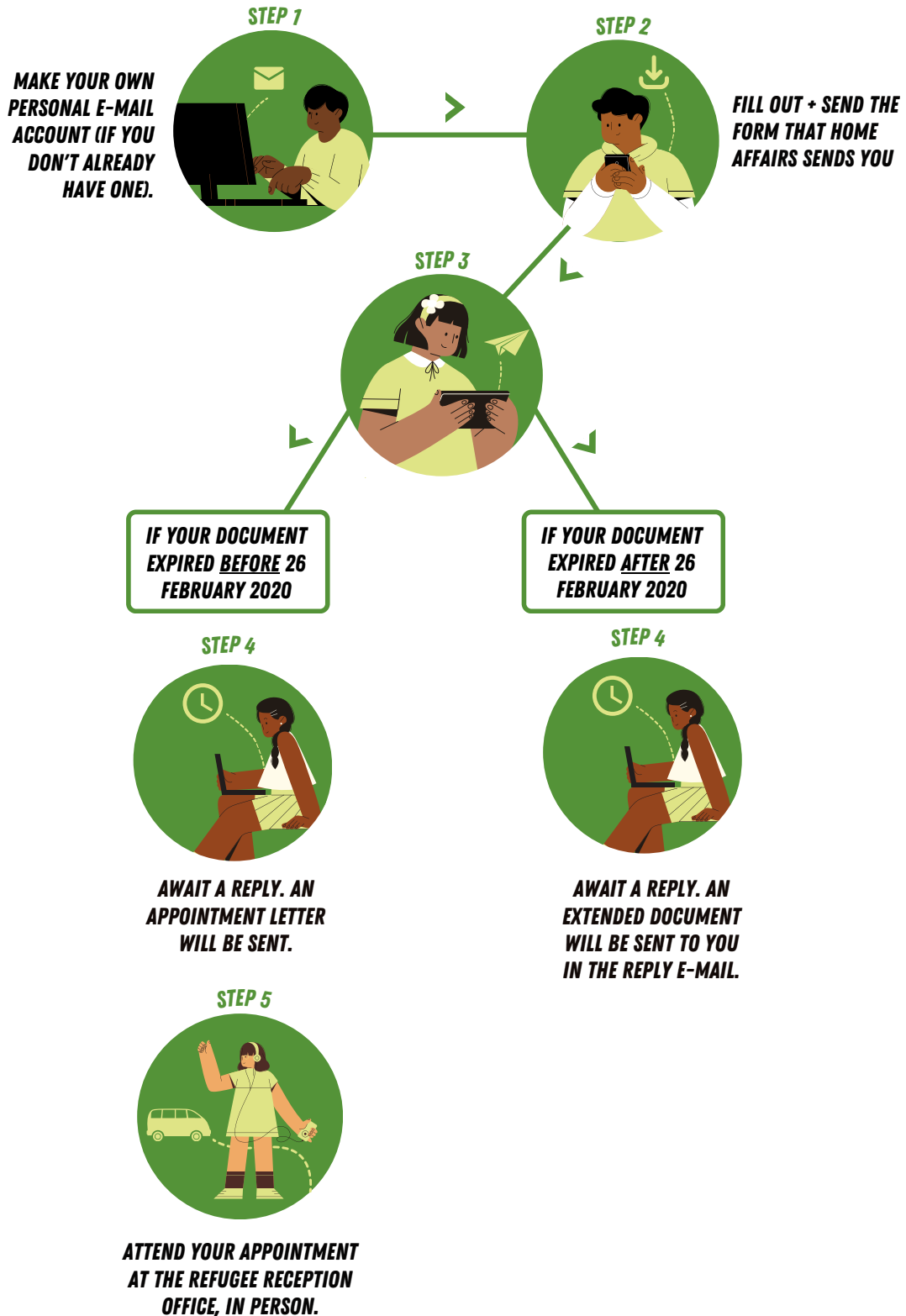


# HOW CAN I APPLY TO EXTEND MY ASYLUM / REFUGEE DOCUMENT ONLINE?

This document is to help people understand the asylum system in South Africa. Please note that this is a guide only. It is not legal advice. This information might change. Visit [www.scalabrini.org.za/information-about-asylum-in-south-africa](http://www.scalabrini.org.za/information-about-asylum-in-south-africa) for updated information. The Scalabrini Centre of Cape Town will not be held liable for action taken based on this document.



**FIND OUT MORE ABOUT THIS PROCESS BELOW**

**STEP 1 ENSURE YOU HAVE YOUR OWN EMAIL ADDRESS**



For this process, it is very important that you have your own e-mail address. If you do not have your own e-mail address, you must create one. Do not use a general e-mail address in an internet cafe or any e-mail address shared by others. It must be your own personal e-mail address. You must be able to access this e-mail account in the future, so make sure to remember your log-in details and password. Many of Home Affairs' services are now online. We recommend using the same personal e-mail account when you interact with Home Affairs.

**STEP 2 DOWNLOAD + FILL THE FORM**



To apply for an online extension of your asylum or refugee document, you must download a form. You can download the form here: [bit.ly/3tdss69](https://bit.ly/3tdss69). It is important that this form is filled out clearly and correctly. You can print this form and fill it out by hand, and then scan it or take a very clear photo of it. You can also fill it out digitally, if you prefer. It is important that you:

- Write all information clearly and make sure it is absolutely correct
- Fill out one form per person in your asylum or refugee file. This means one form for you, one for your wife or husband, and one for each child.
- Make sure to include the form and all the documents that the form requests (a copy of your current asylum or refugee document and proof of address). If you have lost your current asylum or refugee document, you must attach a commissioned affidavit stating the date the document was lost. The affidavit must also indicate a SAPS case number, where available).
- In other words, in your email, you will include: the form, your current asylum or refugee document and proof of address.
- If you have children under the age of 18, make sure that you as parent of legal caregiver, sign the form on their behalf.

**STEP 3 E-MAIL THE FORM TO THE REFUGEE RECEPTION OFFICE**

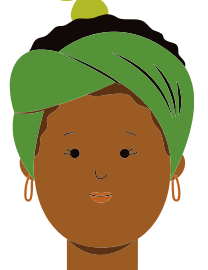


When you have filled out your form, you must attach this form, and the supporting documents, to an e-mail. You must send this e-mail from your own personal e-mail address to the e-mail address listed below. Each person's form in your file must be attached separately to your e-mail. The subject line of your email MUST be your permit number (file number) that is written on your asylum or refugee document.

|  |                                      |  |
|--|--------------------------------------|--|
| <b>ALL</b><br>REFUGEE RECEPTION<br>OFFICES | Asylum seeker documents (Section 22) | <a href="mailto:asms.extensions@dha.gov.za">asms.extensions@dha.gov.za</a> |
|  | Refugee documents (Section 24)       | <a href="mailto:asms.extensions@dha.gov.za">asms.extensions@dha.gov.za</a> |

The previous email addresses will continue to work for the foreseeable future, however clients are encouraged to move to the new one.

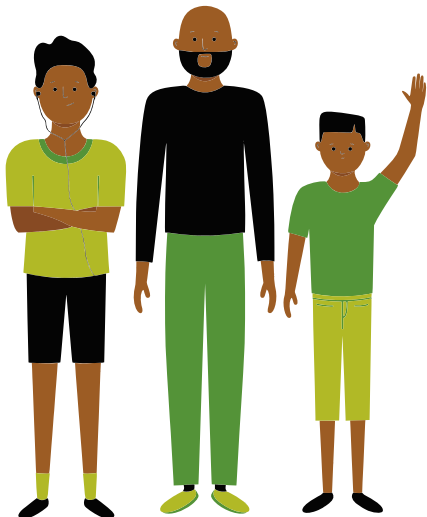
REMEMBER, THIS WHOLE ONLINE PROCESS IS **FREE OF CHARGE.**



**IF YOUR DOCUMENT  
EXPIRED AFTER 26  
FEBRUARY 2020****STEP 4****AWAIT EXTENSION**

If your refugee or asylum document expired after 26 February 2020, the Department of Home Affairs will send you a renewed asylum or refugee document by email. They will send this to the email address that you emailed them from.

- When you receive your new asylum or refugee document on email, it will be sent as an attached PDF. This PDF will be password protected.
- To open this PDF, you will need a password. The password is your file number (permit number). You need to enter your file number exactly as it is written on your asylum or refugee document to open the PDF.
- This document is a valid and legal document.
- If they need to, banks and employers can verify this document by emailing the verification email address that is written at the bottom of your renewed asylum or refugee document.

**IF YOUR DOCUMENT  
EXPIRED BEFORE 26  
FEBRUARY 2020****ONCE CONFIRMED, GO TO APPOINTMENT****STEP 4**

If your refugee or asylum document expired before 26 February 2020, the Department of Home Affairs will arrange an appointment for you.

Firstly, after you have e-mailed your form to the Refugee Reception Office, you will get an automatic email from the Department of Home Affairs explaining that you will be contacted later for an appointment.

Later, the Department of Home Affairs will send you another e-mail. This e-mail will have a letter attached to it. This is an appointment letter. In that appointment letter, it will give you a date, and a time and a location (it will be the Refugee Reception Office that you sent the e-mail to).

Because your refugee or asylum document expired before 26th February 2020, you will have to go to the Refugee Reception Office to start the process of extending your asylum document. This is not an online process.

- In order to start the process of renewing your document, you must attend your appointment at the Refugee Reception Office.
- When you go to your appointment, bring your appointment letter with you. It can be printed out, or you can show it on your phone.
- We do not know what will happen at your appointment. It depends on the status of your expired asylum or refugee document, and the reasons why it expired.
- You may face a fine process in order for the Department of Home Affairs to extend your asylum or refugee document.
- We recommend you get advice before going to your appointment.

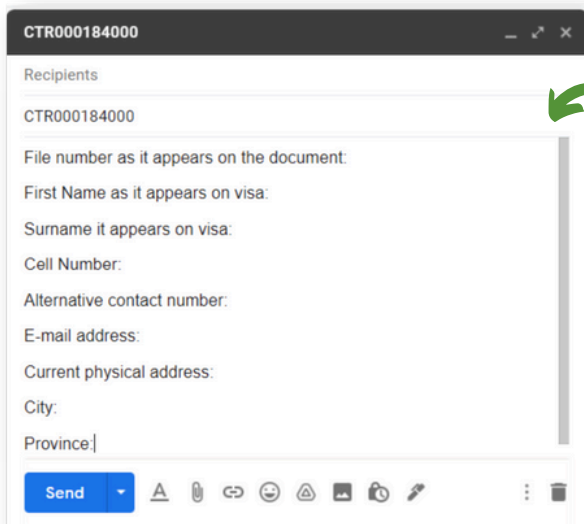
## ***I HAVE SENT MY FORM TO THE RIGHT REFUGEE RECEPTION OFFICE. HOW LONG WILL IT TAKE TO RENEW MY DOCUMENT?***

We do not know how long renewals will take. Please make sure that you check the "spam" or "junk" inbox in your e-mail. However, if you do not receive a response from the Department of Home Affairs after one month, please send an email to the following email address depending on which RRO you are dealing with:

|  |                                |
|--|--------------------------------|
| <b>CAPE TOWN REFUGEE RECEPTION OFFICE</b>                            | inquiries.ctrro@dha.gov.za     |
| <b>PRETORIA (DESMOND TUTU REFUGEE RECEPTION OFFICE)</b>              | inquiries.dtrro@dha.gov.za     |
| <b>MUSINA REFUGEE RECEPTION OFFICE</b>                               | inquiries.musinarro@dha.gov.za |
| <b>DURBAN REFUGEE RECEPTION OFFICE</b>                               | inquiries.durbanrro@dha.gov.za |
| <b>QOBERHA REFUGEE RECEPTION OFFICE</b><br>(FORMERLY PORT ELIZABETH) | inquiries.perro@dha.gov.za     |

In this e-mail, you can write that you are following up on your application to extend your refugee or asylum document. Write the date that you sent the form to them. Include your full name, permit number, and contact details. In the subject line of the email, write your permit number (file number).

### ***EXAMPLE OF WHAT YOUR E-MAIL SHOULD INCLUDE....***



CTR000184000

Recipients

CTR000184000

File number as it appears on the document:

First Name as it appears on visa:

Surname it appears on visa:

Cell Number:

Alternative contact number:

E-mail address:

Current physical address:

City:

Province:

Send

The subject line is your file number as written on your permit

Your File Number (permit number) is on asylum or refugee permit. It usually starts with three letters, and then several numbers.



We encourage all people to apply on their own and follow the process explained above. The Scalabrini Centre of Cape Town provides very limited assistance where possible to individuals accessing or applying for online Home Affairs services.

