



### FEDASIL INFOPOINT

Rue Héger-Bordet 3, Bruxelles  
0800 32 746



### IBZ Registration / CUBE

Rue Belliard 68, Bruxelles  
(Belliard Street 68, 1040 Brussels)



### CGRS/CGRA

Rue Ernest Blerot 39, Anderlecht  
+32 2 205 53 05  
cgra-cgvs.advocate@ibz.fgov.be



### Refugee Medical Point / CROIX ROUGE / Red Cross

Boulevard de Waterloo 125, Bruxelles



### INFOLINE VLUCHTELINGENWERK VLAANDEREN

+32 222 54 411 (English, Français, Nederlands, Dari, Pashto)  
+32 222 54 421 (Russian, Ukrainian)  
Whatsapp/Telegram: +32 489 133 355  
Monday - Friday: 9.00 - 12.30



### LEGAL HELPDESK VLUCHTELINGENWERK VLAANDEREN

QUAI AU BOIS DE CONSTRUCTION 10, Bruxelles

## STARTPUNT VLUCHTELINGENWERK VLAANDEREN

### IT IS YOUR FIRST APPLICATION FOR INTERNATIONAL PROTECTION IN BELGIUM

#### REGISTRATION

On the day you apply for international protection you should be present at the registration centre (Immigration Office (IBZ), Rue Belliard 68) before 8.30am. On the busiest days, not all applicants are able to register their request for international protection. In case you cannot enter, you will receive an invitation to come back at a later specific date and time; if you do not get an invitation, you have to come back the next day (from Monday to Friday).

Once you enter the registration centre, you will first undergo a security check. You will then be asked for your basic information (name, surname, country of origin, date of birth, language you speak). **Make sure you mention the language you speak best;** this will ensure that you will have an interpreter to your mother tongue in all your further interviews. You can also ask for a male or female interpreter if you have a preference.

A picture of your face will be taken; it is for your Annex 26 (Bijlage 26), which

is your identity document in Belgium. **Check if the personal information on your Annex 26 is correct.** The IBZ officer can immediately correct the wrong information; otherwise, you will still be able to modify it during your first interview.

**Make sure you store your Annex safely and always keep it with you;** make a copy of it or keep a photo of it on your phone.

#### ACCOMMODATION

As an asylum seeker, you have the legal right to accommodation and healthcare for the entire duration of your asylum procedure. However, due to a lack of reception places,

**BELGIUM IS CURRENTLY NOT PROVIDING SINGLE MEN WITH SHELTER.**

You still have the right to a free lawyer, and free urgent medical and psychological care.

## INTERVIEWS

### IBZ interview

You will find a date on your Annex 26: that will be the date of the **first interview**.

Your first interview could take place in a few days or in a few months, depending on your case. You have the right to a free lawyer who can help you prepare for the interview, although the lawyer cannot be present during that first interview. An interpreter for the language you indicated will be present. If you encounter problems with the translation during the interview (i.e. because you do not understand the interpreter or you have the feeling that he/she does not translate your statements correctly), immediately tell this to the officer.

During this first interview, you will be asked about your identity, your travel route to Belgium and the reasons why you left your country of origin. You should

provide all documents and proof that can support your case, and tell a true and consistent story about the reasons why you have fled your country and why you cannot go back. You should also be honest about your route to Belgium.

An officer will write a report of your interview; you will be able to check it with the interpreter and change any possible mistake.

**It is very important to attend the first interview.** In case you miss it, you should alert IBZ as soon as possible and ask for a new interview date: by phone 0032/2488.80.00 or by email to one of the emails below according to the language of your Annex 26:  
NL: [asiel.interviews@ibz.fgov.be](mailto:asiel.interviews@ibz.fgov.be)  
FR: [asile.interviews@ibz.fgov.be](mailto:asile.interviews@ibz.fgov.be)

### Dublin Procedure

If your fingerprints have been taken, or if you have applied for asylum in another EU-country (including Iceland, Liechtenstein, Norway and Switzerland), or if you have a visa or residence permit in another EU-country, it is possible that Belgium will consider that it is not responsible for examining your asylum application. Your case will then fall under the Dublin Regulation.

**In this case, the date you see on your Annex 26 will be the date for your Dublin interview.** You will be asked in your first interview why you want Belgium to examine your asylum application, instead of the first EU country which is responsible

for processing your asylum application. If you are in this position, it is important that:

- you explain the reasons why you want Belgium to examine your case (e.g. inform IBZ of any family members in Belgium or in other Member States if you wish to be reunited with them; inform IBZ and bring evidence of any problem or mistreatment you experienced in other EU countries; in case of health problems, bring all medical documents and other evidence of your health condition).
- you get the support of a lawyer, who can inform you and legally support you if needed.

## ADDRESS

**In case you do not have any accommodation or address, all posts concerning your case (e.g. invitation for interview, decision) will be sent to the CGRS.**

You should check in every two weeks if there is any new post for you by telephone (02/205.53.05) or by email ([cgra-cgvs.advocate@ibz.fgov.be](mailto:cgra-cgvs.advocate@ibz.fgov.be)).

You can present yourself personally in the CGRS to check if you have received any invitations on weekdays. (Rue Ernest Blerot 39, Brussels 10:00am-11:30am / 2:30pm-3:30pm)

### CGRA/CGRS interview

If Belgium is responsible for your case, you will be invited by post to a second interview with the Commissioner General for Refugees (CGRA/CGRS). It is important to prepare for this interview with your lawyer and social assistant; this time your lawyer can attend the interview. The information will have to be true and consistent with your first interview.

**It is very important to go to this CGRS interview.** In case you cannot attend due to exceptional circumstances, you

need to inform the CGRS by letter (Ernest Bleaferrotstraat 39 1070 Brussels) no later than 15 days from the scheduled date of the interview.

### Decision

In case of a positive decision, you will get a residence permit in Belgium and you will be entitled to several rights as a beneficiary of international protection. In case of a negative decision, you can appeal the decision within 30 days with the help of a lawyer.

## IT IS NOT YOUR FIRST APPLICATION FOR INTERNATIONAL PROTECTION IN BELGIUM

If your application has been rejected and you have new elements to your case, you have the possibility to file a subsequent application.

You will go through the same registration procedure and you will receive an Annex 26 "quinquies". You will have the right to a free lawyer and free urgent medical and psychological care. You may lose your right to accommodation. However, if you are in need of accommodation, you must consult your lawyer as soon as possible to see if you can make an appeal.

### Interviews

In your IBZ interview you have to make

sure to provide **new elements that you have not provided before** (documents, proof showing change of your situation, or the situation in your country of origin). If the CGRS/CGRA accepts those new elements, your case will be deemed admissible and will be re-examined.

The CGRS will inform you about it via post; always report your address to both the IBZ and the CGRS by registered letter or in person.

You will then receive your decision via post; if your application is rejected you have the right to appeal the decision within 10 days.