



The INM appointment system is temporarily suspended at the national level – Update

Impact- High

What is the change?

The National Migration Institute (INM) started its appointment program for all immigration procedures early 2022. However, this past March 15th, 2022 the INM has suspended such program due to maintenance and updates to its website without further notice nor confirmation on when it shall be back available. Given this situation, the INM was allowing the following assumptions:

01. For those processes that already have

an appointment booked, they must continue according to their assigned date and time.

02. For those who have an appointment booked, but wish to advance their appointment, they must attend in person to the INM offices with their scheduled appointment confirmation printed and documentation for the immigration process to verify such possibility.

03. For those who do not have an

appointment, foreign nationals may attend in person to request a turn and thus carry out the presentation of their procedures. However, the assignment of an appointment on-site will be at the discretion of the INM officer, taking into consideration the urgency of the immigration process. Likewise, the processes that are filed under this practice (on-site appointment) will not be resolved on the same day, so monitoring of the process will be required, as well as a second appointment for biometrics and card issuance in subsequent days/

Tax and Legal Services

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weeks, for those processes where applicable.

On March 25, 2022, the INM indicated a new instruction where they will no longer accept applications without an appointment.

What does the change mean?

The INM informed that, with this new instruction, the actions will be to assign an appointment to those foreign nationals who come in person to the INM. This appointment will be registered by the INM, but they will not share a confirmation since the system is still suspended. It will only be registered for the INM.

- **Implementation time:** INM has not confirmed the period of suspension of the appointment system. As well as the non-acceptance of applications under assumptions 1 and 2 previously listed.
- **Who has been impacted by this closure:** Foreign nationals and companies that have a pending process to file before the INM without an assigned appointment.
- **Impact on processing times:** Delays to file processes resolution times and obtaining ID cards.
- **Recommendation:** If you have any upcoming processes, inform your point of contact at Deloitte in order to be able to validate the necessary actions.

Background: The INM at the national level began assigning appointments for immigration processes at the end of 2021. As of 2022, all processes required to be filed through the appointment system. On March 15, 2022, the appointment system was suspended for maintenance and updating.

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