

New in the Foreigners Department

Because of the increasing amount of time required to analyse applications, the Foreigners Department is adapting its policy for processing applications and welcoming citizens:

- For applications to renew an "A" residence permit and for first-time registrations in Belgium (Auderghem) with a D visa corresponding to one of the categories listed in the table below, those wishing to do so can send their documents to the Foreigners Department digitally via the [IRISbox](#) platform. The Foreigners Department will then arrange an appointment for you to complete the rest of the procedure (ordering a residence permit).

D visas concerned

Categories	
B10	
B11	
B13	
B15	
B20	
B21	
B22	
B28	
B29	
B34	

Anyone holding another type of D visa or arriving in Belgium without a visa cannot send documents in advance via Irisbox. In that case, you have to make an appointment to submit your documents at the Foreign Nationals counter.

- In general, for all procedures requiring an in-depth analysis of your file by the Foreign Nationals Department, you will be received by appointment ONLY.
- Residents' cards and sponsorships can still be issued with or without an appointment.

Appointments can be made via our website [Auderghem.be | Service Population](#), by telephone with the Foreigners Department or at the Population Department reception desk.

The service is of course available for any enquiries via etrangers@auderghem.brussels or by telephone on 02/676.48.13, preferably in the afternoon.