



Global Immigration alert

November 2024

Colombia

Temporary process change amid ongoing delays in issuance of foreigner IDs

Executive summary

The Colombian authorities recently announced a suspension of appointment scheduling services on their website, impacting individuals who seek to obtain the Cédulas de Extranjería document (i.e., an ID for foreign nationals). Until online services are restored, these individuals may be able to schedule an appointment with the immigration authorities via phone.

Background

Since June 2024, foreigner ID applicants have been facing delays in obtaining this document due to several factors, including a backlog in application processing and unavailability of appointments with the immigration authorities. The delays were intensified as the staff of the immigration department went on an indefinite strike on 30 October 2024. On 29 October 2024, the authorities began issuing provisional ID documents to impacted individuals, but suspended this measure after a week.

Key developments

On 30 October 2024, the immigration department notified EY about ongoing contractual issues with the company that operates the department's online application website for foreigner IDs. Individuals will not be able to schedule appointments or track their application status online until further notice. While the immigration authorities announced that applicants may contact the department's [call center](#) for these purposes, EY has learnt that many applicants are facing issues in this process.

The authorities also announced that until further notice, individuals who have obtained a Colombian visa and seek to apply for a foreigner ID will not be subject to penalties if they do not register their visa with the Unidad Administrativa Especial Migración Colombia on time (i.e., within 15 days of issuance).

Impact on employers

Delays in receiving the foreigner ID may impact other processes that foreign nationals may need to complete, such as those related to social security, banking or relocation. Employers may review employees' situation on a case-by-case basis, keep them informed of any developments and support them with completing all required processes as soon as possible to mitigate business disruptions.

Key steps

EY will continue to monitor these developments. Should you have any questions, we encourage you to contact one of our immigration professionals.

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