FREE CITIZEN SERVICES OF THE REGION OF MURCIA

1.- FREE APPOINTMENT SERVICE

Do you need an appointment to carry out any procedure with the Regional Administration?

You should know that you can request an appointment for different services of the Regional Administration **FOR FREE** (document registration, dependency, disability, large family certification, payment of regional taxes, unemployment, etc.).

How can I access this service?

- **You can make an appointment through the following website:** citaprevia.carm.es.

  It's very simple; you can check out the process in this **video**.

- **By calling the number 012.**

  You can also make your appointment by phone, where an operator will assist you in scheduling it with the Regional Administration.

- **Or** via **WhatsApp**, at the telephone number **(+34) 662 16 47 29**, or on **Telegram**, through the channel https://t.me/SACMurcia_bot.

2.- WE WILL ASSIST YOU IN YOUR OWN LANGUAGE AT THE CITIZEN SERVICE/REGISTRATION OFFICES

Did you know that whenever you need to carry out any procedures with the Regional Administration you can be assisted in your own language?

That's right, you will be assisted in your own language for free, by means of a conference call with the civil servant at the office and a professional translator who will be able to help you with the procedures you wish to carry out.

Are these translation services available at every office?

No, they aren't. This service is currently offered exclusively at the Registration Assistance Offices of the Autonomous Community of the Region of Murcia (CARM, as per the Spanish acronym). You can **make an appointment** for these offices via the following link or by calling the number 012.

If you wish to receive **more information** on those offices and their location, click on the following link: **CARM's Registration Offices**.

Will I be charged for this translation service?

No, you won't. This service is **COMPLETELY FREE OF CHARGE**. You only need to request it when you attend your appointment at the office.

Can everyone access this service?

Yes, any person (using their **Spanish foreigner ID number** [NIE, as per the Spanish acronym] as means of identification) and their duly accredited representatives can access this service.

If the concerned person is a minor, both parents shall appear and provide their family record book and the Spanish foreigner ID card (TIE, as per the Spanish acronym) of the minor.

What can we help you with?

We can help you with several procedures: submitting an application to any Spanish public administration, renewing your unemployment status, obtaining a large family certificate, providing you with your Cl@ve to have electronic access to public administration services, providing you with information or certificates in relation to files of the Regional Administration, granting you access to electronic notifications, etc.