

# FREJA

RELEASE NOTES

MARCH 2024

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### Freja Release notes

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# FREJA RELEASE NOTES

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These Release Notes describe all the changes made to Freja systems from the previous release. They include:

- Updates to the Freja mobile application from version 11.8 to 11.9 on both Android and iOS.

## Summary

- FREJA+ FOR FOREIGNERS WITH A COORDINATION NUMBER

Foreign citizens of all EU/EEA countries may now get Freja+ with a valid coordination number.

## Freja+ for Foreigners with a Coordination No.

It is now possible for foreign citizens from EU/EAA countries to get Freja+ provided they have a verified coordination no., a valid biometric passport and an address registered in SPAR (Statens personadressregister).

### About the coordination no. (samordningsnummer)

A coordination no. is essentially a personnummer for people born outside of Sweden issued by the Swedish Tax Authority.

A verified coordination no. means that the person has gone to the Swedish Tax Authority personally with a valid ID document and that an official there has confirmed their identity.

### Which countries are eligible?

Currently, citizens of all EU/EEA countries may get Freja+ with a verified coordination number. They must use their biometric passport for registration.

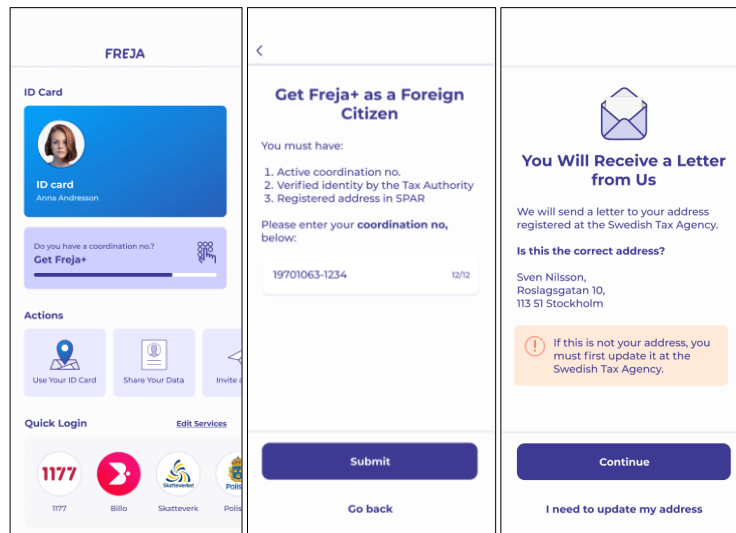
### Which e-services will be available?

Not all e-services in Sweden will support Freja+ obtained with a coordination number straight away.

This is not something that Freja can control as it is up to the service itself to choose whether to allow users with a coordination no. to access their e-services.

## PROCEDURE FOR GETTING FREJA+ WITH A COORDINATION NO.

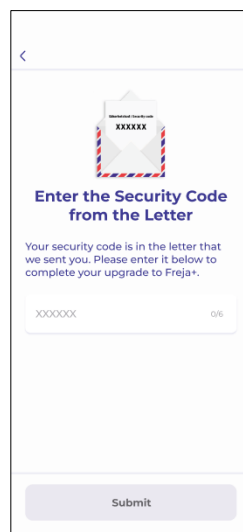
Users who have already added their biometric passport that is from an eligible country will have an action card on their home screen that prompts them to get Freja+.



*Initiating Freja+ with coordination no. and accompanying info screens*

After going through the flow, the user will need to confirm that their address registered in SPAR is correct as we will send a security code to that address.

After the letter arrives, all the user has to do is enter the security code from the letter into Freja and they will be granted Freja+.



*Security code input screen*

## Possible issues during registration

**Coordination no. identity level too low:** the user has not verified their identity in-person with the Swedish Tax Agency. They must go to the Swedish Tax Agency with a valid ID document so their identity can be verified in-person by an official.

**Account not eligible:** for whatever reason, this user has been flagged in our system as not having passed all security checks. They must delete their account and register again.

**Incorrect security code:** for whatever reason, the user is entering an incorrect/expired security code. After several failed attempts, they will need to reinitiate the process (get a new letter with a new security code).

**User's address might not be supported:** the address registered in SPAR could be in a country where we do not send mail.

**Country not supported/eligible:** users from countries that are not supported/eligible to get Freja+ with a coordination no. will not see the action on their home screen to initiate the process.