

# Important to know

## Practical matters for international students

### **Insurance**

**What:** get insurance that covers third-party liability, a fire and home furnishing insurance and insurance for medical expenses.

**Why:** you are obliged to have a (private) health insurance during your time in the Netherlands. Other insurances are optional, but recommended.

**To do:** check what kind of insurance you need on [our website](#).

**When:** you can do this **pre-arrival**. **Your BSN is not required.**

Want to double-check whether you are sufficiently insured? Drop by one of our [One Stop Shops](#) on campus after arrival.

You can already do this at home!

### **City Hall**

**What:** register yourself at the local government, also referred to as [Town Hall](#) or the [municipality](#).

**Why:** register at the City Hall of the town in which you are living if you are staying in the Netherlands **for more than four months**. After you register, you will receive your Citizen Service Number (BSN).

**To do:** You can register at City Hall Rotterdam on campus during one of [the One Stop Shops](#). Can't make it to the One Stop Shops? You can make an appointment with City Hall Rotterdam yourself by calling +31 (0)10-2671625, the tape you will hear is in Dutch, but if you wait until the end of the tape you will get to speak to a City Hall employee.

**When: after arrival.** If you register at City Hall at the One Stop Shop you don't have to wait until you have picked up your residence permit – just show the City Hall employees the visa in your passport or your IND approval letter.

Only applies to non-EA/EEA students!

### **IND**

**What:** pick up your residence permit at the Dutch Immigration and Naturalisation Service (IND).

**Why:** studying (and living) in the Netherlands requires you to have a student residence permit

**To do:** you are responsible to pick up your residence permit at the IND. [Make an appointment\\*](#) via the IND website. When making an appointment you need the following:

- Email address;
- V-number. Find this on the right-hand side of the IND approval letter we sent you;
- Citizen Service Number (BSN). Don't have one? You can leave this field blank.

**\*When:** only after International Office EUR notifies you that IND has issued your residence permit.

### **Dutch bank account**

**What:** open a [Dutch bank account](#).

**Why:** using a foreign bank card in the Netherlands – if at all possible – can be expensive.

**To do:** read up on the different requirements for different banks on [our website](#). Visit a bank at the [One Stop Shop](#) on campus or, if the bank of your choice is not present there, visit their office yourself.

**When: after arrival**, but you don't have to wait until you have received your BSN from City Hall – most banks don't immediately require a BSN.

**Check the other side** for information about the Dutch healthcare system, public transport, your phone and the ESN Buddy Programme!



# Also good to know

## Dutch healthcare system

[The healthcare system in the Netherlands](#) might be different than what you're used to. Some things to keep in mind:

- Your GP (general practitioner, Dutch: huisarts) will be your first point of contact, unless it's a life threatening emergency. **We strongly encourage you to [register at a GP as soon as possible](#).**
- You can't just visit a specialist or a hospital without a referral from your GP.
- In case of a life threatening emergency, you can always dial **the emergency number: 112**

## Phone

You can pick up a free pre-paid Lebara SIM card at the office of [Erasmus Student Network \(ESN\)](#). Their office is located at the P-building (PT-064) on the Woudestein Campus and open on weekdays from 12:00-15:00.

If you want to get a phone plan where you fulfil the payment per month, you can visit one of the other providers' shops in the city centre.

## Public transport

For a 10 euro deposit, you can get an anonymous transportation card at the office of the [Erasmus Student Network \(ESN\)](#). Their office is located at the P-building (PT-064) on the Woudestein Campus and open on weekdays from 12:00-15:00.

You can also buy an ISIC card: a custom-made mobility card for international students.

[More information.](#)

## ESN Buddy Programme

[Erasmus Student Network \(ESN\)](#) organizes a buddy programme for new international students. ESN buddies are Dutch and international students from all faculties who have been living in Rotterdam for at least a year. They can help you by sharing their knowledge and insights about Dutch culture and showing you around in Rotterdam.

[Read more about the Buddy Programme.](#)

## Frequently used terms and abbreviations

**BSN:** burgerservicenummer or citizen service number. This number is given to you by the municipality after you register at City Hall. A BSN is useful when you want to open a Dutch bank account, get a subscription travel card, want to work in the Netherlands or get a mobile phone plan where you pay monthly. Your BSN and your V-number are two different things!

**V-number:** this is the personal number that is linked to your IND case. You can find it on your IND approval letter. You need this number to make an appointment with the IND to pick up your residence permit.

**City Hall:** also referred to as Town Hall or the municipality (Dutch: gemeente(huis) or stadhuis).

**Housing permit:** to live in certain neighbourhoods in Rotterdam you need a housing permit. This is a document stating that you have permission to live in a rental house in that area.

Read more about the housing permit [here](#).

**ESN:** Erasmus Student Network. ESN is an international student organization that organizes a wide range of events throughout the year. Read more about their activities on [their website](#).

## Finding a house

**Student housing in the Netherlands is not arranged for you by the university;** it is your own responsibility. Please start preparing on time! Check out everything you need to know [here](#).

## Contact information

For questions about **enrolment**, contact the [Erasmus Student Service Centre](#).

For **general questions**, contact the International Office EUR via [internationaloffice@eur.nl](mailto:internationaloffice@eur.nl) or [check the other options!](#)

For questions about your **immigration procedure**, contact the Immigration desk via [immigration@eur.nl](mailto:immigration@eur.nl). Please mention your student number in your email!

For questions about your **study programme**, contact [your faculty](#).

