



Global Immigration alert

December 2024

Colombia

Colombia begins issuing digital IDs to foreign nationals following delays in the issuance of physical IDs

Executive summary

On 21 November 2024, the Colombian authorities began issuing digital IDs (i.e., Contraseñas Digitales) to foreign nationals due to ongoing delays in the issuance of physical IDs (i.e., Cédulas de Extranjería).

Background

Since June 2024, foreign nationals applying for Cédulas de Extranjería have been facing delays in obtaining this physical document due to several factors, including a backlog in application processing and unavailability of appointments with the immigration authorities. The delays increased after the staff of the immigration department went on an indefinite strike at the end of October 2024. On 30 October 2024, the immigration department notified EY about issues with the department's online application platform, which exacerbated the delays.

Key developments

Impacted individuals can now request a digital ID when filing their Cédulas de Extranjería applications with the Colombian immigration authorities, or after filing this application by making a request in person at the offices of the immigration authorities. Until they receive the physical ID, they may use the digital ID where required, including in connection with processes relating to social security, banking and relocation.

Impact on employers

The issuance of digital IDs is expected to benefit foreign nationals by mitigating the challenges associated with delays in receiving a physical ID. Employers may review employees' situation on a case-by-case basis, keep them informed of any developments and support them with completing all required processes as soon as possible.

Key steps

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



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