

## Pick up identity card / passport / eID card

Would you like to collect your ID card / passport / eID card? Find out more here.

Please continue to book an appointment for documents that you have applied for at BSC-Mitte. You no longer need an appointment for documents that you applied for at BSC-Stresemannstraße or BSC-Nord.

### Competent Department

- [BürgerServiceCenter-Mitte](#)
- [BürgerServiceCenter-Nord](#)
- [BürgerServiceCenter-Stresemannstraße](#)
- [Bürgeramt](#)

### Basic information

The ID document must be collected from the BürgerServiceCenter where it was applied for.

Please continue to book an appointment for documents that you have applied for at the BSC-Mitte. For documents that you applied for at BSC-Stresemannstraße or BSC-Nord, the new documents will be collected from the document issue box. If you are unable to collect your documents from the document issue box, you can collect them from BSC-Stresemannstraße or BSC-Nord without booking an appointment. You will find more information, including opening hours, on the collection slips that you receive when you apply for your ID card or passport.

You can view the processing status of your ID card, passport or eID card using the serial number given on your collection slip (see "Further information" - "Online service" - Status request for processing ID documents").

If you are unable to retrieve the processing status, you can collect your document no later than 6 weeks after submitting your application.

### Requirements

- The requested ID document must be ready for collection.
- For collection at the document issue box:

- Receive an SMS notification that the document is ready for collection in the document issue box.
- Receipt of your personal pin code, which you received with the SMS notification.
- You will need your cell phone number to which an SMS with your personal pin code was sent.
- For collection with an appointment:
  - If you appoint another person to collect your vehicle, please remember to give this person the old ID document and issue a special power of attorney for the collection. You can find the power of attorney here under "Forms".
  - The authorized person must also be able to identify themselves.
  - A power of attorney cannot be issued to a third party if it has been agreed that the PIN letter will be sent to the ID card authority or if the applicant has not received a PIN letter. In these cases, the applicant must appear in person at the ID card authority.
  - In the case of children under the age of 16, a legal representative may collect the ID card alone, without the other person's power of attorney. The same applies when collecting a passport for children under the age of 18.
  - Children aged 16 and over can and must collect their ID card or eID card themselves. They can only be handed over to another person, including a legal representative, with a special authorization to collect (see under "Forms").
  - In the case of children under the age of 16, a legal representative must also grant the child a special authorization to collect an ID card if the child is collecting it alone. The same applies to the collection of a passport for children under the age of 18.

## What documents do I need?

- For the collection of an identity card or passport:
  - old identity card/passport/child's passport, which is validated before the new document is issued
- For the collection of an eID card:
  - a valid passport or identity card or an identity card of an EU state or another state of the European Economic Area
- if necessary, a power of attorney to collect

Please refer to the information under "Prerequisites".

## Procedure

If you should move in the future, it is necessary to change the address on the identity card or the place of residence in the passport.

## Legal bases

- [Personalausweisgesetz](#)

- [Passgesetz](#)
- [eID-Karte-Gesetz](#)

## **What are the costs?**

gebührenfrei