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# Berlin Immigration Office, Friedrich-Krause-Ufer

Landesamt für Einwanderung (LEA)

## Address

Friedrich-Krause-Ufer 24  
13353 Berlin

## Contact

Telephone: (030) 90269-4000

Fax: -

Internet: <https://www.berlin.de/einwanderung/en>

Contact form: <https://www.berlin.de/einwanderung/en>

## Barrier-free access



Elevators in the houses A and C

[Explanation of symbols \(https://service.berlin.de/hinweise/artikel.2699.php\)](https://service.berlin.de/hinweise/artikel.2699.php)

## Opening hours

Monday: 7:00 a.m. to 2:00 p.m. (by appointment only)

Tuesday: 7:00 a.m. to 2:00 p.m. (by appointment only)

Wednesday: 8:00 a.m. to 2:00 p.m. (by appointment only )

Thursday: 9:00 a.m. to 5:00 p.m. (by appointment only )

Friday: 8:00 a.m. to 12:00 p.m. (by appointment only)

## Transportation links

### S-Bahn

0.7km [S+U Westhafen](#)

S46, S41, S42

### U-Bahn

0.6km [U Amrumer Str.](#)

U9

0.8km [S+U Westhafen](#)

U9

### Bus

0.3km [Quitowstr.](#)

123, M27

0.3km [Perleberger Brücke](#)

123, 142, M27, N40

## **Additional information**

- Payments are also possible by credit card (VISA, Mastercard) and contactless via smartwatch or smartphone.
- Photo booth and copier (fees apply) are available in the cash desk area (Building A, 1st floor).

## **Payment options**

Cash payment  
girocard (with PIN)

# Electronic residence title (eAT) – Loss or theft

Your electronic residence title (eAT) has been lost or stolen?

## **Then you are obliged to do the following without delay:**

- Report the theft to the police.
- Inform the Berlin Immigration Office about the loss or theft of your eAT (in writing, by e-mail, phone or personally).
- If the electronic identity function was activated in your eAT, have it blocked. This is to protect you and to prevent any misuse of your data.

## **Blocking of the electronic identity function**

- By phone using the nationwide hotline for blocking (116 116). The hotline for blocking is accessible at all times.
- Please give the lock password. You received the lock password together with the PIN (identification code for activating the function) and the PUK (identification code for unblocking the function) by letter. The letter was sent to you before you received the eAT.
- Thereafter, please inform the Berlin Immigration Office immediately about the blockage.

If you no longer have the blocking password, you must go to your foreigners authority to have it blocked.

(If you live in Berlin: Please make an appointment with the Berlin Immigration Office using the contact form.)

## **Unblocking of the electronic identity function**

Your stolen or lost eAT card has been found or returned?

For reasons of security you cannot have your blocked eAT card unblocked by phone using the nationwide hotline for blocking. You must come personally to the Berlin Immigration Office.

Your eAT card can only be unblocked if no new one has been ordered from the German Federal Printing Office (Bundesdruckerei).

(If you live in Berlin: Please make an appointment with the Berlin Immigration Office using the contact form.)

## **Loss of the supplementary sheet (Zusatzblatt)?**

You did not lose your eAT card but the supplementary sheet (green folded card).

Then you need not inform the police or the Berlin Immigration Office and you also need not have the electronic identity function blocked.

(If you live in Berlin: The supplementary sheet can only be reissued by the Berlin Immigration Office. Please make an appointment using the contact form).

## **New electronic residence title**

You need to have your residence document renewed. Please make an appointment for a transfer of the data respectively a reissue (see section "More information").

Sie müssen sich Ihren eAT neu ausstellen lassen. Buchen Sie dazu einen Termin für einen Übertrag (siehe im Abschnitt „Weiterführende Informationen“).

## Prerequisites

- **Your electronic residence title (eAT) has been lost or stolen.**

## Documents required

- **Your passport**
  - You no longer have the blocking password? Then you must take your passport to your foreigners authority so that the eAT can be blocked.
  - If you live in Berlin: Please make an appointment with the Berlin Immigration Office using the contact form.

## Fees

No fee is charged for blocking the electronic identity function.

The fee charged for unblocking the electronic identity function amounts to EUR 6.00 for adults and EUR 3.00 for minors.

## Legal basis

- **Aufenthaltsverordnung (AufenthG) § 57a**  
([https://www.gesetze-im-internet.de/englisch\\_aufenthv/englisch\\_aufenthv.html#p0536](https://www.gesetze-im-internet.de/englisch_aufenthv/englisch_aufenthv.html#p0536))

## Average time to process request

Blockage is effected immediately, when you call using the hotline for blocking or come to the Berlin Immigration Office.

## More information

- **Transfer of a residence permit to a new passport**  
(<https://service.berlin.de/dienstleistung/121874/en/>)
- **Transfer of a permanent settlement permit or an EU long-term residence permit to a new passport**  
(<https://service.berlin.de/dienstleistung/324280/en/>)
- **Transfer of a EU Blue Card to a new passport**  
(<https://service.berlin.de/dienstleistung/326798/en/>)