

Service description: incomes register chat / ask in chat

In the Incomes Register Chat,

- you can get an answer to your question without queueing and without paying for call time;
- you can chat alone with an agent, in writing, over a secure connection;
- you can use the service on a computer, tablet and mobile devices; and
- you can use your name or a nickname, as you do not need to identify yourself in the service.

The Chat window is displayed only on those pages of incomesregister.fi that deal with the subjects for which we provide advice.

For privacy protection reasons, we are unable to give personal advice requiring identification.

Service promise

We are open on weekdays from 9 a.m. to 4:15 p.m. We will respond within around two minutes. You may conduct business in Finnish, Swedish or English.

Our answer will be based only on the information you have provided during the chat discussion.

If you decide to use the answer at a later date, please note that the answer was based on the legislation and judicial practice of the time at which it was given.