

## Client Notice

### Early childhood education client fee decisions to become electronic

During the spring, early childhood education client fee decisions are to become electronic, and client families will receive notifications about new client fee decisions by text message and/or email. This change will provide families with faster access to information about decision processing.

Fee decisions will be sent electronically to the personal e-services folder of the guardian whose details have been provided to the Client Fee Unit. The fee decision will be sent to the personal e-services folder even if the guardian did not submit the early childhood education application electronically. If the child's guardian does not have a personal e-services folder, the client fee decision will be posted to the guardian's home address. Paper client fee decisions can always be requested.

### How do I sign in to my personal e-services folder?

You can sign into your [personal e-services folder](#) using your online bank access codes or a mobile certificate. The City of Helsinki's login page features instructions on how to use your personal e-services folder. You can change the contact information used for notifications in your personal e-services folder.

### Additional information

If you have any questions related to fee decisions, please contact the Education Division's client fees department via email: [varhaiskasvatus.maksut@hel.fi](mailto:varhaiskasvatus.maksut@hel.fi) or phone: +358 (0)9 310 8600 (exchange).

Further information about e-services:

<https://www.hel.fi/Helsinki/en/administration/administration/services/Verkkoasiointi-en/>