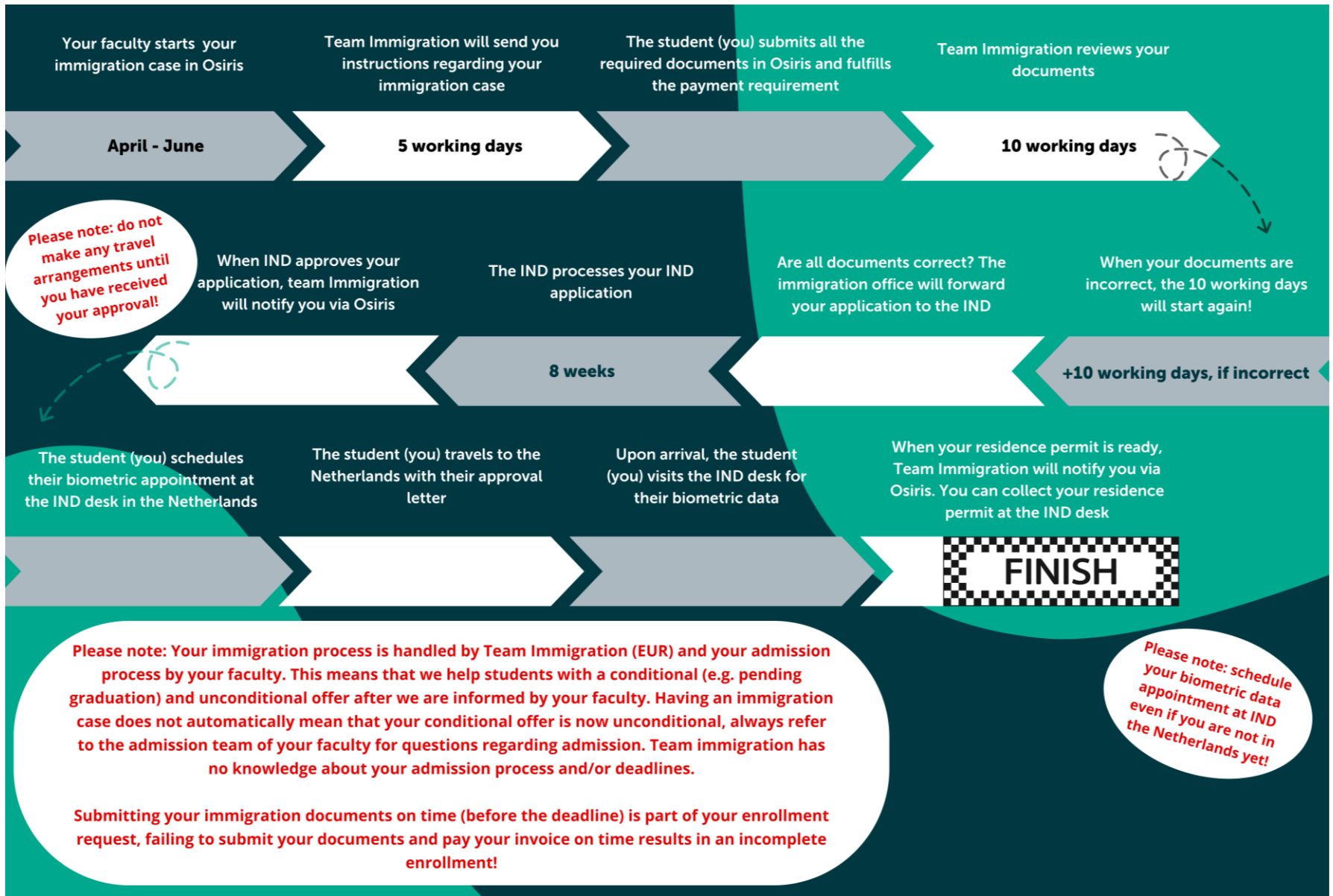
- Being registered at the city hall within 4 months upon arrival;
- Having an active enrollment at the university as a full-time student or exchange student;
- Meeting the requirements of the [Study progress monitoring](#) each academic year;*
- Providing a statement of income each academic year;
- As 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. Residence permit - Timeline



3a. Residence permit: introduction



We chose the VVR – Dutch residence permit procedure for you based on your nationality.

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.

This card is created by the IND after they have approved the application and received biometric information such as fingerprints, signature and photo from the bearer of the card (you). You will have to visit one of the IND desks in the Netherlands to submit your biometric information.

There are many different types of residence permits, but for students there is a separate residence permit for the purpose of 'study'. This residence permit allows someone to live and study in the Netherlands. Team Immigration (EUR) will apply for a residence permit at the IND on behalf of our students.

Below are some facts about the residence permit:

VVR facts

- You don't need a visa (MVV) to come to the Netherlands, but you still need to be approved by the IND before you travel to the Netherlands.
- VVR is the name for the procedure of a residence permit.
- **! Do not buy your flight ticket before receiving the approval letter of the IND !**
- When you arrive in the Netherlands you need to pick up your residence permit within 90 days.



3b. Residence permit 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 will also receive 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. Your passport needs to be valid for at least 6 months from the moment of the application. 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.
- [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.
- 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 cannot be older than 3 months.



3b. Residence permit 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 submit your documents. Incorrect documents will delay the entire process, as the 10 working days will start again after resubmitting.

4. Scheduling biometric appointment 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.

Once you received your approval letter, you can start scheduling your biometrics appointment at an IND desk in the Netherlands, to hand in a photo (will be taken there), your signature and your fingerprints and plan your travel arrangements. When the IND has your biometrics, they can start making the residence permit card with all your information.

! Please note: schedule your biometric appointment as soon as possible after you have received the approval letter, because it will be very busy in the summer period !



3b. Residence permit 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

ABO testopleiding IO (tbv testen koppelingen)
number: 50710000
created on: 9 February, 2023

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

5. 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 issue your residence permit.. If it takes longer, contact us at 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 upon arrival at an IND desk in The Netherlands.

3c. Upon arrival in the Netherlands



1. You must register in the [Municipal Personal Records Database \(BRP\)](#) in the municipality you are going to live as soon as possible after your arrival. You will need your IND approval letter. [Register at the city hall/municipality](#) or visit the 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](#), 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. 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

3d. Conditions of your residence permit



- The residence permit card is issued by the IND in the Netherlands.
- Your permit is valid for the entire study program as long as you stay enrolled at the EUR + 3 extra months as graduation gift.
- 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'll need your Dutch residence permit, if your Dutch residence permit cannot be picked up yet, you can print the IND approval letter we sent you and bring it to the registration desk.
- You should have sufficient financial means during your stay in the Netherlands. This will be checked every academic year.
- 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.

3d. 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 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.

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.

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



Form for MVV + residence permit

SAVE TEMPORARILY

Last login: 9 februari 2024

5 Study Progress Monitoring

6 End of your case

Last step, submit your immigration application

Before you submit your case, you have to make sure that all forms are printed out and signed with a physical pen by hand.

Forms signed with a digital (tablet pen) signature will NOT be accepted and your case will be sent back to you. These easily avoidable mistakes result in a delay, as your case will be put last in queue again each time you resubmit.

I declare that the forms are printed and signed with a physical pen*

Yes, I did

Thank you for uploading all your documents.

To complete your immigration case, click save. You will then return to the start page of your immigration case, where you can find the SUBMIT button in the right corner. By clicking on the submit button, your information will be sent to us. You will automatically receive an email that we have received your documents.

Kind regards,
Team Immigration.

* Mandatory field

PREVIOUS SAVE

22 Save your case at the last page.



5. Example of an immigration case in Osiris



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.

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

Documents & Forms

📄 **FORM FOR MVV + RESIDENCE PERMIT ***

Documents on form

📄 **VOORBEELD STUDENT INFORMATIE.PDF**

Last login: 9 februari 2024 ? NL I

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

28-09-2023

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 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.

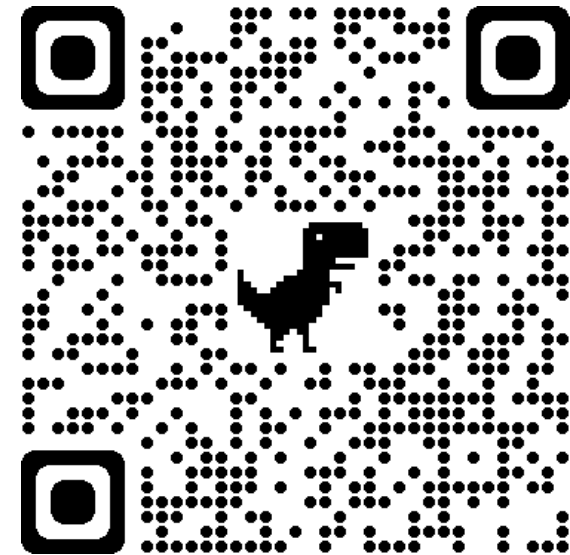
In general, it takes about two weeks for the payments to be processed. Please contact us at immigration@eur.nl in case you did not receive the money in your bank account within two weeks after you submitted the refund request.

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) 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

6. Where can I ask questions about housing?

Please email: 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, print your approval letter of the IND and take it with you with your appointment., you first need to collect your residence permit, then you can go to the municipality.

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

[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.