

A STATE OF  
**DENMARK**

WELCOME TO  
**DENMARK!**



COPENHAGEN  
**CAPACITY**

DEN EUROPÆISKE UNION  
Den Europæiske Socialfond



Finansieret som et led i EU's reaktion  
på COVID-19-pandemien

**Vi investerer i din fremtid**



# WELCOME TO DENMARK!

Congratulations on deciding to come to Denmark! We are happy to invite you to our lovely country that has so much to offer! Being proud owners of the title “Happiest nation in the world”, we are sure you will feel very much at home.

But before you get to enjoy all the lovely things about Denmark, there are – unfortunately – a few things that need to get in order. But that will be no problem for you because we have compiled everything you need to know in this booklet! We have done this to make sure you get settled as smoothly and fast as possible.

We have compiled the necessary information you need to get all registrations and paperwork done, so you can get started on your new journey which will hopefully be as magical as an H.C. Andersen fairy tale.

We hope you find this booklet helpful – you will get to “hygge” before you know it!

## hygge

[hue-gue] **noun**

[1] A Danish word for creating a warm atmosphere and enjoying the good things in life with good people.

[2] Sweet treats and beverages are indispensable companions to the hygge experience.

[3] Refusing hygge? That's as rare as finding a unicorn sipping tea in space..

[4] Fear not, for the answer lies in simply embracing the soothing power of hygge.

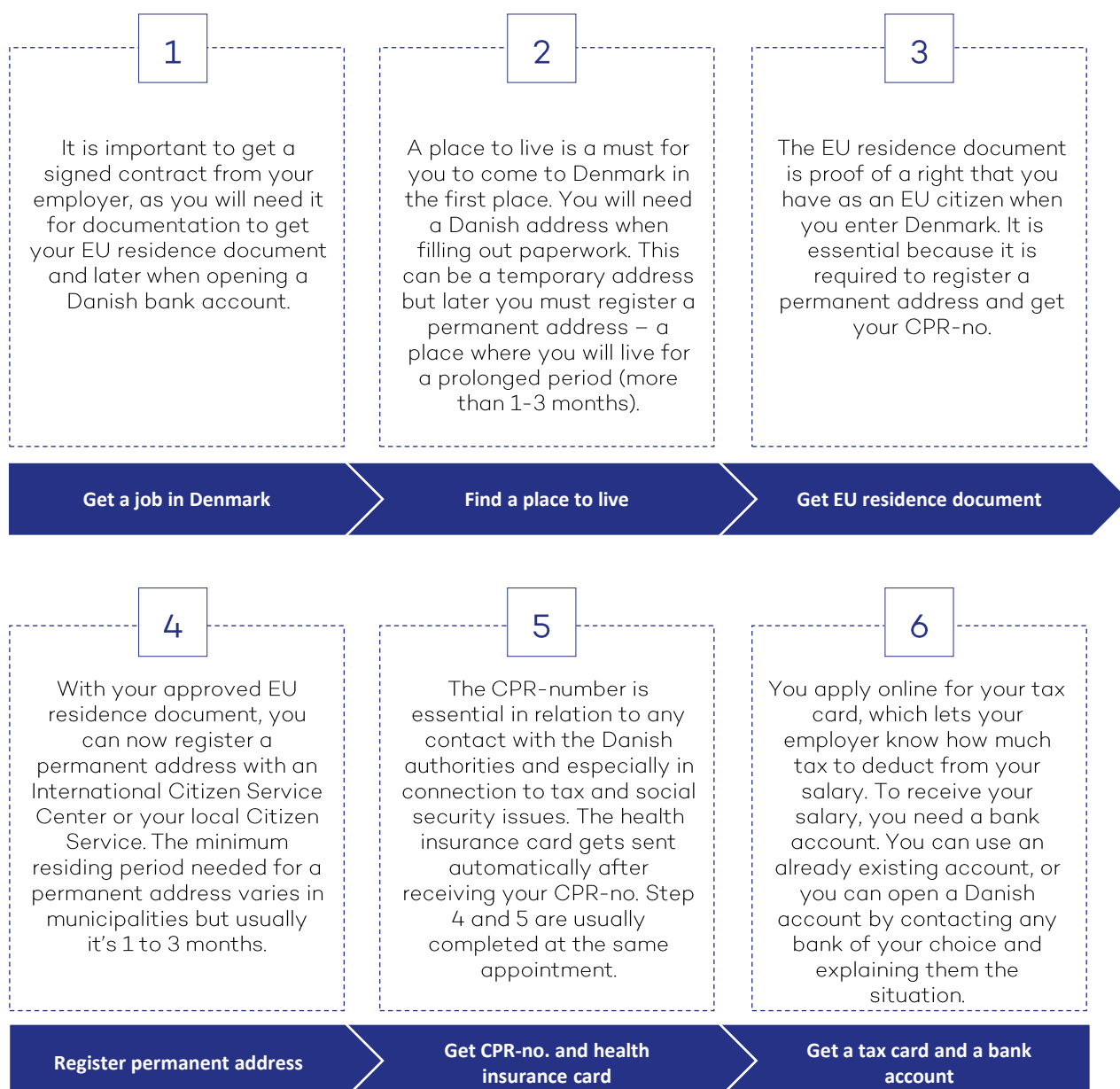
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# 1 | Overview of the process

**IMPORTANT!** The information in this Booklet is only relevant for individuals from an EU/EEA/Swiss country who come to Denmark for work.

In short, the process you must go through as an international from an EU/EEA/Swiss country coming to Denmark for work looks like this:



This Booklet will elaborate on all these steps and more in the coming sections. Use the table of contents to navigate the document for what you would like to know more about.

## Which authorities & websites should you know about?

There is plenty of help to get when coming to Denmark as an international. The most important authorities and websites to help you get settled are listed below as well as a description of how they can assist you.



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### 2.1 International Citizen Service (ICS)

There are six International Citizen Service centers in Denmark. They are geographically placed to cover the whole country. The ICS is your **main point of contact** for everything regarding paperwork, applications, and registrations. If you have any questions, doubts, or challenges you should contact ICS and they will be happy to help!

**NOTE:** the processes may vary between ICS-centers in terms of which order things must be done. Use the link to read about the process at your nearest ICS-center.

#### [INTERNATIONAL CITIZEN SERVICE](#)

If you have questions, please feel free to contact them by email or telephone. You will be able to find their contact information using the link above.

### 2.2 International House

Two of the six ICS centers are part of what is called “*International House*”, those are the ones in **Copenhagen** and **Aalborg**. It is your one-stop for registration services, to welcome you as a newcomer to Denmark. On location, **International Citizen Service** and the **Danish Agency for International Recruitment and Integration (SIRI)** gives you the comfort of a one-point entry to relevant authorities. All services are free of charge.

[International House Copenhagen](#)

[International House North Denmark](#)

## 2.3 Local Citizen Service Center

(Danish: "Borgerservice")

This is your local Citizen Service Center. Every municipality has their own. They are different from International Citizen Service, as they are used for many other purposes than helping internationals getting settled. But they might be important to you as well, depending on where you reside. Check with your nearest ICS to see whether their services is supported in your municipality.

Some of the municipalities' websites are only available in Danish, so if you find it difficult to navigate even with a translating tool, we recommend calling the municipality, as you can often book an appointment over the phone.

To find the contact information of your local municipality's Citizen Service, use the link below. Remember to choose your municipality in the drop-down window and press "OK". If they offer a self-service solution to register entry, you will get the option to do that too.

### MUNICIPALITY CONTACT INFORMATION

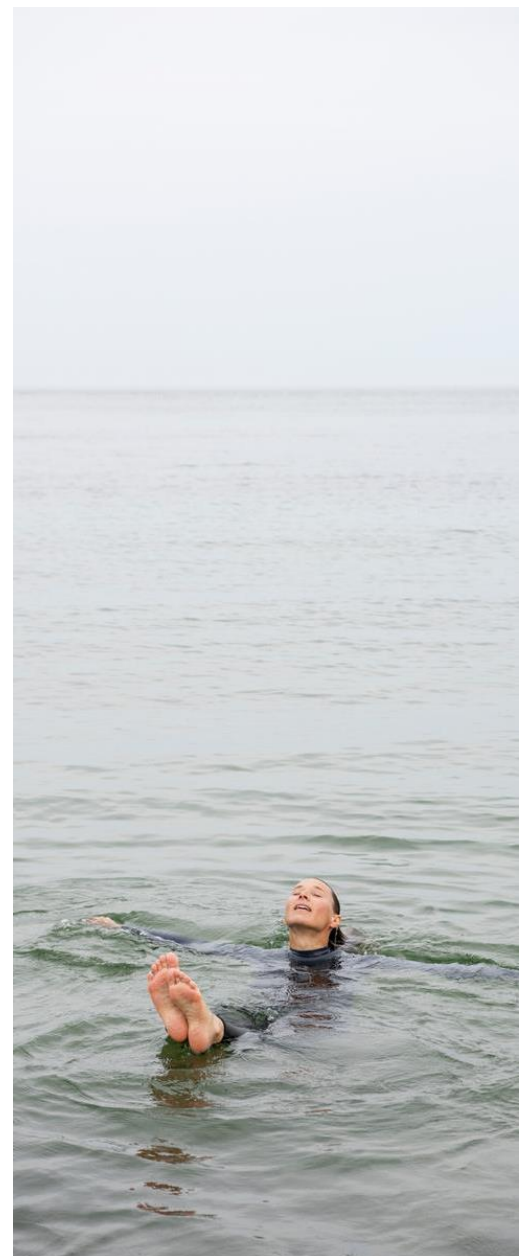
## 2.4 Lifeindenmark.dk

This is the Danish Government's official site for newcomers to Denmark offering public information and self-service related to moving, housing, working, citizenship, schools, and much more. Use this for information about everything that concerns moving to and living in Denmark. Much of the information in this document is derived from this website.

### LIFEINDENMARK.DK

They also provide a **summarized overview of the important matters** to attend to when arriving.

### WHEN YOU ARRIVE



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## Before arriving – what to do and things to consider

It is generally advised to have all your required documents in a digital format as it will make many of the processes faster. You should preferably have them in PDF format, but a scanned copy or clear picture can suffice. Make sure to have the original physical copies with you for all appointments as well!

**NOTE:** Marriage and divorce certificates and birth certificates regarding your children are only accepted in English/German/Scandinavian languages. You can ask for an international version in your home country.



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### 3.1 Prepare documentation for applications and registrations

There are multiple important applications/registrations you need to complete in the period after arriving:

1. EU residence document
2. Registering a permanent address
3. CPR-no.
4. Tax card
5. MitID (online secure login)
6. Opening a Danish bank account (NemKonto)

The processes become much easier if you make sure to have the required documents ready both in digital format (scanned copies or clear photos) and physical versions.

**Remember to bring the physical copies to your appointments, even if you uploaded them online.**

On the next page, an overview of all the documents you will need at different stages is presented. If you make sure to have them ready, you avoid getting stuck in any of the application or registration processes.

## Documentation needed at different stages in the process

### You already have access to it

- Your original passport and / or your national ID card
- Proof of your address in Denmark (e.g., rental contract (dated and signed) / payment receipt / housing documentation)
- You must also be able to show documentation for your grounds for residence as a worker. This should be either:
  - Employment contract - must be issued and signed by your employer and be dated less than 30 days before being received by SIRI
  - Declaration by employer (can be found in the application form OD1) - must be issued and signed by your employer and be dated less than 30 days before being received by SIRI

### If applicable

- Documents concerning legal custody if you are not married to your child's other parent
- Documentation for changes of name (marriage/divorce certificate, etc.)
- Birth certificates for your children
- A marriage certificate

### You get it during the process

- ☐ EU residence document
- ☐ CPR-no.
- ☐ Yellow health insurance card
- ☐ Tax card



© Daniel Rasmussen

## 3.2 Find a home

The internet is by far the most useful method for searching for housing in Denmark. It also provides the advantage of allowing you to begin your search for housing before you arrive in Denmark.

There are numerous of free as well as fee-based websites and portals that mediate housing. At the free websites, there is often high demand for the housing offered. Facebook groups and expat networks can often be great resources to finding a place to live as well.

**Follow the link to find out about housing choices, where to look, rental contracts and more.**

[\*\*HOUSING AND MOVING\*\*](#)



## Things to be aware of when looking for a home:

- Pay close attention to the terms and conditions when signing up to a housing website, especially for fee-based service, as they usually give a few days at a significant discount, and if you don't cancel your subscription within a few days, you will often get charged a significantly larger amount.
- You need to be careful of how you find a home, as you could easily fall victim to scammers. Therefore, you should strive to use trusted housing portals. Two of the most popular sites for rental property in Denmark are [Boligportal.dk](https://www.boligportal.dk) and [lejebolig.dk](https://www.lejebolig.dk).
- Some housing websites require that you have MitID (section 4.7), so these you will not be able to use before arriving in Denmark and getting your CPR-no. (section 4.3).

### 3.3 Learn about Danish culture

Denmark often comes out near the top of global surveys on livability and happiness. How can a small country with difficult weather be such a wonderful place to live?

In the link you can dive into Danish history, cuisine, traditions and much more!

[READ ABOUT DANISH CULTURE, HISTORY, CUISINE AND MORE](#)

### 3.4 Start learning Danish

Though many Danes master the English language well, we recommend you start practicing Danish as it will often be much easier for you to network, privately and professionally – Good luck! (“Held og lykke!” in Danish)

[READ MORE ABOUT DANISH LANGUAGE TRAINING](#)



© Ty Stange

You can actually start right away! We provide access to five free online modules of Danish language training, facilitated by VUC Storstrøm. Use the following link:

### **FREE ONLINE DANISH LANGUAGE TRAINING**

You don't need to make an account and you can freely use the resources which includes:

Video course modules  
within five topics

Word lists for each  
topic

Quizzes to test  
yourself after each  
lesson

## **3.5 Bring your pet**

Depending on the species of the pet and where you move from there are certain requirements that you and your pet must meet. Follow the link to read more about it:

### **HOW TO BRING YOUR PET**





## 4

## Arriving and getting settled in Denmark

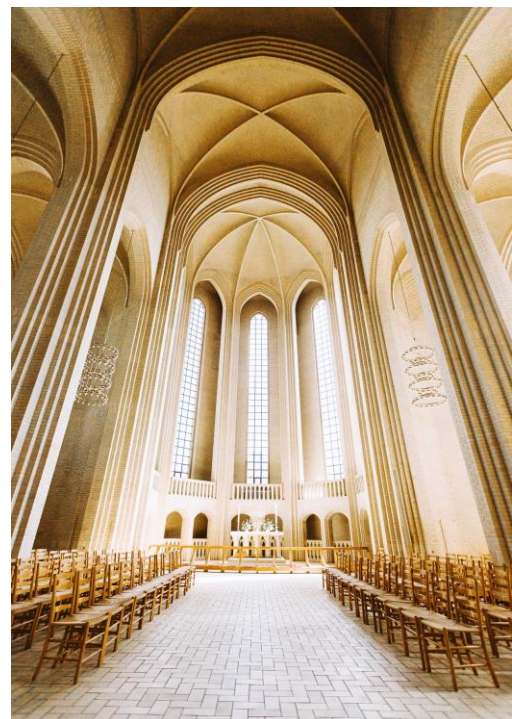
### 4.1 Get an EU residence document

EU/EEA/Swiss citizens can reside in Denmark according to special regulations and should apply for EU residence document upon arrival to Denmark at the latest. As soon as you have a signed contract with a company in Denmark, you can apply online for the EU residence document. **You will need to show up in person to finalize the application.**

The application is called **OD1** and can be filled out online here:

#### [APPLICATION FOR EU RESIDENCE DOCUMENT](#)

Click [HERE](#) to read more about how to apply and for the printable version of OD1 (if you don't want to fill out online)



© Jarvis Lawson

**You must attach ONE of the following documentation for your grounds for residence as a worker to your application:**

- a. Employment contract - must be issued and signed by your employer and be dated less than 30 days before being received by SIRI
- b. Declaration by employer (can be found in the application form OD1) - must be issued and signed by your employer and be dated less than 30 days before being received by SIRI

**Note:** that if you choose the online version, you need the required documentation in a digital format (scanned copy or clear photo is allowed).

After submitting the online form or with your filled out printed version, you need to book an appointment and show up in person at a SIRI office, which are located in Copenhagen, Odense, Aarhus, Aalborg, Esbjerg, Sønderborg, and Bornholm. **If you completed the online OD1 form, you must print and bring the receipt with you.** SIRI does not consider the application submitted until you book an appointment and show up in person.

You are required to set up an appointment before going to a SIRI office. You can do that through the link below. Remember to choose the office closest to you, as they are very far apart.

### **BOOK AN APPOINTMENT WITH SIRI TO FINALIZE APPLICATION**

**TIP:** Some ICS-centers/SIRI offices offers the opportunity to combine the issuance of the EU residence document with the issuance of your CPR-no., so you get it at the same appointment (*read more about CPR-no. in section 4.3*). Check with you nearest ICS-center to see if this is possible.



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#### **You must bring the following to your appointment with SIRI:**

- Your original passport and / or your national ID card
- A completed copy of application form OD1 or a printed receipt for submitted OD1 online form
- Grounds for residence as a worker (signed contract)

You will need the EU residence document when registering your permanent Danish address either at your nearest ICS or your local Citizen Service.

## **4.2 Find a home and register a permanent address**

Depending on the municipality, a permanent address is defined as an agreement of residence (rental, co-rental) for a period longer than 1-3 months. Usually, you rent for periods longer than 3 months so it will not be a problem, but if you want to know the legislation for your specific municipality, contact your local Citizen Service.

When you have found a permanent address, you need to register it. That can be done either at you nearest ICS or with your local Citizen Service. You will need to bring:

- Proof of your address (e.g., rental contract (dated and signed) / payment receipt / housing documentation)
- The EU residence document

Registering your permanent address is essentially the process that grants you your CPR-no. and health insurance card (the “yellow card”). The next sections explains that in more detail.



### 4.3 Apply for a CPR-number (civil registration number)

In Denmark, each person has a civil registration number, which is called a CPR number. CPR stands for Central Person Register. The CPR number is essential in relation to any contact with the Danish authorities and especially in connection to tax and social security issues. You must apply for a CPR-no. if you plan to stay in Denmark for more than 3 months and when you have found a permanent address.

**IMPORTANT:**

- You must have a signed contract for a permanent address to apply for a CPR-number.
- The application process may vary between municipalities, so check with your nearest ICS-center [HERE](#) to see how to proceed.

**How to get your CPR-no.:**

**1.** You book an appointment with your nearest ICS or local Citizen Service and show up in person with the documentation listed below. Some municipalities offer a self-service solution for applying online before making the appointment, and others require you to make an appointment and bring all documentation.

**NOTE:** even if applying online, you must still bring the physical copies for your appointment!

**2. If your ICS or local citizen service offers it:** you can apply for a CPR-no. online before showing up to your appointment for your EU residence document and get your CPR-no. at the same appointment (*it requires that you have a signed contract for a permanent address*).

Documents you need to apply for a CPR-number:	
1. In all cases:	2. If applicable:
<ul style="list-style-type: none"><li>• EU residence document (<i>not always necessary if applying online but must be brought for the appointment</i>).</li></ul>	<ul style="list-style-type: none"><li>• Documents concerning legal custody if you are not married to your child's other parent.</li></ul>
<ul style="list-style-type: none"><li>• Passport or personal ID.</li></ul>	<ul style="list-style-type: none"><li>• Documentation for changes of name (<i>marriage/divorce certificate, etc.</i>).</li></ul>
<ul style="list-style-type: none"><li>• Proof of your address in Denmark (<i>e.g., rental contract (dated and signed) / payment receipt / housing documentation</i>).</li></ul>	<ul style="list-style-type: none"><li>• Birth certificates for your children.</li><li>• A marriage certificate.</li><li>• If you are moving to Denmark from another Nordic country: your social security number from the country, you are moving from.</li></ul>



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## 4.4 Get a health insurance card – “the yellow card”

### *In Danish – “sundhedskort”*

The health insurance card is documentation that you are entitled to the services offered under the national health insurance scheme. The basic principle of the Danish welfare system is that all citizens have equal rights to social security. The majority of healthcare services are financed by general taxes and mainly provided free of charge.

The health insurance card is issued when you register for a CPR number with Citizen Service in your municipality or with International Citizen Service.

Approximately two to three weeks after you have registered for your CPR number, your national health insurance card will be sent to your Danish address. The card will show your name, address, your CPR number, and the name and address of your doctor (general practitioner).

### **The Danish Public Healthcare Insurance Scheme**

*(Not necessarily an exhaustive list)*

COVERS	DOES NOT COVER
<ul style="list-style-type: none"> <li>• GP visits and access to primary medical care</li> <li>• Specialist care if referred by GP</li> <li>• 24/7 emergency care and medical assistance</li> <li>• Treatment at hospitals, including surgery and recovery</li> <li>• Home nursing and home visits from a healthcare professional</li> </ul>	<ul style="list-style-type: none"> <li>• Medicines (some are subsidized)</li> <li>• Dental care (free for minors under 18 years)</li> <li>• Opticians</li> <li>• Elective cosmetic surgery</li> <li>• Fertility treatment (subsidies may be available)</li> <li>• Psychiatric treatment (subsidies may be available with a referral)</li> <li>• Physiotherapy</li> <li>• Other non-medical or alternative treatments</li> </ul>

Children are covered by the health insurance scheme together with their mother or father until they reach the age of 15, at which point they are insured independently of their parents.



It is recommended that you always carry the yellow health insurance card with you as it is required in many situations, and for the vast majority it is your only ID-card with your name, address and Danish CPR-no.

[READ MORE ABOUT THE HEALTH INSURANCE CARD](#)

## **4.5 General practitioner – your family doctor**

Once you are registered in the Civil Registration System, you will be appointed a general practitioner (GP) in your area, you can contact if you fall ill. Your general practitioner will also handle prescriptions, vaccinations, certain types of contraception, and will also assist you regarding disease prevention. You will need to make an appointment before going to see your practitioner.

**Contacting and seeing them is free of charge.**

[READ MORE ABOUT HEALTHCARE](#)

## **4.6 Get a tax card and bank account**

### **4.6.1 Tax card**

In Danish, tax card is called “skattekort”. This application is processed by the Danish Tax Agency (“Skattestyrelsen”).

For your employer to know how much tax to deduct from your salary, you will need a tax card. A tax card contains information about your withholding tax rate, tax deductions and allowances. If you fail to register for a tax card, you will be subject to a 55% income tax rate!

Follow the link below to apply for a tax card (*don't apply until there is less than 30 days before your first day at your new job*):

[TAX CARD ONLINE APPLICATION FORM](#)

Please note that the tax card is in electronic form.

[READ MORE ABOUT TAX AND THE TAX CARD](#)

## 4.6.2 Bank account

**After you have obtained your tax card (“Skattekort”), you can now open a bank account:**

**NOTE:** As an EU-citizen you are not required to open an account with a Danish bank.

To open a Danish bank account, you just need to contact a bank of your own choice. There are many banks in Denmark, and some only operate locally (in terms of physical locations). However, most banks have very well-functioning online services/platforms (you need MitID to use online bank services, read more in section 4.7).

[If you don't know where to start, click here for a list of the major Danish banks](#)

**You can only open a bank account with a Danish bank once you have obtained your CPR-number.** The bank will typically want to see:

Your passport/national ID card

An employment contract

Your yellow health card (or the letter you received from Citizen Service or ICS when you registered for the CPR number indicating your CPR number and your Danish address).



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## 4.6.3 Getting your NemKonto

All citizens in Denmark are required to have a NemKonto to receive payments from public authorities. It is just a normal account that you assign as your NemKonto. All payments from public authorities will be transferred directly to this account. We suggest that you tell the employee that handles setting up your bank account that you want it to be your NemKonto as well.

It is possible to assign your foreign bank account as your NemKonto, if you are not planning on getting a Danish bank account. You can do that online here:

**[ASSIGN FOREIGN ACCOUNT AS NEMKONTO](#)**  
**[\(MITID IS RECOMMENDED\)](#)**



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## 4.7 Essential digital services (MitID & Digital Post)

### 4.7.1 Getting your MitID

MitID is a common secure login on the Internet, whether you are doing your online banking, finding out information from the public authorities or engaging with one of the many businesses that use MitID.

You can obtain MitID when you: have a Danish CPR number, have reached the age of 15, and are able to meet ID requirements.

**As a newcomer to Denmark, there are two ways of getting MitID:**

1. By scanning your passport or ID card in the MitID app.

[GUIDE ON HOW TO GET MITID WITH YOUR PASSPORT](#)



Your passport will have this symbol on the front, if it is equipped with a chip to use the self-service solution.

2. By contacting your local Citizen Service (*ICS may also offer this service*).

[HERE YOU CAN SEE WHAT YOU NEED TO BRING TO OBTAIN MITID:](#)

[READ MORE ABOUT MITID HERE](#)

### 4.7.2 Read your digital post

If you have a Danish CPR number, you automatically receive Digital Post from public authorities. That means that you receive most post from public authorities in your “digital mailbox” and not as a paper letter. The video in the link below provides an introduction to the digitalization of the contact between citizens in Denmark and Danish authorities.

[VIDEO “WELCOME TO DIGITAL DENMARK”](#)

Digital Post includes any letters from hospital, pension statements, information about state education support (SU), changes to housing benefits, replies to applications for childcare, letters from the Danish Tax and Customs Administration (SKAT), etc.



Please note that not all post from public authorities can be sent digitally. Therefore, you still need to check your regular mail (letters in your physical mailbox).

[READ MORE ABOUT DIGITAL POST](#)

## 4.8 Exchange your driver's license

For driving licenses issued in the Faroe Islands, in an EU country or an EEA country (Iceland, Norway and Lichtenstein) **an exchange is not required**, and you are allowed to drive the same types of vehicles in Denmark as you are according to your valid driving license from the issuing country.

If you'd like to exchange to a Danish driver's license, you can use the below link to get started. **You are not required to complete a driving test in connection with the exchange.**

[HOW TO EXCHANGE TO OR OBTAIN A DANISH DRIVER'S LICENCE](#)



## Coming to Denmark with a partner or as a family

### 5.1 Bring your family

As an EU/EAA/Swiss citizen with grounds for residence as a worker, your spouse, cohabiting partner, and child can apply for residence as a family member through derived rights. Derived right means that the right to residence as a family member does not constitute independent grounds for residence but is instead a right which is derived from the person who has got a job in Denmark. This means that any change in grounds for residence for the person with a job affects all family members. For instance, if you become unemployed and therefore lose grounds for residence as a worker, your family members lose their grounds for residence too.

Your spouse, cohabiting partner or child must also fill out their own application for EU residence, [the OD1 form](#). Here they must indicate that they apply as an accompanying family member.

Use the link below to read about the application process in more detail. It will tell you what documentation you need, how to apply, and how to finalize the application.

[APPLYING FOR EU RESIDENCE AS A FAMILY MEMBER TO AN EU CITIZEN](#)

### 5.2 Sign up for childcare

All children in Denmark are guaranteed a place in a childcare institution. Almost all Danish families use child daycare. Options for childcare consist of day nurseries for children 0-3 years old, kindergartens for children 3-6 years old, and pre-school/after school centers for children 6-10 years old. In addition, there is the option of local childcare, in which children are cared for in private homes.

**NOTE:** Childcare in the form of daycare and kindergarten is NOT FREE. The prices vary between municipalities but expect approx. 2500-4500DKK/month for daycare (0-3 years) and 1500-3000DKK/month for kindergarten (3-6 years). You get discounts, if you have multiple children in daycare or kindergarten. School is free in Denmark, unless you opt for a private school.

[CHILDCARE FACILITIES FOR YOUNG CHILDREN](#)

## 5.3 Find out about schools

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Children in Denmark receive 10 years of compulsory education starting in August in the year in which the child turns six years old. This primary and lower secondary education consists of a one-year pre-school class, nine years of primary and lower secondary education, and an optional tenth form. The public school system in Denmark provides a high level of education – around 80-85% of all children attend public schools in Denmark.

Have a look into the framework of primary schools in Denmark:

### **PRIMARY SCHOOL FRAMEWORK IN DENMARK**

Most international schools in Denmark are private. That means you will have to pay a monthly fee. As of today, there are only two public international primary schools which were established in 2018 and 2020. Lolland International School in Lolland municipality and European School Copenhagen in Copenhagen municipality. They both offers nursery-, primary-, and lower secondary classes (0-9<sup>th</sup> grade) while only European School Copenhagen offers upper secondary education (10-12<sup>th</sup> grade/highschool/gymnasium)

### **EUROPEAN SCHOOL COPENHAGEN**

### **LOLLAND INTERNATIONAL SCHOOL**

To find a list of all international schools (private) in Denmark click the link below:

### **INTERNATIONAL PRIVATE BASIC SCHOOLS IN DENMARK**



## 6

## Medical help and law enforcement (police)

### 6.1 Life-threatening emergency – 112

In the event of life-threatening or serious injury or illness, please call **1-1-2** immediately!

**1-1-2** answers 24/7.

You call this number if you or others need **acute help from the police, an ambulance, or the fire department**.

It is free to use this service. It will not cost you anything even if you're brought to the hospital for treatment.

### 6.2 Non-life-threatening emergency services

If you experience an emergency that is not life-threatening, you call your general practitioner. However, they usually close on weekdays around 16.00 and they are almost always closed in the weekends and on national holidays.

It is not common practice to show up at your local hospital or emergency room without prior notice, as they are usually very busy. Therefore, when outside your own doctor's opening hours, you have the option to call the Emergency Doctor Service.

#### 6.2.1 Emergency Doctor Service

In the event of injury or illness that is not life-threatening, please call the Emergency Doctor Service. This is also used for urgent need for psychiatric help.

Here, a doctor will consult you over the phone to determine if you need to get further treatment. The line is open on weekdays between 16.00-08.00 and around the clock on weekends and national holidays. You will not always get through immediately, and you might have to wait in queue for anywhere between 5 minutes to an hour. There are different phone numbers depending on where in the country you need assistance. They are as follows:

Region	<u>Capital</u>	<u>Zealand</u>	<u>Southern Denmark</u>	<u>North Jutland</u>	<u>Mid Jutland</u>
Phone	1813	1818	70 11 07 07	70 15 03 00	70 11 31 31

## 6.3 Police Department – 114

1-1-4 is the direct service number for the police throughout the country. You should call 114 if your enquiry is not urgent.

If you need acute help from the police, you should call 1-1-2!

### When should you call 114?

1. Reporting crimes that do not require an urgent police response
2. You need advice, for example on how a case is proceeding, parking rules, traffic regulations, etc.
3. You want to pass on information or tips to the police
4. You have a general query for the police

More information can be found on the Police's official website:

[\*\*POLICE OFFICIAL WEBSITE\*\*](#)



# A STATE OF DENMARK

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COPENHAGEN  
CAPACITY

DEN EUROPÆISKE UNION  
Den Europæiske Socialfond



Finansieret som et led i EU's reaktion  
på COVID-19-pandemien

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**Vi investerer i din fremtid**

