

## Questions & Answers

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### Certificate of Entitlement to the Right of Abode

#### **1. How many working days does it take to process the “Certificate of Entitlement to the Right of Abode”?**

Ans: The processing time is 30 working days after the day on which this bureau has received all required documents from the applicant (exclusive of the day of receipt of required documents).

#### **2. If my application for the “Certificate of Entitlement to the Right of Abode” is approved, when should I come to Identification Services Bureau to apply for the Macao SAR Resident Identity Card?**

Ans: Applicants are advised to collect the “Certificate of Entitlement to the Right of Abode” within six months from the date of issuance, and lodge the application of the Macao SAR Resident Identity card as soon as possible.

### Macao SAR Resident Identity Card

#### **1. Under what circumstances do cardholders need to replace their Macao SAR Resident Identity Card?**

Ans: 1) Applicants can renew their Macao SAR resident identity card which will expire in less than 6 months or has expired. If the validity period of the electronic identity card is "-----" (i.e. permanently valid), there is no need to replace the card;

2) Changes of personal information, such as first and last name, parents’ name, date of birth or place of birth;

3) Status changed from Non-Permanent Resident to Permanent Resident

4) Damage or loss

Besides aforesaid circumstances, applicants can submit a request for replacement to the Director of the Identification Services Bureau for approval with other appropriate reasons. However, application can only be lodged upon approval.

#### **2. Is it possible to enter/exit the frontier of the Macao SAR to mainland China by presenting my application receipt of the Macao SAR Resident Identity Card?**

Ans: Yes. Under the circumstances of first-time application or loss of Macao SAR Resident Identity Card, the applicant can enter/exit the Macao SAR frontier by holding the application receipt along with a valid document for entering the destination (such as Home Return Permit); Under the circumstances of replacement or renewal of identity card, the applicant can enter/exit the frontier by holding the former identity card until it is voided on the collection day of the new card. The applicant is also advised to bring along the receipt in case it is needed.

#### **3. Is it possible to enter Hong Kong by presenting my application receipt of the Macao SAR**

### **Resident Identity Card?**

Ans: No, it is not possible. If necessary, applicants can enter Hong Kong with a “Visit Permit for Residents of Macao SAR to Hong Kong SAR”.

### **4. What are the formalities for the replacement of Macao SAR Identity Card due to loss?**

Ans: **Procedure for replacing the Macao SAR Resident Identity Card due to loss in Macao**

Applicants should first report the loss to the Macao Public Security Police Force. After that, they can apply for the replacement of the Macao SAR Resident Identity Card in person at the Identification Services Bureau with the loss report that clearly states the holder’s name, type of identity card and identity card number.

### **Procedure for replacing the Macao SAR Resident Identity Card due to loss in Hong Kong**

- (1) Applicant should report the loss to the Hong Kong Police and obtain a loss report that clearly states the holder’s name, type of identity card and identity card number.
- (2) If the applicant does not have any other document for departure may go directly to the Immigration Control Points in Hong Kong to go through the formalities for declaring the loss of document and departure clearance. For the locations of immigration control points in Hong Kong, please visit the website of the Hong Kong Immigration Department at [https://www.immd.gov.hk/hkt/contactus/control\\_points.html](https://www.immd.gov.hk/hkt/contactus/control_points.html).
- (3) Applicants can apply for the replacement of the Macao SAR Resident Identity Card in person at the Identification Services Bureau with the loss report after coming back to Macao.

### **Procedure for replacing the identity card and the Home Visit Permit in mainland China**

- (1) Applicant must report the loss to the local Public Security Bureau Office and obtain a loss report that clearly states the holder’s name, type of identity card and identity card number.
- (2) Applicant can apply for a single-use Entry-Exit Permit of the People’s Republic of China in one of the following ways:
  - Applying at the local public security authority (e.g. Entry-Exit Administrative Division of Zhuhai Municipal Public Security Bureau). Other necessary identification documents are required for making the application (e.g. SAR passport, driving license, etc). The approving authorities will approach this Bureau to verify the applicant’s identity by fax for those who are not able to provide their identification documents.

*Entry-Exit Administrative Division of Zhuhai Municipal Public Security Bureau*  
Address: 493, Xianghua Road, Xiangzhou District, Zhuhai  
Hotline: 0085-756-8640510
  - Authorizing the China Travel Service (Macao) Limited to lodge the application at the Visa Office of the Guangdong Provincial Public Security Department on behalf of the applicant. Loss report and other necessary identification documents are required for making the application. Identity verification will be conducted by the Visa Office of the Guangdong Provincial Public Security Department in Zhuhai via computer system for those who are not able to provide their identification documents.

*China Travel Service (Macao) Limited*  
Address: Room 2115, 2 Floor, Arrival Hall at the right side of the Joint Inspection Building of the Gongbei Port (Before crossing the immigration counters)  
Hotlines: 0086-15384343117; (00853)66601117
- (3) Applicant should apply for replacing the Macao SAR Resident Identity Card in person at the Identification Services Bureau with the loss report after coming back to Macao.

### **Procedure for replacing the Macao SAR Resident Identity Card lost abroad**

- (1) Applicant should report the loss to the local police and obtain a loss report that clearly states the holder's name, type of identity card and identity card number.
- (2) Applicants can apply for replacing the Macao SAR Resident Identity Card at the Identification Services Bureau in person with the loss report after returning to Macao. If the loss report is not written in one of the official languages of the Macao SAR, its translation should be provided.

Note: If there is an urgent need for application, please proceed to DSI for enquiries during office hours or call DSI enquiry hotline 28370777.

**5. What should cardholders do if they found their lost Macao SAR Resident Identity Card after lodging the application for replacing the lost ID card?**

Ans: After the lost ID card is found, the cardholder has to present it to DSI and apply for refund if needed. If the production of the new ID card has not yet started, the cardholder can apply for refund of the entire fee, including application fee and the additional fee for document loss. If the ID card is completed and has not been collected yet, the cardholder can apply for refund of the additional fee only. Moreover, the cardholder cannot be returned the fee in cash at DSI if the request for refund is not made to DSI in the same week of lodging the replacement application. In this case, the cardholder has to wait for DSI's notification to collect a statement which is issued by the Finance Services Bureau for the cardholder to cash at bank. Please note that the refund process takes time.

**6. Does a Macao SAR Non-permanent Resident Identity card holder automatically acquire the status of Macao SAR permanent resident if the holder has resided in Macao for 7 consecutive years?**

Ans: No, he/she does not. The holder must make the application in person at the Identification Services Bureau.

**7. Can a non-local worker become a Macao SAR permanent resident if he/she has stayed in Macao for 7 consecutive years?**

Ans: No, he/she cannot. Persons who stay in Macao as a non-local worker are not considered as ordinarily residing in Macao.

**8. Is it possible to authorize a representative to apply for the Macao SAR Resident Identity card?**

Ans: No, it is not possible. Applicants must apply for the Macao SAR Resident Identity card in person at the Identification Services Bureau. However, if the applicant is not able to come to the Identification Services Bureau in person, the applicant or his/her relatives can request for an external service by addressing a letter to the Identification Services Bureau for approval. This service is limited to Macao only and the service charge is MOP120.

**9. If parents cannot accompany their underage child to the Identification Services Bureau to apply for the Macao SAR Resident Identity Card, can they authorize another person to accompany their child to the Identification Services Bureau for lodging the application?**

Ans: Yes, they can. The applicant's parents have to submit a written request to this Bureau clearly stating the reason why they cannot accompany their child to lodge the application. In addition, the parents must provide this Bureau with an authorization letter which is signed according to their Macao SAR Resident Identity Card, proof of not being able to accompany their child to submit the application and photocopies of the Macao SAR Resident Identity Card of the applicant, parents and the authorized person. This Bureau will examine the application and reply the applicant in ten working days. For applicants who have an urgent need for speeding up the process under special circumstances (e.g. to visit relatives who is in critical conditions or to seek medical treatment overseas), this Bureau will

handle the application depending on the situation.

**10. What are the procedures for collecting the Macao SAR Resident Identity Card?**

Ans.: The applicant can collect the document in person or by an authorized person. To authorize a representative to collect the document, the applicant has to fill out the authorization form on the receipt and sign the receipt according to the Macao SAR Resident Identity Card signature. For applicants under 18 years old, the authorization form must be signed by their parent or legal representative. When the delegate collects the document, he/she has to present a valid identification document for verification.

Note: Except first-time application and loss of identity card, the applicant has to return the former identity card to the Identification Services Bureau at the time of collecting the new identity card.

**11. How to collect Macao SAR Resident Identity Card at Document Collection Kiosk?**

Ans.: After lodging the application for the Macao SAR Resident Identity Card at service counters or self-service kiosks, applicants can choose to collect their new identity cards at document collection kiosks in government 24-hour self-service centres. Applicants aged 18 or above must collect the document in person; for applicants aged below 18, the document must be collected by their parent or legal representative holding a Macao SAR resident identity card. When collecting the document, one may choose to scan his/her electronic identity, or scan or enter the receipt number for identity verification through facial recognition. For renewal, the former identity card must be brought along for cancellation.

**12. What should an applicant do if he/she applied for identity card renewal and chose to collect the document at document collection kiosk, but he/she lost his/her former identity card before collection?**

Ans.: The applicant should first report the loss to the Macao Public Security Police Force. After that, he/she should visit the service counters at the Identification Services Bureau with the loss report and pay the additional charge for being unable to submit the former identity card, and then wait for the Identification Services Bureau's notification of the collection date of the new identity card.

**13. What are the formalities for changing the holder's name which is shown on the Macao SAR Resident Identity Card?**

Ans: - For persons who were born in Macao, they should first alter their name at the Civil Registry (Conservatoria de Registo Civil). Upon approval, the applicants can proceed to the Identification Services Bureau to lodge the application for renewing the Macao SAR Resident Identity Card with the updated birth certificate.

- For persons who were born outside Macao, they can fill out the "Alteration of Personal Data Application Form" which can be obtained at this Bureau or downloaded on our website: [www.dsi.gov.mo](http://www.dsi.gov.mo). After that, they lodge the application at this Bureau with the completed "Alteration of Personal Data Application Form", the original copy of relevant supporting documents and their original Macao SAR Resident Identity Card.

- For persons who have obtained residence authorization, they have to alter the personal data of their residence authorization at the Residence and Stay Affairs Department of the Public Security Police Force. After obtaining the updated residence authorization, the applicant can duly fill out the "Alteration of Personal Data Application Form" and submit it with the original copies of relevant supporting documents and their original Macao SAR Resident Identity Card to this Bureau.

After the application for altering personal data is approved, the applicant can lodge the application for renewing the Macao SAR identity card in person at this Bureau.

Appointment for submitting the application can be made on our website: [www.dsi.gov.mo](http://www.dsi.gov.mo).

**14. Can a Macao resident add a Chinese name on the Macao SAR Resident Identity Card if there is only a foreign name on the document?**

Ans: Applicants should first fill out the “Alteration of Personal Data Application Form” which can be obtained at this Bureau or downloaded on our website, and then submit it with the proof of having used the Chinese name formerly (if any) to this Bureau.

For the convenience of the applicants, they can submit the application for adding a Chinese name and the application for renewing the Macao SAR Resident Identity Card at the same time. However, the expected collection date of the identity card will also be postponed accordingly.

Appointment for submitting the application can be made on our website: [www.dsi.gov.mo](http://www.dsi.gov.mo).

**15. What kind of document should a Macao resident apply for if he/she needs to prove that he/she had ever added/alterd his/her Chinese name?**

Ans: The applicant can apply for a Certificate of Personal Data if he/she needs to prove the data that he/she provided in the registration of the Macao SAR Resident Identity Card. Appointment for submitting the application can be made on our website: [www.dsi.gov.mo](http://www.dsi.gov.mo). Applicant can select “**Other Certificates**” for the type of document.

**16. What should an applicant do if he/she wants to add her spouse’s surname to the name registered on her Macao SAR Resident Identity Card?**

Ans: **(1) Marriage registered in Macao**

The applicant can bring along her Macao SAR Resident Identity Card, the original copy of marriage certificate on which the spouse’s surname has been added to the applicant’s name and the photocopy of the spouse’s identification document to lodge the application for replacing her Macao SAR Resident Identity Card at the Identification Services Bureau. Applicants can make an appointment on our website: [www.dsi.gov.mo](http://www.dsi.gov.mo).

**(2) Marriage registered outside Macao (for applicant who was born in Macao)**

The applicant should first transcribe her marriage registration at the Civil Registry and apply for adding her spouse’s surname to her name. After obtaining the proof issued by the Civil Registry, the applicant can renew her resident identity card at the Identification Services Bureau with the proof from the Civil Registry, her resident identity card and her spouse’s identification document. Applicants can make an appointment through our website: [www.dsi.gov.mo](http://www.dsi.gov.mo).

**(3) Marriage registered outside Macao (for applicant who was NOT born in Macao)**

The applicant can apply for altering her personal data at the Identification Services Bureau with her Macao SAR Resident Identity Card and the original copy of the marriage certificate which the applicant registered outside Macao. Such certificate should be already stated the applicant’s name with her spouse’s surname added. Otherwise, the applicant has to provide her valid identification document which is stated her name with her spouse’s surname added and the photocopy of her spouse identification document. After the application for altering personal data is approved, the applicant can lodge the application for renewing the Macao SAR Resident Identity Card in person at this Bureau. Applicants can make an appointment on our website: [www.dsi.gov.mo](http://www.dsi.gov.mo).

**17. What are the formalities for changing the marital status information stored in the chip of the Macao SAR Resident Identity Card?**

Ans: Application can be handled in person or by family and friends, the formalities are as below:

**If the marital status is changed to married:**

- (1) Marriage registered at the Civil Affairs Registry  
From July 1, 2024 onwards, while applying for marriage registration at the Civil Affairs Registry, applicants can agree to apply for changing the marital status to DSI on the same date of marriage, and update the marital status information stored in the chip of identity card with the assistance of the Civil Affairs Registry. Thus, the applicants no longer have to go through the formalities at DSI.
- (2) Marriage ceremony officiated by a private notary or priest  
From July 1, 2024 onwards, holders of the Macao SAR Resident Identity Card, whose wedding is officiated by a private notary or priest, can agree to apply for changing marital status to DSI on the same date of marriage. In a week after the wedding ceremony, applicants can use the multi-functional self-service kiosks to update the marital status information stored in the chip of their identity card.
- (3) Except for the above-mentioned circumstances, applicants have to go through the application formalities at service counters:
  - Duly complete the [“Requerimento de Alteração de Identificação”](#) (it can be downloaded from the website of DSI);
  - Applicant is required to produce the original Macao SAR Resident Identity Card;
  - A photocopy of the marriage certificate shall be submitted (The original document is required for verification);
  - A photocopy of the spouse’s identity card shall be submitted (If there is only a Chinese name registered on the spouse’s identity card, a Romanized Cantonese transliteration will be registered according to law.);
  - A certified copy of a valid household registration transcript shall also be submitted for those applicants or their spouses who are originally from Japan or France;
  - A certified copy of a valid household registration transcript shall be submitted for those applicants or their spouses who are originally from Taiwan and fail to submit the marriage certificate issued by the Department of Household Registration.

**If the marital status is changed to divorced,** the application must be lodged at the counter and:

- Duly complete the [“Requerimento de Alteração de Identificação”](#) (it can be downloaded from the website of DSI);
- The applicant is required to produce the original Macao SAR Resident Identity Card;
- A photocopy of the proof of divorce shall be submitted (The original document is required for verification);
- If the marriage information is not recorded in DSI, the relevant marriage certificate shall also be submitted. (For marriages registered in Macao on or before June 30, 2024, the original marriage certificate shall be submitted; for marriages registered in Macao on or after July 1, 2024, the original marriage certificate is exempted.)

**If the marital status is changed to widowed,** the applicant must go through following formalities at the counter:

- Duly complete the [“Requerimento de Alteração de Identificação”](#) (it can be downloaded from the website of DSI);
- Applicant is required to produce the original Macao SAR Resident Identity Card;

- A photocopy of the spouse’s death certificate shall be submitted (The original document is required for verification);
  - If the spouse passed away in Macao, the applicant has to present the narrative certificate of death registration issued by the Civil Affairs Registry;
  - If the spouse passed away in the Mainland, the applicant has to present the notarized death certificate/medical proof of death/proof of death with an official stamp issued by the Public Security Bureau or police station in the Mainland.;
  - If the spouse passed away overseas, the applicant has to present the death certificate issued by official authorities;
- If the marriage information is not archived in DSI, the relevant marriage certificate shall also be submitted. (For marriages registered in Macao on or before June 30, 2024, the original marriage certificate shall be submitted; for marriages registered in Macao on or after July 1, 2024, the original marriage certificate is exempted.)

**Reminders:**

1. Documents written in languages other than Chinese, Portuguese or English shall be accompanied by official translations.
2. Those who have applied for the change of marital status at the counter with complete documents can immediately update the personal data stored in the chip on the Macao SAR Resident Identity Card and collect the identity card. If the documents need further examination, the identity card will be temporarily kept at DSI until relevant formalities are finished, after which the identity card can be collected. Please refer to the timetable below for the corresponding collection time of the identity card:

Time of Application	Time of ID Card Collection
09:00~10:15	13:30
10:15~14:30	17:00
14:30~16:00	17:45
Application for updating chip data of the identity card is not accepted after 16:00.	

**18. What are the formalities for updating other personal information (such as parents’ names, date of birth and place of birth) on the Macao SAR Resident Identity Card?**

Ans: - Persons who are not holding the Residence Authorization can fill out the “Alteration of Personal Data Application Form” which can be obtained at this Bureau or downloaded on our website: [www.dsi.gov.mo](http://www.dsi.gov.mo). The application should be lodged at this Bureau with the original copy of relevant supporting documents and the Macao SAR Resident Identity Card of the applicant.

- Holders of Residence Authorization should first alter their personal data of the residence authorization document at the Residence and Stay Affairs Department of the Public Security Police Force. After obtaining the updated Residence Authorization, the applicants can then apply for altering their personal data at the Identification Services Bureau by completing the “Alteration of Personal Data Application Form”. The application should be lodged with the original copy of relevant supporting documents and the Macao SAR Resident Identity Card of the applicant.

After the application for altering personal data is approved, the applicant can lodge the application for renewing the Macao SAR Resident Identity Card in person at this Bureau. Applicants can make an appointment on our website: [www.dsi.gov.mo](http://www.dsi.gov.mo).

**19. What are the formalities for changing the contact information of the Macao SAR Resident**

### **Identity Card?**

Ans: Applicants can change their contact information of the identity card in following ways:

- A. Duly complete an application form for alteration of contact information which can be downloaded from our website. After that, submit the completed form to this Bureau by post (Macao P.O. Box 1089) or by an authorized representative. However, the application cannot be submitted via email or fax.
- B. Go through the formalities at this Bureau in person with the original Macao SAR Resident Identity Card. Please note that applicants are required to obtain a number tag first and wait for their turn to lodge the application.
- C. Macao residents who are aged 18 or above and holding an electronic identity card can change the contact information for themselves and their underage children or persons under guardianship with the "Integrated Self-service Kiosk".
- D. Use the "Address Registration and Modification Service" of Macao One Account to change the address information for the applicants and their underage children or persons under guardianship. After successful submission, the contact information of the applicant will be updated in the following three working days and a notification will be sent to the applicant by SMS.

Details about kiosk functions and locations, please refer to DSI website ([http://www.dsi.gov.mo/eservice/index\\_p.html](http://www.dsi.gov.mo/eservice/index_p.html)). The application form for updating contact information can be downloaded on DSI website ([http://www.dsi.gov.mo/formsdownload\\_e.jsp](http://www.dsi.gov.mo/formsdownload_e.jsp)).

### **20. If the online system for changing contact information shows that "Your children's information inputted cannot be verified", what should be done?**

Ans: If the system shows that "Your children's information inputted cannot be verified", it is needed to confirm whether the information of the relationship between the minor and the minor's father/mother/guardian already exists in the Macao SAR Resident Identity Card record of the minor. The contact information update can only be done after the relationship is verified. DSI had already launched the kinship verification services. For details about the kinship verification service, please refer to DSI website [www.dsi.gov.mo/QAndA\\_e.jsp](http://www.dsi.gov.mo/QAndA_e.jsp).

### **21. What should the cardholder do if the chip of the electronic Macao SAR Identity Card detached or is damaged?**

Ans: If the chip of the electronic Macao SAR Identity Card detached or is damaged, the cardholder can replace the document in one of following ways:

1. The cardholder goes to DSI in person and requests assistance from DSI officers to go through the replacement formalities using self-service kiosks. The cardholder has to pay the replacement fee (the validity date of the identity card will be renewed).
2. The cardholder makes an appointment in the "[Macao One Account](#)" or on [DSI's website](#) for going through the formalities at DSI service counters. DSI officers will need to examine the card condition. If it is the card quality issue, DSI will reprint the identity card at no cost (the validity date of the identity card will remain unchanged). If the damage is caused by improper custody, the cardholder will need to pay for the replacement (the validity date of the identity card will be renewed).

### **22. Can a cardholder enter Hong Kong if the chip of his/her Macao SAR Resident Identity Card is detached?**

Ans: No, he/she cannot. The cardholder should replace his/her identity card as soon as possible. If there is a need to enter Hong Kong, he/she can apply for a "Visit Permit for Residents of Macao SAR to Hong Kong SAR".



**23. What is the latest collection date of the Macao SAR Resident Identity Card?**

Ans: If the identity card is not collected within 6 months from the date of issuance, the card will be destroyed. Therefore applicants are advised to collect the identity card as soon as possible.

**24. If the applicant has once possessed the Macao Identity Card issued by PSP or BIE, can he/she apply for the Macao SAR Permanent Resident Identity Card directly?**

Ans: No, he/she cannot. The applicant should first lodge an application for the Certificate of Entitlement to the Right of Abode in the Macao SAR for verifying his/her right of abode in Macao. Regarding the application formalities of the Certificate of Entitlement to the Right of Abode in the Macao SAR, please visit our website [www.dsi.gov.mo](http://www.dsi.gov.mo).

**25. What do I need to know as a Macao SAR Resident Identity Card (BIR) holder?**

- Ans:
1. The BIR is embedded with an integrated circuit (chip), please keep it in a good condition;
  2. Please do not place your BIR in high temperature environments, e.g. under the exposure to the sun or beside high heat stoves, etc.
  3. Please do not bend or abrade your BIR, e.g. clean it with washing machines or put it in the back pocket of trousers alone, etc. If your BIR is damaged due to improper use, you will have to apply for a new BIR at your own expense.
  4. The Macao SAR Resident card is the property of Macao SAR Government, please keep your BIR in safe custody. The replacement of BIR would cost you both money and time. If you lose your BIR, please report to the police at once.
  5. The characteristic of your fingerprints are stored in the chip on the BIR. If your fingers are wounded, peeling, or their prints are unclear at the time of enrolling or verifying your fingerprint, you may have difficulties in using the fingerprint-verification facilities in the future. At that time, you will need to use substitute facilities which do not require fingerprint verification. For instance, if you cannot get access to the data in the chip by fingerprint-verification, you may input password to verify your identity instead of verifying fingerprint. The password can be setup at our service counters.
  6. Please be aware of the expiry date on the BIR, and renew it within 6 months prior to the expiry date. However, holders of BIR which is valid for life do not need to replace their identity card, the date of validity is represented as “-----” at the bottom left corner of the BIR.
  7. If you change your address and phone number, please inform this Bureau as soon as possible.

**26. Can applicant who is holding a disability assessment registration card apply for exemption of application fee when applying for the Macao SAR Resident Identity Card?**

Ans: Pursuant to the stipulations of Article 32 of Administrative Regulation No.23/2002,as amended and republished by Administrative Regulation No. 41/2023, the Director of the Identification Services Bureau can exempt persons who are lack of financial capability from relevant application fees in accordance with the supporting documents provided by other government entities or the applicant. Therefore, persons who are holding a disability assessment registration card are exempt from relevant application fees provided that they declare themselves to be financial incapable. Application fees can be exempted upon approval of such request.

**27. Can an applicant apply for exemption of application fee for the Macao SAR Resident Identity Card when he/she is holding a receipt of Employment Registration issued by the Labour Affairs Bureau (DSAL)?**

Ans: No. Applicants are request to submit receipts of Employment Registration issued by the Labour Affairs Bureau (DSAL) of the past 12 months’ to state a lack of financial capability due to long-term unemployment. They are also request to write and sign a declaration to declare their unemployment

status and they acknowledge that they will commit criminal offences for making false declaration.

**28. When will the new generation of electronic identity card be issued?**

Ans: According to Law No. 11/2023 amending Law No. 8/2022 and Administrative Regulation No. 41/2023 amending Administrative Regulation No. 23/2002 of the Macao SAR, the Macao SAR government will issue the new generation of electronic identity cards to Macao residents starting from December 15, 2023, and for applications received on or before December 14, 2023, the 2013 version of the Macao SAR resident identity card will be issued.

**29. Is there any change in the design and card surface information of the new generation of electronic identity card?**

Ans: The new version of the identity card adopts the current design in general, with the emblem of the region printed on the front of the card, located in the center of the upper half of the card together with the words "Macao Special Administrative Region of the People's Republic of China". The personal information is printed on the back of the card along with the name of the card, "Macao Permanent Resident Identity Card" or "Macao Non-permanent Resident Identity Card". In order to make the appearance of the card more concise and clearer, some of the secondary information including Chinese name code, height, date of first issuance, and birth code are eliminated.

The three security features of the new generation of electronic identity card, including the laser engraving and color printing window, touchable security feature (embossed security pattern) and color UV printing, further enhance the security of the electronic identity card.

**30. What is the replacement arrangement for the new generation of electronic identity card?**

Ans: The replacement of the new generation of electronic identity card will be carried out **in a natural way, it is not an identity card replacement exercise**. The Identification Services Bureau will issue the new generation of electronic identity cards to Macao residents whose identity cards are due for renewal, while those whose identity cards are not yet due for renewal can continue to use their identity cards until the validity expires. If the validity period of the electronic identity card is "-----" (i.e. permanently valid), there is no need to replace the card.

Electronic identity card holders may renew their identity cards six months prior to the expiry date. In accordance with relevant laws and regulations, expired electronic identity cards are considered as invalid. Therefore, those who are due for identity card renewal should lodge an application at the Identification Services Bureau in time. Macao residents who are out of town and cannot come back in time to apply for identity card renewal can lodge their applications at the Identification Services Bureau upon their return.

**31. Can residents apply for the new generation of electronic identity cards before their identity cards are due for renewal?**

Ans: Since it is not an identity card replacement exercise, residents whose identity cards are not yet due for renewal can continue to use their identity cards until the validity expires.

**32. Under what circumstances do cardholders need to replace their electronic identity cards?**

Ans: In case of loss or upon approval for change of personal information (e.g. name, date of birth), the cardholder is required to replace the identity card and pay the replacement fee; in case of change of marital status on the identity card, only the information in the chip of the identity card will be updated, hence there is no need to replace the identity card.

**33. What are the eligibility criteria, formalities, and application fee for applying for the new generation of electronic identity card?**

Ans: The eligibility criteria, formalities, and application fee for applying for the new generation of electronic identity card remain unchanged, and the fee for replacing a resident identity card is MOP90.00. Please refer to “Application for Macao SAR Resident Identity Card ( BIR )” for details. ([http://www.dsi.gov.mo/idcard03\\_e.jsp](http://www.dsi.gov.mo/idcard03_e.jsp))

**34. Are all Macao residents required to replace their identity cards with the new generation of electronic identity cards?**

Ans: If the validity period of the electronic identity card is "-----" (i.e. permanently valid), there is no need to replace the card.

**35. How can Macao residents apply for the new generation of electronic identity card?**

Ans: 1) Eligible applicants can use the self-service kiosks at the government 24-hour self-service centres to lodge the application without prior appointment.

- 2) Applicants can lodge the application at service counters of the Identification Services Bureau. In advance of lodging the application, applicants have to make an appointment online or obtain a number-tag at the Identification Services Bureau in person.

**36. Who are eligible to use the self-service kiosks for renewing their resident identity cards? How is the application process?**

Ans: Target users are required meet the following criteria:

- Holder of Macao SAR Permanent Resident Identity Card
- The Macao SAR Resident Identity Card will expire in 6 months or has expired
- The resident is aged 5 or above on the issuance date of the resident identity card

**Notes**

- Application for identity card of minors must be lodged with the presence of a parent or guardian who is holding a valid Macao resident identity card.
- For the identity card photo, applicants may choose to use the photograph taken on-site at the self-service kiosk, or use the photo for identification documents in "My Photos" of the "Macau One Account" which is taken by a contracted photography studio in the past 12 months.
- Height measurement is required for applicants who are under the age of 25 on the issuance date on the resident Identity card.

The self-service kiosks are not applicable to applicants under the following conditions, they are required to obtain a [tag number](#) and lodge their applications at service counters:

1. Alteration of personal information (excluding address, phone number and emergency contact details)
2. Loss of resident identity card (proof of loss issued by the police force is required)
3. An interdicted person

**37. In what way can applicants submit the photo for the application for the Macao SAR Resident Identity Card?**

Ans: Applicants can submit a 1.5-inch, color, bareheaded and full-faced photograph in plain white background which is taken at a photography studio within the last 12 months, use the photograph taken on-site at no cost or choose the “photo for identification documents” in “My Photos” of the “Macao One Account” which is taken by a contracted photography studio in the last 12 months. For details, please refer to “Photo Specifications” .

### **Macao SAR Travel Documents**

#### **1. If an applicant is outside Macao, can he/she apply for the Macao SAR Travel Documents by post?**

Ans: Yes. If the applicant is in other country or region, he/she can authorize a representative in Macao to obtain an application form and lodge the application to DSI on his/her behalf. The applicant can also download the application form from the “Postal Application Service” system of DSI.

#### **2. What travel document is needed if Macao resident wishes to travel to the Hong Kong SAR?**

Ans:

(1) Eligible Macao SAR permanent residents holding electronic Macao SAR Permanent Resident Identity Card can enter and exit the Hong Kong SAR as visitors without producing any other travel documents or filling in any arrival/departure card. Pursuant to the existing Hong Kong SAR immigration requirements, nationals of certain countries are required to obtain a visa in prior before entering the Hong Kong SAR. These individuals, though possessing a valid electronic Macao SAR Permanent Resident Identity Card, are still subject to prior assessment and approval in order to enjoy the abovementioned facilitations.

(2) Chinese or Portuguese nationals holding a Macao SAR non-Permanent Resident Identity Card can apply for the “Visit Permit for Residents of Macao SAR to Hong Kong SAR” at the Identification Services Bureau in order to travel to Hong Kong.

#### **3. If a Macao resident travels to Hong Kong SAR, what is the maximum period of stay in Hong Kong SAR?**

Ans: : By presenting an electronic Macao SAR Permanent Resident Identity Card, the Macao SAR permanent resident is allowed to stay in the Hong Kong SAR as a visitor for a maximum period of 180 days provided that the immigration requirements are duly fulfilled. For a Macao SAR non-permanent resident entering Hong Kong with his/her «Visit Permit for Residents of Macao SAR to HKSAR», he/she is allowed to stay in the Hong Kong SAR as a visitor for a maximum period of 30 days provided that the immigration requirements are duly fulfilled.

#### **4. What is the validity period of a «Macao SAR Passport»?**

Ans: The validity period of «Macao SAR Passport» is 10 years for holders aged 18 or above, and 5 years for holders aged under 18.

#### **5. Is it necessary to apply for a visa when traveling to Taiwan Region?**

Ans: Macao residents can contact the Taipei Economic and Cultural Office in Macao for relevant visa details, tel: (853)28306289.

#### **6. What should cardholders do if they found their lost Macao SAR travel documents after lodging the application for replacing the lost document?**

Ans: After the lost document is found, the cardholder has to present it to DSI and apply for refund if needed. If the cardholder returns the lost document to DSI on the same day of lodging the application, the cardholder can apply for refund of the entire fee, including application fee and the additional fee for

document loss. Otherwise, the cardholder can apply for refund of the additional fee only. Moreover, the cardholder cannot be returned the fee in cash at DSI if the request for refund is not made to DSI in the same week of lodging the application for replacement of document. In this case, the cardholder has to wait for DSI's notification to collect a statement which is issued by the Finance Services Bureau for the cardholder to cash at bank. Please note that the refund process takes time.

**7. What are the procedures for collecting the Macao SAR Travel Document?**

Ans.: The applicant can collect the document in person or by an authorized person. To authorize a representative to collect the document, the applicant has to fill out the authorization form on the receipt and sign the receipt according to the Macao SAR Resident Identity Card signature. For applicants under 18 years old, the authorization form must be signed by their parent or legal representative. When the delegate collects the document, he/she has to present a valid identification document for verification.

Note:

1. If the former travel document has not expired, it must be presented to this Bureau for cancellation when collecting the document.
2. Applicants reached 18 years old and applied the document via Macao One Account have to collect the document in person; For applicants below 18 years old, their documents have to be collected by their parent or guardian in person and cannot be collected by other persons by authorization.

**8. How to collect Macao SAR Travel Document at Document Collection Kiosk?**

Ans: After lodging the application for Macao SAR travel documents at service counters or self-service kiosks, applicants can choose to collect their new travel documents at document collection kiosks at the government 24-hour self-service centres. Applicants aged 18 or above must collect the document in person; for applicants aged below 18, the document must be collected by their parent or legal representative holding a Macao SAR resident identity card. When collecting the document, one may choose to scan his/her electronic identity, or scan or enter the receipt number for identity verification through facial recognition or fingerprint verification. If the former travel document has not expired, it must be brought along for cancellation.

**9. What should an applicant do if he/she applied for travel document renewal and chose to collect the document at document collection kiosk, but he/she lost his/her former valid travel document before collection?**

Ans: The applicant should first report the loss to the Macao Public Security Police Force. After that, he/she should visit the service counters at the Identification Services Bureau with the loss report and pay the additional charge for being unable to present the former travel document, and then wait for the Identification Services Bureau's notification of the collection date of the new travel document.

**10. What are the photo specifications for applying for Macao SAR Travel Documents?**

Ans: Applicants can submit a 1.5-inch, color, bareheaded and full-faced photograph in plain white background which is taken at a photography studio within the last 6 months, use the photograph taken on-site at no cost or choose the "photo for identification documents" in "My Photos" of the "Macao One Account" which is taken by a contracted photography studio in the last 6 months. For details, please refer to "Photo Specifications".

**Nationality Application**

**1. Does an applicant need to renounce his/her foreign nationality before lodging the application for naturalization as a Chinese national or restoration of Chinese nationality?**

Ans: To avoid becoming a stateless person, the applicant does not need to renounce his/her original foreign nationality in advance. If the application for naturalization as a Chinese national or restoration of Chinese nationality is approved, the applicant has to submit proof of renouncing the foreign nationality within 6 months upon the receipt of notification from this Bureau.

**2. For the nationality application of minors, can the application be signed by one of his/her parents?**

Ans: Due to the reason that nationality application concerns the minor's significant interest, both parents must sign the application for their underage children.

**3. Can Macao SAR non-permanent residents of foreign nationality apply for naturalization as a Chinese national?**

Ans: No, they cannot. Only Macao SAR permanent resident who is a person of foreign nationality or who is a stateless person can apply for naturalization as a Chinese national.

**4. Can applicants apply for naturalization as a Chinese national if they do not have a near relative who is a Chinese national?**

Ans: If applicants do not have a near relative who is a Chinese national, they should have legitimate reasons to apply for naturalization as a Chinese national. Legitimate reasons include whether they have resided in Macao for a long time, whether they grew up in Macao, whether they have connection with China, whether they have the knowledge of the Chinese language, whether they are fond of Chinese culture and so on.

**5. Who are considered as the near relatives in the nationality application?**

Ans: Near relatives includes spouse, parents, children and siblings of the applicant.

**6. Under what circumstances should the persons who are applying for naturalization as a Chinese national submit a certificate of criminal record issued by the competent authority in the place of origin of the applicant?**

Ans: For the applicant who had lived in other country or territory for 6 months or longer before settling in Macao and who had reached the age of 16 or above when living there, he/she has to submit a certificate of criminal record which is issued within 90 days from its issuance date by the competent authority in the place of his/her origin.

**7. Can Macao SAR non-permanent residents of foreign nationality apply for restoration of Chinese nationality if they once held Chinese nationality?**

Ans: Yes, they can. Applicants should provide proof that they once held Chinese nationality, such as a birth certificate, Chinese passport or certificate of renunciation of Chinese nationality.

**8. When applying for renunciation of Chinese nationality, can the applicants only submit proof of having applied for naturalization as a national of another country?**

Ans: When applying for renunciation of Chinese nationality, the applicants should submit proof of having acquired other nationality or proof of the need to renounce his/her Chinese nationality.

**9. After the application for renunciation of Chinese nationality is approved, can the applicant retain his/her Macao SAR Passport?**

Ans: No, the applicant shall lose his/her Chinese nationality upon approval of the application for renunciation of Chinese nationality. Therefore, he/she is no longer eligible to apply for the Macao SAR Passport and must return his/her Macao SAR Passport to the Identification Services Bureau for cancellation.

**10. What persons can make choose between Chinese nationality and Portuguese nationality?**

Ans: According to Paragraph 2 of Article 1 of Explanations of Some Questions by the Standing Committee of the National People's Congress Concerning the Implementation of the Nationality Law of the People's Republic of China in the Macao Special Administrative Region, a Macao SAR resident who is of both Chinese and Portuguese descents may select Chinese nationality or Portuguese nationality based on his/her wish. When lodging the application for selecting Chinese nationality or Portuguese nationality, applicants are required to provide a declaration of having both Chinese and Portuguese descents.

**11. May the Macao SAR residents who are of both Chinese and Portuguese descents retain their Portuguese passport if they have chosen Chinese nationality?**

Ans: Yes, they can. These residents may retain their Portuguese passport as travel documents after they have chosen Chinese nationality. However, they will not be entitled to Portuguese consular protection in the Macao Special Administrative Region and other parts of the People's Republic of China.

**12. Following to the previous question, may the applicants apply for the Macao SAR Passport if they have chosen Portuguese nationality?**

Ans: No, they cannot. Applicants who have chosen Portuguese nationality no longer possess Chinese nationality. Therefore, they are not eligible to apply for the Macao SAR Passport.

**13. Who can apply for changing nationality?**

Ans: For original Chinese nationals of the Macao SAR who returned to Macao from abroad before or after the establishment of the Macao SAR and who possess other foreign nationality, they can request to change their nationality to other foreign nationality. However, they will no longer possess Chinese nationality once they have made such change.

**Certificate of Criminal Record**

**1. If the applicant who possesses a Macao SAR Resident Identity Card is not in Macao, can he/she authorize a representative to apply for the Certificate of Criminal Record on his/her behalf?**

Ans: Yes, he/she can. The applicant can authorize a representative to apply for the Certificate of Criminal Record by duly filling out and signing an authorization form (using the signature on the Macao SAR Resident Identity Card) and submitting the original identification document of the representative. Besides, the applicant should state the purpose of the certificate in the authorization form.

**2. If a non-Macao resident wants to apply for the Certificate of Criminal Record, what should he/she do?**

Ans: The applicant can lodge an application at this Bureau by producing proof of residence/stay in Macao and other valid identification documents, for instance the original copy of an "Non-Resident Worker's Permit" (holder of "Non-Resident Worker's Identity Card" is required to submit a photocopy or a proof of cancellation) and a valid travel document or a notice of residence permit issued by the

Public Security Police Force.

**3. Can a non-Macao resident authorize a representative to apply for the Certificate of Criminal Record on his/her behalf?**

Ans: Yes, he/she can. The authorized representative must provide necessary documents for the application of the applicant including proof of residence/stay in Macao and other valid identification documents of the applicant, a valid authorization letter (applicant must sign according to the identification document provided) and a full clear set of ten fingerprint impressions. If there is not any signature on the applicant's identification documents, he/she can provide an authorization letter with a notarized signature or other identification documents affixed with the signature of the applicant for our verification. (Please note that if the applicant holds a Hong Kong SAR identity card, which is a document without any signature of the holder, he/she must present a page of his/her Hong Kong SAR passport with the applicant's signature at the same time.) Besides, the applicant should indicate the purpose of the certificate in the authorization letter.

**4. Can an applicant apply for the Certificate of Criminal Record if his/her Macao SAR Resident Identity Card has already expired?**

Ans: Yes, he/she can. The certificate will indicate that the applicant's Macao SAR Resident Identity Card has already expired. Besides, the applicant can request to be issued the certificate after the renewal of his/her Macao SAR Resident Identity Card.

**5. Can I authorize my relatives in Macao to pay the postal application fees on my behalf?**

Ans: Applicants can authorize the relatives in Macao to pay the relevant fees by providing the name and contact number of the relatives in the application letter to DSI. DSI will notify the authorized person to pay the fees at DSI when all the application materials are received.

**6. If the applicant was sentenced by the Subordinate Court to an imprisonment of 2 months, a probation of 1 year and a driving ban of 1 year, will this criminal record be shown on his/her certificate?**

Ans: In pursuant to the stipulations of Article 21 e) of Decree No. 27/96/M, in normal situation, the above-mentioned criminal record will generally be shown on the applicant's certificate if he/she lodged the application during the period of the driving ban, otherwise it will not be shown on the certificate for applications after the banning period, except it is used for the usage stipulated by other special regulations. (If the certificate is used for purpose stipulated by certain special regulations, e.g. application for being a private security officer or a position in the Public Security Force of Macao, references should be made to the relevant stipulations of the special regulations for more details.)

**7. In case the applicant was sentenced to an imprisonment of 7 months, what should he/she do if he/she does not want the criminal record to appear on his/her certificate?**

Ans: According to the stipulations of Article 27 of Decree No. 27/96/M, the applicant can lodge an application to the Subordinate Court for the exemption from the transcription.

**8. If the applicant was sentenced by the Subordinate Court and he/she has already fulfilled the penalty to which he/she is sentenced. When will the criminal record be totally removed (i.e. expunging the criminal record)?**

Ans: In accordance with the stipulations of Article 24 of Decree No. 27/96/M,

(1) If the sentence to imprisonment is not longer than 5 years, the applicant's civil rights will be automatically restored legally in 5 years upon the fulfillment of all penalties provided that there is



no recommitment. In such a case, the criminal record will be removed (i.e. expunging the criminal record).

- (2) If the sentence to imprisonment exceeds 5 years, the applicant's civil rights will be automatically restored legally in 10 years upon the fulfillment of all penalties provided that there is no recommitment.. In such a case, the criminal record will be removed (i.e. expunging the criminal record).
- (3) In case of minor breaches, the applicant's civil rights will be automatically restored in 1 year upon the fulfillment of all penalties provided that there is no recommitment, the criminal record will be removed (i.e. expunging the criminal record).

**9. If the applicant was sentenced to imprisonment for less than 5 years and he/she has fulfilled all penalties, what should he/she do if he/she does not expect to include the criminal record in the certificate before removing the criminal record?**

Ans: In pursuant to the stipulations of Article 25 and 26 of Decree No. 27/96/M, applicant can lodge an application for judicial restoration of civil rights at the Subordinate Court in 2 years upon the fulfillment of all penalties. Besides, he/she can make the application at the Subordinate Court in 4 years upon the fulfillment of all penalties if the imprisonment exceeds 5 years.

**10. What should an applicant do if he/she wants to know the removal date of his/her criminal record (i.e. expungement of criminal record)?**

Ans: The applicant can lodge an application in person at the Identification Services Bureau (DSI). He/she will be notified of the removal date of his/her criminal record (i.e. expunging the criminal record) by an official letter from DSI. The application is free of charge.

**Kinship Verification**

**1. Who needs to verify his/her kinship? What is the difference between the “Verification of Kinship” service and the “Certificate of Kinship”?**

Ans: The “Verification of Kinship” service is applicable to the verification of kinship information between Macao Resident Identity Card holders.

If information about the relationship between the applicant and the person concerned does not exist in the identity card record of the applicant, the applicant can lodge the application for kinship verification to this bureau in advance of going through other formalities (e.g. transfer of health care vouchers, proof of existence). Applicant can lodge his/her applications through "Macao One Account", multifunctional self-service kiosk, in person or by authorizing a representative to visit the service counter of this bureau. However, the relationship of persons under the following circumstances have already been verified, they do not need to lodge the relevant application:

- (1) For person who was born in Macao and whose parents were holding Macao resident identity card at the time of his/her birth, there is no need to verify the relationship with his/her parents;
- (2) For person who has provided his/her spouse's Macao resident identity card to DSI when applying for modifying the marital status to “Married”, there is no need to verify the relationship with his/her spouse;
- (3) For person who has declared and confirmed the Macao resident identity card number of his/her parents and spouse at the time of applying for or renewing his/her Macao resident identity card, there is no need to verify the relationship with his/her parents and spouse.

\* For person who has successfully transferred the voucher to his/her parents or children in the Healthcare Subsidy Scheme, there is no need to verify the relationship with his/her parents or children.

The “Certificate of Kinship” service is applicable to applicant who is applying for the Certificate of Kinship with his/her parents, children, spouse, siblings, paternal grandparents, maternal grandparents, paternal grandchildren, maternal grandchild (hereinafter referred to as “related persons”).

If the applicant needs to submit proofs to government departments or private organizations to prove his/her kinship with the Macao Resident Identity Card holders, he/she can lodge the application for the Certificate of Kinship through the “Macao One Account”, self-service kiosks of application, in person or by authorizing a representative to visit the service counter of this bureau.

## **2. What kind of relationship can be verified in the kinship verification service?**

Ans: The kinship verification service is solely used for the verification of kinship between the applicant and his/her parents, children or spouse.

## **3. How does the applicant lodge the application for kinship verification?**

Ans: Macao SAR Resident Identity Card holders who are 18 years old or above can:

1. log in to the “Macao One Account” through the mobile application, and simply input the identity card number of the person concerned when lodging the application.
2. use the integrated self-service kiosks to lodge the application. Applicants have to use their Electronic Identity or original Macao SAR Resident Identity Card and input the identity card number of the person concerned.
3. go through the relevant formalities at DSI service counters located at the China Plaza (1<sup>st</sup> floor), the Macao Government Services Centre at Areia Preta or the Macao Government Services Centre in Islands.

The applicant's Electronic Identity or the original Macao SAR Resident Identity Card are needed at the time of application. The applicant should also fill in the “Application for Kinship Verification” and provide the Macao SAR Resident Identity Card number of the person concerned. If the application is submitted by a delegate, it is necessary to submit the “Application for Kinship Verification” which is duly filled out by the applicant and copies of the Resident Identity Card of the applicant and the person concerned.

For Macao residents who are under 18 years old:

The application has to be lodged by the parent or legal representative on behalf of the applicant to the service counter at above-mentioned DSI offices. When lodging the application, it is necessary to present the identity card of the minor and the parent or legal representative, fill out the “Application for Kinship Verification” and provide the Macao SAR Resident Identity Card number of the person concerned. If the application is submitted by a delegate, it is necessary to submit the “Application for Kinship Verification” which is duly filled out by the minor’s parent or legal representative and copies of the Resident Identity Card of the minor , the parent or legal representative and the person concerned.

DSI may request the applicant to submit additional proof if needed. After successful application, the applicant will receive the verification result in five working days.

Details about kiosk functions and locations, please refer to DSI website ([http://www.dsi.gov.mo/eservice/index\\_p.html](http://www.dsi.gov.mo/eservice/index_p.html)).

**4. Can the applicant lodge the application for kinship verification for purpose other than transferring the vouchers?**

Ans: Yes, he/she can. The information of the verified relationship will be archived into the Macao SAR Resident Identity Card record of the applicant and the persons concerned.

**5. How long does it take to process the kinship verification application?**

Ans: DSI will notify the applicant of the verification result within five working days following the date of submitting the application and all required information by the applicant.

**Others**

**1. Is it necessary to get a tag number in advance of using the services provided by the Identification Services Bureau?**

Ans: Yes. Number tag can be obtained in the following ways:

DSI (located at Avenida da Praia Grande N.º 804, Edf. China Plaza, 1.º Andar, Macao)

1. Online ticketing and appointment ([http://www.dsi.gov.mo/webservice\\_e.jsp](http://www.dsi.gov.mo/webservice_e.jsp));
2. Telephone appointment (853-28370777 or 853-28370888);
3. Self-service kiosk for ticketing and appointment;
4. DSI ticketing counter (please note that number tags are limited and distributed on a first-come-first-serve basis.)

Macao Government Services Centre (located at Rua Nova de Areia Preta N.º 52, Macao)

1. Online appointment ([www.csraem.gov.mo/csrbooking/#/index](http://www.csraem.gov.mo/csrbooking/#/index));
2. Telephone appointment (853-28451515);
3. Self-service ticketing kiosk;
4. Ticketing counter (please note that number tags are limited and distributed on a first-come-first-serve basis.)

Macao Government Services Centre in Islands (located at Rua de Coimbra, n.º 225, 3.º andar, Taipa)

1. Online appointment ([www.csraem.gov.mo/csrbooking/#/index](http://www.csraem.gov.mo/csrbooking/#/index));
2. Telephone appointment (853-28421212);
3. Self-service ticketing kiosk;
4. Ticketing counter (please note that number tags are limited and distributed on a first-come-first-serve basis.)

**2. How long does Identification Services Bureau take to process the suggestions, comments or complaints?**

Ans: Identification Services Bureau will follow up the suggestions, comments or complaints within 45 days.

**3. How many working days are needed to process for the email enquiries?**

Ans: Identification Services Bureau will have the emails replied within 5 working days. Please note that due to the protection of the privacy of personal data, if there is any personal data involved in the enquiry, Identification Services Bureau will reply by letter.

**4. What should the overseas spouse of Macao resident (except resident of Mainland China) do to apply for residence in the Macao SAR?**

Ans: If the overseas spouse (except spouse living in the Mainland) of Macao resident who wishes to reside in the Macao SAR, he/she should apply for a “Residence Authorization” (Certificado de Residência) at the Residence and Stay Affairs Department (Departamento para os Assuntos de Residência e Permanência) of the Public Security Police Force, and then apply for a Macao SAR Non-Permanent Resident Identity Card at the Identification Services Bureau with the receipt of “Residence Authorization”. Macao SAR Non-Permanent Resident Identity Cardholders can apply for a permanent one until they have ordinarily resided in Macao for 7 consecutive years. For further details about “Residence Authorization” application, please contact the Residence and Stay Affairs Department by their hotline: (853)2872 5488 or (853)2872 5499.

**5. What should a Macao resident do to apply for residence in Macao SAR on behalf of his/her relatives in the Mainland?**

Ans: If a Macao resident’s relatives in Mainland China (such as parents, spouse or children) intend to enter Macao for residence, they (i.e. the resident’s parents, spouse or children) have to submit an application to the competent public security authority of the People's Republic of China first. For details of formalities and required documents, please contact the competent authorities in Mainland China.

**6. What are the formalities if a Macao-born applicant who has migrated to Hong Kong and now wishes to apply for the re-issuance of Macao birth certificate?**

Ans: For enquiries about Macao birth certificate, please contact Civil Registry (Conservatória do Registo Civil) located at Rua do Campo, n° 162, Edifício Administração Pública, 2° andar (Tel: (853)2855 0110).

**7. What documents are needed for the application for the Portugal Identity Card and Portugal Passport?**

Ans: For details about Portugal Identity Card and Portugal Passport, please contact the Consulate General of Portugal in Macao located at Rua Pedro Nolasco da Silva n° 45 (Tel: (853)2835 6660).

**8. What documents are needed for the application for the Home Return Permit?**

Ans: For details about the Home Return Permit application, please contact China Travel Service (Macao) Ltd. located at Avenida do Dr. Rodrigo Rodrigues, Edifício Nam Kwong, 1° andar (tel: (853)2870 0888).

**9. Do holders of the People's Republic of China passport or foreign passport need any visa to enter/exit the Macao SAR?**

Ans: For details about entering/exiting or temporary staying in the Macao SAR, please contact the Public Security Police Force at (853)2872 5488 or (853)2872 5499); Address: Travessa Um do Cais de Pac On, Edifício de Serviços de Migração, Taipa, Macao.

**10. Where can citizens find the kiosk for verifying the authenticity of their electronic identity card?**

Ans: DSI has installed integrated self-service kiosks in various locations in Macao for citizens to verify the authenticity of their identity card and print out the relevant verification result. Location of the integrated self-service kiosk can be found in DSI’s website: [http://www.dsi.gov.mo/eservice/index\\_p.html](http://www.dsi.gov.mo/eservice/index_p.html)

**11. Which payment method is accepted by DSI?**

Ans: Citizens are allowed to pay application fees with GovPay and Macau Pass at all self-service kiosks. Besides, they can also use other payment methods (such as cash, credit cards/debit cards issued by Bank of China Macau Branch or Banco Nacional Ultramarino) or MPay to pay application fees at service counters.

**12. If citizens need to prove his/her former name, is it possible to apply for the Certificate of Personal Data by using the self-service kiosk?**

Ans: DSI introduced electronic application for the Certificate of Personal Data in 2016 to facilitate the relevant formalities. By using the self-service kiosk to lodge the application, citizens can request to state the visible information on the identity card, nationality, spouse' name, parents' name, date of first issuance and marital status on the certificate. However, it does not include the information which proves the change of name in the past. The application for the certificate of former names can be lodged at the service counter.

**13. How long is the processing time of the application for the Certificate of Personal Data?**

Ans.: Normally, the Certificate of Personal Data is issued in 5 working days after DSI receives the application and all required documents. If there is a need to verify the data to be listed on certificate, DSI will notify the applicant of paying applicant fee after the relevant data has been verified. The certificate will be issued in 5 working days after the payment is made.

**14. What are the procedures for collecting certificate?**

Ans.: Procedures of different ways of collecting certificate:

Collect in person

The applicant should provide the receipt number and a valid identification document when collecting the certificate.

Collect by an authorized person

To authorize a representative to collect the document, the applicant can fill out the authorization form on the receipt or complete the letter of authorization. If the applicant who lodged the application via Macao One Account authorizes a representative to collect the document, the applicant can download the declaration form on our website. Applicant has to sign the authorization according to the Macao SAR Resident Identity Card signature. When collecting the certificate, the authorized person has to present a valid identification document.

Note:

1. For applicants of the Certificate of Special Records for Minors who are under 16 years old, the authorization form must be signed by the parent or legal representative.
2. For applicants under 18 years old, the authorization form must be signed by the parent or legal representative.

The Government Smart Locker – “Smart Collect”

Identification-related certificates can be collected through the Smart Locker - "Smart Collect". If the applicant chooses to collect his/her documents at the “Smart Collect” at the Government 24-hour Self-service Center, he/she should collect the documents within 3 days upon the receipt of the collection notice form “Macao One Account” or “Business and Associations

Platform”, otherwise the documents will be sent back to the Identification Services Bureau’s Collection Counter on 1/F of China Plaza for collection during office hours. For details about the Government Smart Locker – "Smart Collect", please refer to the website of the Government 24-hour Self-service Center.

**15. When lodging the application for travel documents for underage children in “Macao One Account”, how do parents submit their children’s “photo for Identification documents” in “My Photos” of “Macao One Account” ?**

Ans: (1) Online Service:

Parent who is holding a Macau SAR Resident Identity Card holders and have reached 18 years old can use his/her "Macao One account" to lodge the application for travel documents of his/her underage child who has reached 5 years old on the latest issuance date of identity card. It should be ensured that the child's "photo for identification documents" have already been uploaded to the parent's "Macao One account" so that the parent can choose the child's photo as the travel document photo when lodging the application.

(2) Offline Service:

When using counter services, it should be ensured that the child's "photo for identification documents" have already been uploaded to the parent's "Macao One account". The parent just needs to select his/her child's "photo for identification documents" in "My Photos" of "Macao One Account". After showing the QR Code of the photo to the counter officer and input the sharing code as instructed, the photo can be submitted to the public department.

**16. If applicants need to submit supplementary documents after lodging application, what should they do?**

Ans: The applicants should first obtain a number tag and proceed to any DSI office during office hours to submit the supplementary documents in person or by an delegate. The office locations are as follows:

- DSI Information and Appointment Counter (located at Avenida da Praia Grande No. 804, Edf. China Plaza, 1.º Andar, Macao)
- Macao Government Services Centre (Zone R on 2nd floor, DSI service zone)
- Macao Government Services Centre in Islands (Zone D on 3rd floor, DSI service zone)

If the supplementary documents are photographs or authorization letters, the documents can be submitted directly to the "DSI Information and Appointment Counter" on 1st floor of China Plaza without number tag.

**17. How do citizens check the status of application after lodging application in “Macao One Account”?**

Ans: Normally, applicants can check the information and status of their applications in “My e-Affairs” of “Macao One Account” approximately 10 minutes after successful payment.