

## Customer Service Checklist

# Changing over to electronic mail from the authorities as part of Suomi.fi e-Identification from 14 April 2026

You may be aware that there will be changes in the identification to the public administration's e-services with Suomi.fi e-Identification on **14 April 2026** when the legislation on the primacy of digital official mail enters into force. From then on, persons who to identify themselves in authorities' e-services will be directed to activate Suomi.fi Messages unless they are already using the service.

We have prepared a checklist that will help you tell about this change to customers. We hope that it will be helpful!

## Tell customers about the change in identification to e-services:

### What will change and who will be affected

- “ You will be directed to activate Suomi.fi Messages upon identification to our e-services or the e-services of other public administration organisations (e.g. MyTax, OmaKela, e-services of municipalities or wellbeing services counties). After this, you will primarily receive several authorities' decisions and other notifications electronically in Suomi.fi Messages.
- “ The change applies to adults who use public authorities' digital services.
- “ The change does not apply to
  - “ individuals who do not use the authorities' digital services
  - “ individuals without a Finnish personal identity code
  - “ individuals who have been placed under guardianship or who have a valid continuing power of attorney, and this information has been recorded in the Register of Guardianship Affairs
  - “ minors
  - “ companies.

### When the change will take place

- “ You will be directed to activate Suomi.fi Messages when you identify yourself in authorities' e-services **on or after 14 April 2026**.

### Why we are making this change

- “ It is a change that will make things easier: official mail is quickly available in one place, wherever you are.

### How to opt out of digital official communications

- “ In the Suomi.fi Messages settings, you can opt out in order to receive official mail in paper form. Alternatively, you can contact the customer service of the Digital and Population Data Services Agency (tel. +358 295 000).
- “ Changing back over to paper mail cannot be done in advance. You can change back to receiving paper mail only after Suomi.fi Messages has been activated for you after mid-April 2026.
- “ If you change back to receiving paper mail, this choice will be valid for a year. If you identify yourself again in authorities' e-services after the 365-day deadline, you will be directed to activating Suomi.fi Messages again. If you do not identify yourself in any service, you will continue to receive official mail by paper mail even after the one-year deadline.

## Show the customer what the change looks like in practice

You will find a picture illustrating the change on page three. An instruction video explaining how identification will change is also available on the page.

## Ask the customer if they already know about Suomi.fi Messages. If they do not, tell them:

### What Suomi.fi Messages is

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

### How to use Suomi.fi Messages

- “ You can read the messages when you have identified yourself with strong identification using the Suomi.fi mobile application or in the Suomi.fi Web Service at [suomi.fi/messages](https://suomi.fi/messages).
  - “ Strong identification means identification with online banking codes, a mobile ID or a certificate contained in an ID card.
- “ Suomi.fi Messages replaces paper mail. You will not receive the same information again on paper.

### Who sends messages electronically

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

**!** If your organisation uses Suomi.fi Messages, also tell the customer what kind of messages they will receive from your organisation in Suomi.fi Messages.

If your organisation sends the information to the customer in some other way, explain how they will receive the decision, invoice or other notification they are expecting.

**CHANGE IN IDENTIFICATION  
FROM 14.4.2026**

