

Customer service checklist of the change in Suomi.fi e-Identification

You may be aware that there will be a change in identification to public administration services with Suomi.fi e-Identification starting from **12 May 2025**. A prompt will be added to Suomi.fi e-Identification, encouraging its user to activate Suomi.fi Messages to receive electronic messages from authorities.

We have prepared a checklist for telling about this change to customers. We hope you find it helpful!

Tell about the change in identification to e-services:

What is changing and who it applies to

- “ You will be prompted to activate Suomi.fi Messages upon identification to our or another public administration organisation’s electronic service (e.g. MyTax, MyKela).
- “ The prompt will be displayed to all adults who have not yet activated Suomi.fi Messages.

When the change is happening

- “ The change will take effect on 12 May 2025.
- “ The change will be effective in all public administration e-services.

Why we are making this change

- “ We want to encourage as many people as possible to primarily receive official mail electronically.
- “ It is a change that will make things easier: official mail is quickly available in one place, wherever you are.

Show what the change looks like

You will find a picture illustrating the change on the next page.



If your organisation uses Suomi.fi Messages, tell the customer what kind of mail your organization will send them with Suomi.fi Messages.

Ask if they know about Suomi.fi Messages. If not, tell:

What Suomi.fi Messages is

- “ Suomi.fi Messages is the public administration’s secure messaging service that authorities can use to send you electronic messages.
 - “ Authorities are e.g. municipalities, wellbeing services counties and government agencies.
 - “ You may receive e.g. decisions, invoices and appointment information electronically.
 - “ These are often sensitive matters that contain personal or health information, which may not be sent by email for information security reasons.

How Suomi.fi Messages works

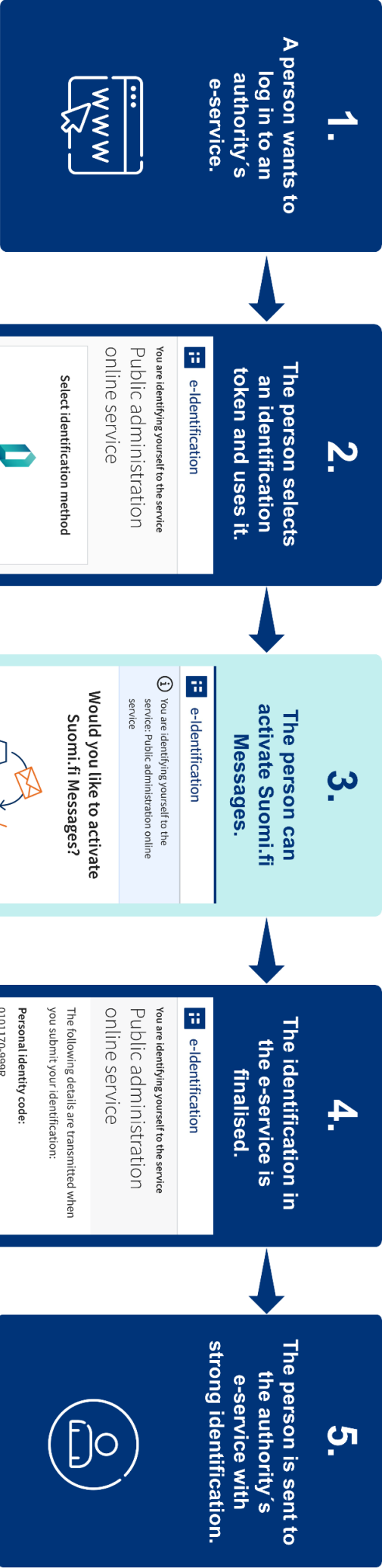
- “ You can read messages while strongly identified in the Suom.fi mobile application or in the Suomi.fi Web Service <https://suomi.fi>.
 - “ Strong identification means identification with online banking codes, a mobile ID or an identity card certificate.
- “ Suomi.fi Messages replaces paper mail. You will not receive the same information again on paper.

Who sends electronic messages

- “ When you activate Suomi.fi Messages, you will automatically receive mail from several different authorities in the service.
 - “ In other words, you do not choose each authority separately.
 - “ Not every authority sends mail with Suomi.fi Messages yet, but their number is constantly growing.



Suomi.fi



ADDITION TO IDENTIFICATION