

INFO NORDEN ANNUAL REPORT 2024

An important
service for freedom
of movement across
the entire Nordic Region



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<https://pub.norden.org/politknord2025-714>

Info Norden: Highlights in 2024

Info Norden is one of the tools used by the Nordic Council of Ministers in their work to help make it easier for people to move between the Nordic countries and to make the most of the opportunities available. In 2024, the information service succeeded in reaching even more citizens, and it contributed actively to the identification and reduction of border obstacles that were continuing to pose challenges to individuals and businesses.

- **Record numbers seek information about opportunities in the Nordic Region:** In 2024, Info Norden's pages were visited 2.5 million times across more than three million page views. They received 24.8 percent more visits compared to 2023. These figures are the highest ever. Norway continues to be the country that most visitors seek information about: 30 percent of the pages visited in 2024 were about Norway. The greatest rise in visitor numbers came from countries outside of the Nordic Region (+39 percent), while pages on Finland experienced the biggest relative rise in page views (+70 percent).
- **An increasing number of Info Norden users are able to find the information they need online:** Info Norden responded to 4,411 enquiries in 2024. The number of enquiries fell by 4.4 percent compared to the year before. The growing number of visitors to Info Norden websites seems to suggest that more users are able to find the information they need, without having to contact Info Norden. The number of enquiries relative to the number of web visits fell from 2.3 enquiries per every 1000 web visits in 2023 to just 1.7 in 2024. This outcome is in line with Info Norden's aim to ensure that as many users as possible can find the answers they need on norden.org.
- **New guides provide users with an overview:** In recent years, Info Norden has developed guides which are aimed at specific target groups and cover concrete situations. In 2024, Info Norden published guides on remote and hybrid working, relocating as an elderly person and, in collaboration with Nordjobb, guides on temporary residence and seasonal work. Over the course of the year, Info Norden has worked together with the welfare authorities of the Nordic countries to further develop its information on social welfare benefits.
- **Info Norden is a part of wider efforts to reduce border obstacles in the Nordic Region:** Of the enquiries that Info Norden addressed in 2024, 201 concerned situations in which users experienced challenges to their freedom of movement in the Nordic Region. Info Norden

has been in dialogue with the Freedom of Movement Council about potential new obstacles, and four of these have been reported to the council's secretariat in the Nordic Council of Ministers. Info Norden also participates in regional border councils, simplification groups and national border-obstacle networks.



We appreciated Info Norden's visit and the opportunity to share practices in advising citizens. Their system, designed for the specificities of the Nordic region, is an excellent model for supporting mobile citizens. The visit provided valuable feedback by identifying common challenges and trends, closely aligned with ECAS work and YEA observations. It highlighted the importance of greater network interaction to foster innovation and improve support for citizen mobility across European regions.

Claire Damilano, Senior Legal Manager, European Citizen Action Service (ECAS)

- **Cross-border co-operation to boost Nordic and Baltic career portals:** In 2024, co-operation was established between Info Norden, the Nordic Council of Ministers and Euroguidance and the public education and career portals in the Nordic Region and the Baltic countries. The objective here is to exchange experiences, develop good networks across borders and discuss the development of digital solutions that make it easier for citizens to navigate work and student life in the Nordic Region. A two-day conference in Tromsø marked the start of the collaboration, and the network is planning new activities for 2025.
- **70 Years of a common Nordic labour market:** The agreement on a common Nordic labour market has existed since 1954. In collaboration with the Swedish Ministry of Employment, the Swedish Public Employment Service, Nordregio and the Norden i Fokus project, Info Norden organised an anniversary conference in Malmö. Discussions were held about how it can be made easier for people and businesses to make use of the opportunities in other Nordic countries, problems relating to the use of digital solutions across borders and how they can be solved, the importance of facilitating remote workers, the need for the Nordic Region to become a more attractive prospect for external labour and the importance of making it easier for people from outside the EU-EEA to take work across borders.
- **Freedom of movement in the Nordic Region and Europe:** The efforts being made to improve freedom of movement within the Nordic Region go hand in hand with a range of other European initiatives. In 2024, Info Norden exchanged experiences with several other European services and programmes, and this included a visit to Brussels. Meetings with Single Digital Gateway, Your Europe, European Citizen Action Service, Your Europe Advice, Europass and eIDAS have shown that there is huge potential for dialogue and collaboration.

Info Norden puts freedom of movement on the agenda all across the Nordic Region: Info Norden has put the Nordic Region on the agenda at several of the countries' democracy festivals, as well as Nordic Day, Järvaveckan, West Nordic Day and Denmark's Margrethedagene. Border obstacles in the business sector, digital obstacles and solutions, security, the labour market of the future, vocational education programmes and integration in the Nordic Region were all discussed by politicians, business representatives, researchers and others who work with these issues.

- **Co-operation with Nordic embassies places focus on citizens and businesses:** Over the course of many years, Info Norden has developed a close level of collaboration with the Nordic embassies. In 2024, Info Norden dialogued with almost all of the Nordic embassies across the different countries. This dialogue is relevant to the exchange of information about what is happening in the countries and what challenges citizens face when moving, working and studying in the Nordic Region.



Working in collaboration with Info Norden, Euroguidance Norway and the Nordic Council of Ministers were able to establish a Nordic-Baltic network for education portals in 2024. Info Norden has been an invaluable partner in the implementation of our webinars, and not least, our big conference in Tromsø. Info Norden participated in the programme committee and served as group leader in both the webinars and at the in-person event. We look forward to enjoying even more great co-operation with Info Norden in the future now that the network is established.

Karoline Tellum-Djarraya, Senior Advisor, Norwegian Directorate for Higher Education and Skills

- **Info Norden awarded prize for good service to citizens:** Info Norden was awarded the prize for Nordic Achievement of the Year 2024 from the Youth League of the Finnish Norden Association (PNU) in recognition of 'its long-term and positive co-operation, which has raised awareness among young people about the opportunities and challenges that exist in moving, studying and working in the Nordic Region'.
- **Enhanced focus on border obstacles and new organisation for Info Norden:** From 2025, Info Norden will become a part of the Ministers for Nordic Co-Operation's new six-year programme for freedom of movement in the Nordic Region. The aim of the programme is to reduce border obstacles, promote freedom of movement for both people and businesses and improve co-operation between the different working with border obstacles and the dissemination of information. From 2025, the administration of Info Norden will be transferred from the Nordic Associations and NORA to Nordic institutions in the individual countries.

Examples of new and old problems faced by Info Norden users in 2024.

- **Digital obstacles:** As a general rule, digital services make it easier for citizens to communicate with public authorities, but there is a digital wall between the countries. It is largely impossible to log into public-sector services using an electronic identification method from another Nordic country. Even on websites which allow citizens to log in and access the services of a public authority in another Nordic country, there is no tool available that can verify the identities of individuals across the various national systems.
- **Information exchange between civil population registers:** When a person moves from one Nordic country to another and registers there, a number of details are exchanged between the population registers. However, subsequent moves and other changes, such as changes to the person's name or civil status (e.g. marriage, divorce and parenthood) are not exchanged. Nor is information exchanged automatically between countries whenever a person becomes deceased.
- **Powers of attorney and guardianship:** An ever greater number of users visit Info Norden to ask whether future powers of attorney and other forms of guardianship will apply across borders in the Nordic Region. The lack of international rules in this area means there are no clear and general answers to these questions.
- **Case-processing times:** Many citizens experience long processing times from the public authorities when they move between the Nordic countries or when public authorities in two or more countries need to exchange information with each other. For example, this is the case for population registers and welfare authorities, and in cases involving the importation of cars and citizenship applications.
- **Recognition of qualifications in Sweden for Icelandic specialist doctors:** Doctors in Iceland who wish to train as specialists in Sweden have had problems meeting the requirements for base training (BT) in Sweden when pursuing a specialist diploma in Sweden.
- **Bank accounts:** Many banks in the Nordic Region decline to open bank accounts for people who do not have a registered address in the population register of that country. This affects cross-border commuters, newly arrived people, holiday-home owners and people who live in another country than a relative for whom they are a guardian. In some cases, this can pose a barrier when attempting to buy property in another country.
- **Loan of foreign cars:** It is not possible to loan a car which is registered in another Nordic country and drive it in your own country of residence without the owner being present in the car. This is because the person borrowing the car is considered the primary user, and duty-free use of the car is not permitted. It is not possible to

document a temporary loan in writing, either. This problem is especially relevant in border areas where people cross the border on a daily basis.

- **Danish taxation of pension savings abroad:** People who live in Denmark find that returns on foreign pension savings are taxed as income in Denmark, yet at the same time, they are unable to withdraw or transfer the foreign savings.

What is Info Norden?

Info Norden is the information service of the Nordic Council of Ministers. The purpose of the service is to make it easier for people to move freely within the Nordic Region. Info Norden provides information and short-cuts to everyone who wants to move, work, study and start or run a business in the Nordic Region.

Info Norden develops and maintains web pages in co-operation with local authorities in the Nordic countries, responds to user enquiries, reports possible border obstacles to the Freedom of Movement Council and arranges informational activities aimed at public authorities, case-processing bodies and other stakeholders.

Info Norden has offices in the eight Nordic capitals, and responds to enquiries in Danish, Finnish, Faroese, Greenlandic, Icelandic, Norwegian, Swedish and English.

From 2025, Info Norden will become a part of the Ministers for Nordic Co-operation's programme for freedom of movement in the Nordic Region.



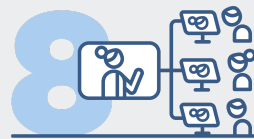
Knowledge and innovation:

Support knowledge and innovation that makes it easier for companies throughout the Nordic region to fully seize the development opportunities created by the green, technological and digital transition and the growing bio-economy



Well-functioning labour markets

Develop competencies and well-functioning labour markets that match the demands of the green transition and digital development, and which support freedom of movement in the Nordic region



Digitalisation and education

Use digitalisation and education to tie the Nordic region even more closely together

**Nordic Council of
Ministers: Our Vision
2030**

Info Norden in numbers

On the website norden.org, Info Norden publishes articles on all topics concerning mobility in the Nordic Region. In 2024, the Info Norden web pages were visited more than 2.5 million times. Below, you can read some figures about Info Norden, and see a list of the ten most-read Info Norden articles in 2024.



Info Norden has published **400 articles** in Danish, Finnish, Icelandic, Norwegian, Swedish and English



Info Norden's web pages were **visited 2,522,488** times in 2024. This is a 24.8 percent increase compared with 2023.



In 2024, Info Norden responded to **4,411 enquiries**. This is a decrease of 4.4 percent compared with 2023.



In 2024, Info Norden was **contacted 201 times** with questions relating to potential border obstacles and other challenges to mobility in the Nordic Region.

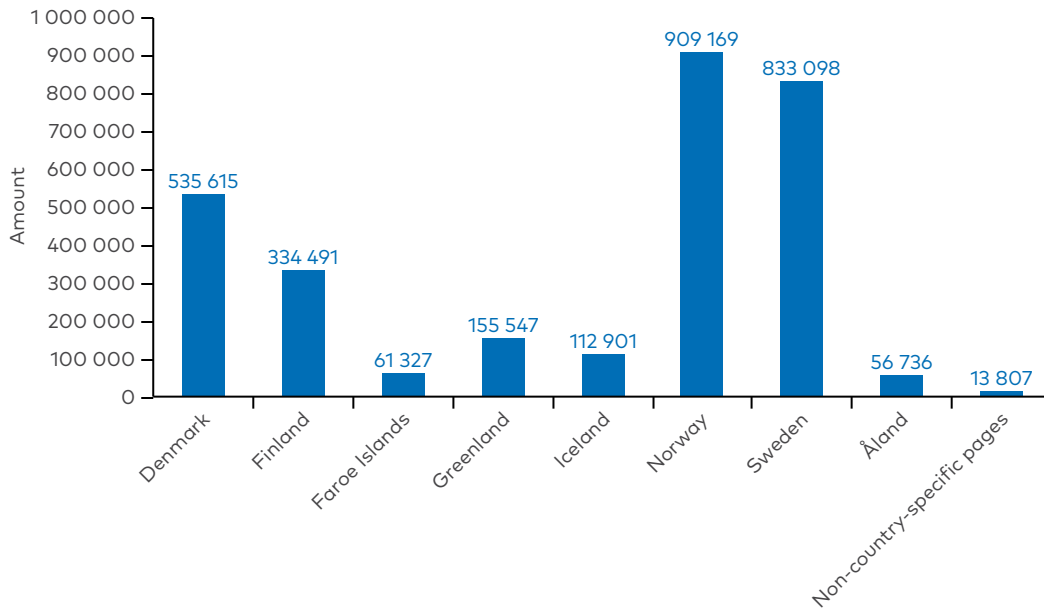
The most popular topics on Info Norden's websites

1. Public holidays
2. Travelling with dogs or cats
3. Guide: Moving to ...
4. Customs rules
5. Housing
6. Guide: Working in ...
7. Citizenship
8. Job-seeking
9. Retirement pension
10. Parental benefit

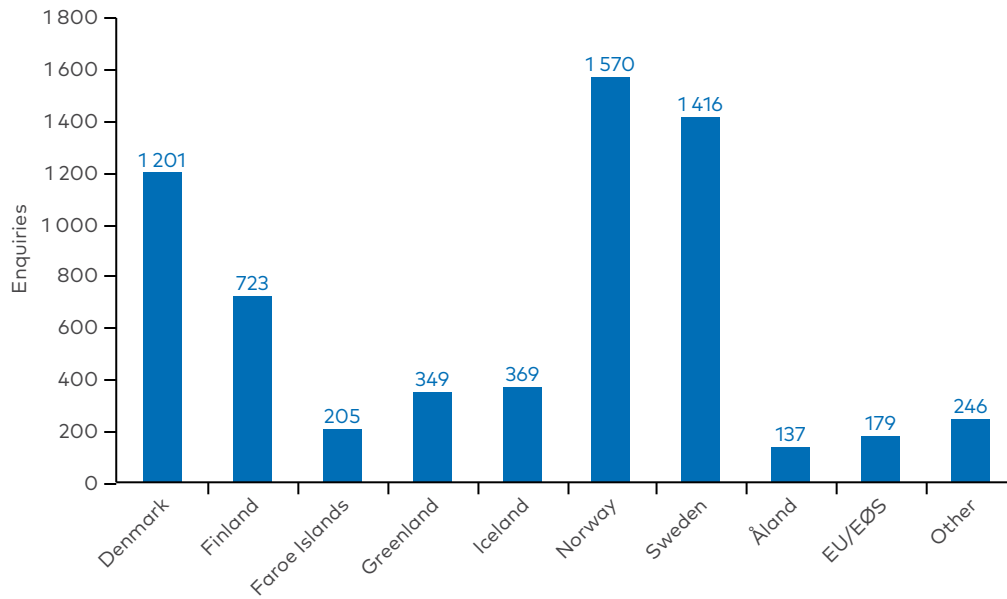
Topics that Info Norden users most often ask questions about

1. Non-Nordic citizens (both inside and outside the Nordic Region)
2. Work, job-seeking and unemployment benefits
3. Social security (all types of social benefits)
4. Civil registration, identification and personal identity numbers
5. School and education
6. Customs and taxation
7. Moving
8. Society (e.g. citizenship and voting rights)
9. Consumer issues (e.g. banks and insurance)
10. Health, illness and special needs

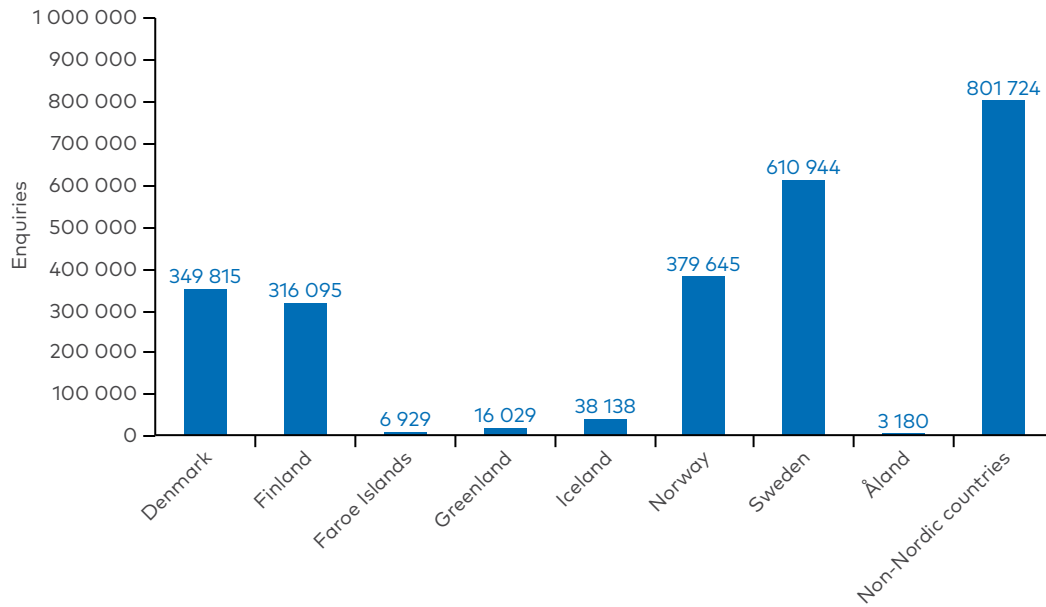
Which countries do users read about on Info Norden's web pages?



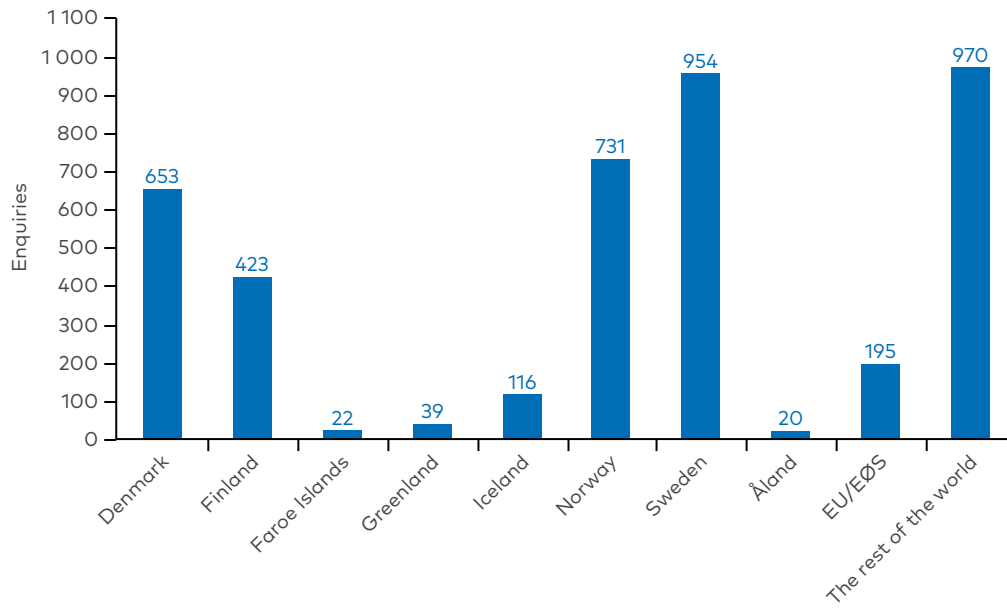
Which countries do the enquiries sent to Info Norden concern?



Where do the web visitors come from?



Where are the enquiries sent from?



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Co-operation between the Youth League of the Finnish Norden Association (PNU) and Info Norden goes back a long way. The collaboration between us is valuable and has allowed us to raise awareness among young people about mobility in the Nordic Region, including both the opportunities and challenges. The work Info Norden does and the support they offer to PNU is hugely valuable to all young people relocating in the Nordic Region.

Nette Rimpioja, Chair 2024 and Jenny Tabermann, Secretary General, Youth League of the Finnish Norden Association (PNU)

Mobility in the Nordic Region

Info Norden's target groups include citizens who move or commute between the Nordic countries in order to work, study or establish a business. They also include residents of the Nordic countries who have previously worked and earned the right to a pension in another Nordic country, and citizens who are looking for information about obtaining citizenship in another Nordic country.



At the beginning of 2024, approximately **28,200,000** people were **LIVING** in the Nordic Region



At the beginning of 2024, approximately **446,000** people were **LIVING** in a different Nordic country to their country of birth.



In 2023, approximately **38,000** people **MOVED** from one Nordic country to another.



In the **TEN YEARS** between 2014 and 2023, approximately **424,000** people moved from one Nordic country to another.



Approximately **44,000** people live in one Nordic country and **WORK** in another



Approximately **19,000** **STUDY** in another Nordic country.



Approximately **180,000** receive a **PENSION** from another Nordic country, because they have lived or worked there at some point in their lives.



In 2023, approximately **8,700** Nordic citizens were granted **CITIZENSHIP** in another Nordic country.

”

Relations between Sweden and Denmark have never been better. For that reason, we have every opportunity to strengthen them even further. So let's embrace the positive! Removing border obstacles and disseminating information about how easy it is to work and live across the Nordic Region contributes to that. And what is good for one country will benefit the others, too.

Hans Wallmark, Sweden's Ambassador to Denmark

Annex: web visits, enquiries and informational activities

Visits to Info Norden's web pages

The figures up to and including 2022 are from Google Analytics. The figures from 2024 are, unless stated otherwise, from Siteimprove.

Figure 1: Number of visits to the Info Norden web pages

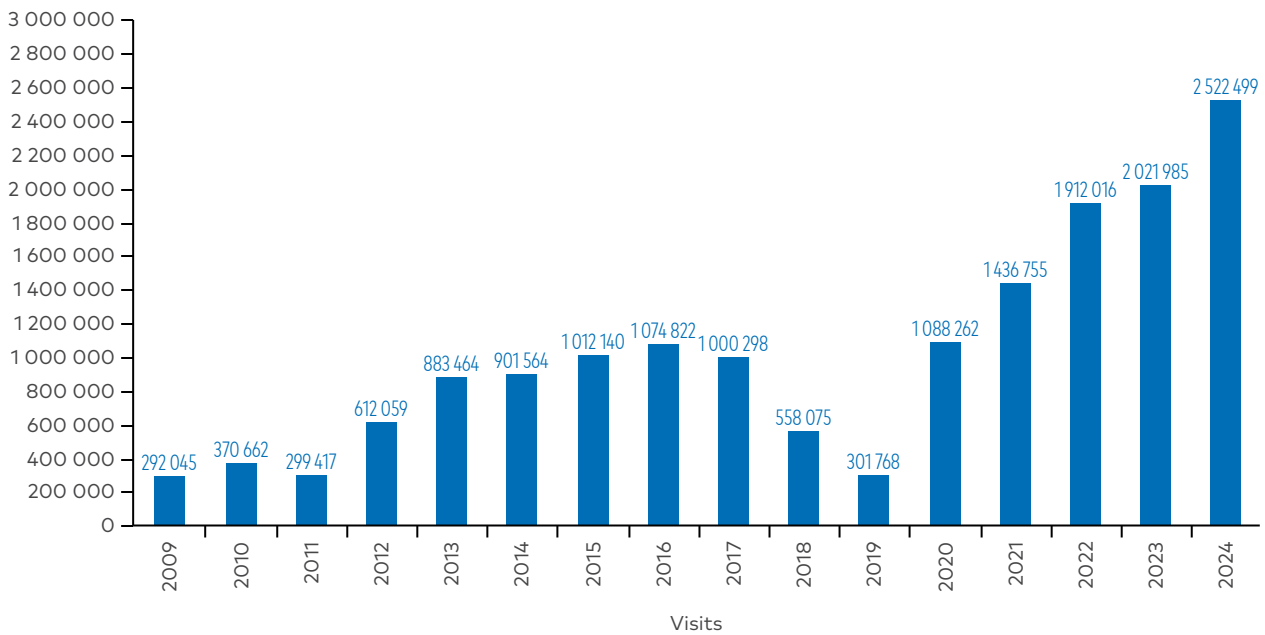


Table 1: Number of visits to the Info Norden web pages

Visit from:	2022	2023	2024	Difference between 2023 and 2024
Denmark	248,100	275,981	349,815	+26.8 %
Finland	233,779	242,419	316,095	+30.4 %
The Faroe Islands	7,381	6,639	6,929	+4.4 %
Greenland	20,469	15,487	16,029	+3.5 %
Iceland	29,230	32,732	38,138	+16.5 %
Norway	322,759	327,465	379,645	+15.9 %
Sweden	509,756	541,494	610,944	+12.8 %
Åland	3,277	3,130	3,180	+1.6 %
Non-Nordic countries	537,265	576,632	801,724	+39.0 %
Total	1,912,016	2,021,985	2,522,499	+24.8 %

Table 2: Number of page views for the Info Norden web pages

Page views in:	2022	2023	2024	Difference between 2023 and 2024
Denmark	361,920	365,387	453,015	+24.0 %
Finland	348,800	326,789	410,513	+25.6 %
The Faroe Islands	11,873	9,715	9,957	+2.5 %
Greenland	29,884	21,824	22,588	+3.5 %
Iceland	50,877	50,600	57,329	+13.3 %
Norway	458,953	420,594	474,366	+12.8 %
Sweden	733,899	690,654	753,317	+9.1 %
Åland	5,840	5,667	4,447	-21.5 %
Non-Nordic countries	719,155	718,776	984,416	+37.0 %
Total	2,721,201	2,610,006	3,169,948	+21.5 %

Table 3: Visits, by traffic source

Percentage share of visits coming via:	2022	2023	2024
Organic searches ^[1]	81.9 %	81.0 %	77.9 %
Google's share of organic searches	96.6 %	97.2 %	98.0 %
Google ads ^[2]	10.5 %	7.7 %	6.7 %
Other websites (apart from social media)	1.3 %	0.9 %	2.7 %
Social media	0.6 %	0.8 %	0.7 %
Facebook's share of social media visits	85.2 %	85.7 %	80.1 %
Direct traffic	5.7 %	5.2 %	7.0 %
Internal referrals	-	3.2 %	4.1 %

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1. Figures from 2023 onwards are calculated as the figures for search engines in Siteimprove minus the total number of clicks on Info Norden's campaigns in Google Ads.
 2. Figures for 2021–2022 from Google Analytics. Figures from 2023 onwards are calculated as the total number of clicks on Info Norden's campaigns in Google Ads.

Table 4: Most-viewed web pages

Here are the 100 most-read articles on the Info Norden web pages across all countries. All translations of each text are included in the count. The number in parenthesis indicates position on the list in 2023.

1. Public holidays in Denmark (4)
2. Travelling with dogs or cats to Norway (1)
3. Public holidays in Norway (7)
4. Public holidays in Sweden (18)
5. Moving or travelling to Svalbard (2)
6. Customs regulations in Norway (3)
7. Guide: Moving to Norway (5)
8. Public holidays in Finland (NEW)
9. Guide: Working in Finland (23)
10. Travelling to Sweden with dogs and cats (17)
11. Travelling with pets to Denmark (6)
12. Housing in Norway (8)
13. Housing in Sweden (25)
14. Retirement pension in Norway (15)
15. Swedish citizenship (10)
16. Customs regulations in Sweden (13)
17. Guide: Working in Norway (9)
18. Danish citizenship (20)
19. Passport and visa requirements when entering Sweden (NEW)
20. Looking for work in Norway (14)
21. Banks in Sweden (12)
22. Swedish personal identity number (NEW)
23. Work as a nurse in Norway (19)
24. Job-seeking in Greenland (24)
25. Norwegian identification numbers (11)
26. Parental benefit and parental leave in Norway (21)
27. Guide: Moving to Sweden (16)
28. Guide: Moving to Greenland (26)
29. Parental benefit in Sweden (31)
30. Death, inheritance and wills in Sweden (NEW)
31. Driving licences in Sweden (30)
32. Travelling to Finland with dogs or cats (28)
33. Cars in Sweden (34)
34. Norwegian citizenship (40)
35. Child support in Sweden (36)
36. Retirement pension in Sweden (29)
37. The Norwegian pension system (22)
38. Work and residence permits in Norway (39)
39. Housing in Denmark (35)
40. Cars in Denmark (38)
41. Registration in the Swedish Population Register (27)
42. Housing allowance in Sweden (42)
43. Guide: Moving to Denmark (33)

44. Finnish citizenship (48)
45. Passport requirements for travel to Denmark (NEW)
46. Right to healthcare services in Norway (47)
47. Grading scales in the Swedish educational system (44)
48. Driving licences in Norway (53)
49. Cars in Norway (45)
50. Pregnancy and childbirth in Sweden (52)
51. Work permits and residence permits in Sweden (49)
52. Tax in Norway (32)
53. Tax in Sweden (41)
54. Guide: Working in Greenland (56)
55. Danish State Education Support (60)
56. Danish retirement pension (50)
57. Tax in Denmark (46)
58. Customs rules in Iceland (62)
59. Registration in the National Population Register in Norway (43)
60. Guide: Working in Denmark (55)
61. Customs rules in Denmark (51)
62. Parental benefit in Denmark (90)
63. Work and residence permits in Greenland (54)
64. Danish civil registration number (64)
65. The grading scale in the Danish education system (69)
66. Housing in Greenland (59)
67. Work as a doctor or nurse in Sweden (37)
68. Residence and work permits in Denmark (82)
69. Medicines and high-cost protection in Sweden (72)
70. Guide: Moving from Sweden (65)
71. The Danish pension system (67)
72. Driving licences in Denmark (71)
73. Applying for jobs in Sweden (98)
74. Guide: Working in Sweden (NEW)
75. Death and inheritance in Norway (70)
76. Housing in Åland (61)
77. Housing in the Faroe Islands (58)
78. Disability benefit in Norway (73)
79. Icelandic citizenship (57)
80. Guide: Seasonal work in Sweden (NEW)
81. Electronic identification in Sweden (NEW)
82. Customs rules in Finland (NEW)
83. Job hunting in Finland (84)
84. Grading scales in Finland (95)
85. Civil registration in Denmark (66)
86. Financial support in Sweden (78)
87. Right to access health services in Denmark (86)
88. Unemployment benefit in Sweden (75)
89. The healthcare system in Sweden (89)
90. Job-seeking in Denmark (79)
91. Guide: Moving from Norway (77)
92. Primary and lower secondary school in Norway (74)
93. Banks in Norway (76)
94. Guide: Study in Sweden (NEW)

95. [Job-seeking in the Faroe Islands \(68\)](#)
96. [The Swedish pension system \(100\)](#)
97. [Childcare in Sweden \(80\)](#)
98. [Do I need a passport when travelling to Finland? \(NEW\)](#)
99. [Guide: Moving to Finland \(NEW\)](#)
100. [Student finance in Sweden \(NEW\)](#)

Table 5: Most-viewed web pages, by subject

Here are the 20 subjects on which Info Norden users have most often searched for information, across the countries. The number in parenthesis indicates position on the list in 2023.

- | | |
|-------------------------------------|--|
| 1. Public holidays (3) | 11. Personal identity numbers (17) |
| 2. Travelling with dogs or cats (1) | 12. Car (11) |
| 3. Guide: Moving to ... (2) | 13. Residence and work permit (12) |
| 4. Customs rules (4) | 14. Tax (9) |
| 5. Housing (5) | 15. Driving licence (16) |
| 6. Guide: Working in ... (7) | 16. Passport, visa and identification requirements (NEW) |
| 7. Citizenship (6) | 17. Bank account (14) |
| 8. Job-seeking (8) | 18. Pension system (18) |
| 9. Retirement pension (10) | 19. Civil registration (15) |
| 10. Parental benefit (13) | 20. Right to access health services (19) |

Table 6: Page views on pages about the individual countries

Total number of page views on pages about each individual country.

Number of page views in:	2023	2024	Difference between 2023 and 2024	Percentage 2024
Denmark	437,084	535,615	+22.5 %	17.8 %
Finland	196,999	334,491	+69.8 %	11.1 %
The Faroe Islands	61,678	61,327	-0.6 %	2.0 %
Greenland	144,796	155,547	+7.4 %	5.2 %
Iceland	114,492	112,901	-1.4 %	3.7 %
Norway	844,695	909,169	+7.6 %	30.2 %
Sweden	596,714	833,098	+39.6 %	27.7 %
Åland	59,104	56,736	-4.0 %	1.9 %
Non-country specific texts	4,519	13,807	+205.5 %	0.5 %

Enquiries to Info Norden

All enquiries to Info Norden are registered in the Nordsvar database. The figures are taken from there.

Figure 2: Number of enquiries to Info Norden

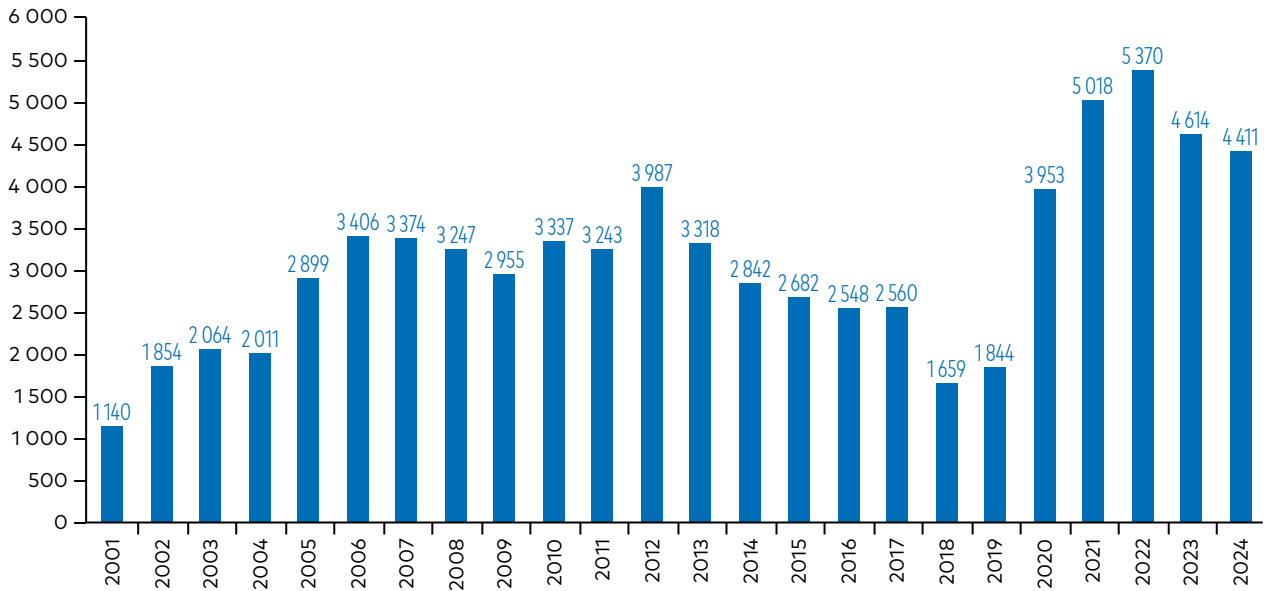


Table 7: Number of enquiries to Info Norden, by office

Most users who ask questions do so via the questionnaire on Info Norden's web pages. When completing this questionnaire, users can choose which language they wish to receive the response in. This choice determines which Info Norden office receives the question. Enquiries that require an answer in Danish will be sent to Info Norden in Denmark, etc. Enquiries in English are answered by Info Norden in the country the enquiry concerns.

Number of enquiries to:	2022	2023	2024	Difference between 2023 and 2024
Denmark	837	756	719	-4.9 %
Finland	610	654	733	+12.1 %
The Faroe Islands	166	133	88	-33.8 %
Greenland	333	244	180	-26.2 %
Iceland	312	256	199	-22.3 %
Norway	1,117	1,000	812	-18.8 %
Sweden	1,888	1,502	1,644	+9.5 %
Åland	107	69	36	-47.8 %
Total	5,370	4,614	4,411	-4.4 %

Table 8: Number of enquiries about the individual countries

Note that most enquiries concern at least two different countries. The total of the numbers in each column is therefore greater than the total number of enquiries per year given in Table 7.

Number of enquiries about:	2022	2023	2024	Difference between 2023 and 2024
Denmark	1,421	1,267	1,201	-5.2 %
Finland	575	660	723	+9.5 %
The Faroe Islands	260	221	205	-7.2 %
Greenland	403	346	349	+0.9 %
Iceland	455	405	369	-8.9 %
Norway	1,985	1,663	1,570	-5.6 %
Sweden	1,592	1,297	1,416	+9.2 %
Åland	154	133	137	+3.0 %
EU/EEA	184	152	179	+17.8 %
Other	246	220	246	+11.8 %

Table 9: Number of enquiries by country of the enquirer

Info Norden arbejder for at så mange brugere som muligt kan finde relevant information på norden.org uden at behøve at kontakte Info Norden. Det er derfor et mål at andelen af henvendelser per webbesøg er lavt.

Number of enquiries from:	2023	2024	Difference between 2023 and 2024	Percentage 2024
Denmark	679	653	-3.8 %	15.8 %
Finland	429	423	-1.4 %	10.3 %
The Faroe Islands	23	22	-4.3 %	0.5 %
Greenland	49	39	-20.4 %	0.9 %
Iceland	178	116	-34.8 %	2.8 %
Norway	792	731	-7.7 %	17.7 %
Sweden	1,078	954	-11.5 %	23.1 %
Åland	13	20	+53.8 %	0.5 %
EU/EEA	171	195	+14.0 %	4.7 %
Rest of the world	969	970	+0.1 %	23.5 %

Table 10: Number of enquiries by topic

Note that most enquiries concern at least two different topics. The total number in each column will therefore be greater than 100 %.

Topic	2022	2023	2024
Working in multiple countries	0.7 %	0.7 %	0.6 %
Work, job seeking and unemployment benefits	14.3 %	21.1%	24.9 %
Housing	5.2 %	4.4 %	4.0 %
Remote working and distance learning	0.9 %	1.3 %	1.6 %
Business/enterprise	4.5 %	4.9 %	4.8 %
Family (e.g. child support, death and inheritance)	3.3 %	4.2 %	5.0 %
Moving	10.7 %	10.0 %	7.8 %
Civil registration, ID and civil registration numbers	10.3 %	11.5 %	12.2 %
Consumers (e.g. banks and insurance)	5.7 %	5.6 %	5.5 %
Cross-border commuters	1.8 %	1.0 %	1.5 %
Non-Nordic citizens (both inside and outside the Nordic Region)	22.6 %	26.5 %	27.7 %
Crises in society (enquiries about COVID-19 and the war in Ukraine)	1.1 %	0.2 %	0.1 %
Vehicles	4.6 %	4.6 %	3.9 %
Temporary residence	4.2 %	4.9 %	4.3 %
Nordic co-operation	0.8 %	1.0 %	1.2 %
Nordic support schemes	0.7 %	0.7 %	1.1 %
Travelling with animals, plants and foodstuffs	5.0 %	6.5 %	5.0 %
Society (citizenship and voting rights)	8.9 %	6.8 %	6.1 %
School and education	11.0 %	10.5 %	9.9 %
Social security (all types of social benefits)	16.2 %	15.4 %	15.4 %
Health, illness and special needs	5.3 %	4.7 %	5.2 %
Customs and taxation	11.5 %	10.1 %	9.5 %
Other	1.8 %	1.3 %	1.8 %

Table 11: Number of enquiries per web visit

Info Norden works actively to enable as many users as possible to find relevant information on norden.org without needing to contact Info Norden. It is therefore a goal of ours that the number of enquiries per web visits be low.

Year	Number of enquiries per 1,000 visits
2024	1.7 %
2023	2.3 %
2022	2.8 %
2021	3.5 %
2020	3.6 %

Table 12: Number of enquiries per language

Language	2022	2023	2024
Danish	15.7 %	15.0 %	14.8 %
Finnish	8.3 %	7.5 %	8.5 %
Faroese	0.2 %	0.3 %	0.3 %
Greenlandic	0.3 %	0.2 %	0.1 %
Icelandic	3.5 %	3.4 %	2.8 %
Norwegian	17.4 %	16.1 %	15.7 %
Swedish	26.0 %	24.4 %	21.7 %
English	28.6 %	33.0 %	36.2 %

Table 13: Enquiries registered as possible border obstacles

Info Norden is able to register an enquiry as a "possible border obstacle". This can be done for both new and known problems, and both for obstacles which meet the definition established by the Freedom of Movement Council for a border obstacle as well as issues that have not yet been clarified. Info Norden's role is to collect and report information on border obstacles to the Freedom of Movement Council. The goal is to receive relatively fewer trivial enquiries and relatively more enquiries that concern possible border obstacles. The percentage of all enquiries that concern possible border obstacles is an indication of this.

Year	Number	As a percentage of the number of enquiries
2024	201	4.6 %
2023	152	3.3 %
2022	137	2.6 %
2021	67	1.3 %
2020	95	2.4 %

Info Norden's informational activities

Info Norden's informational activities encompass all aspects of the work being done to promote freedom of movement in the Nordic Region and can, among other things, take the form of seminars, conferences, presentations, meetings with stakeholders, targeted digital information to Info Norden's target groups and campaigns on social media.

Table 14: Info Norden's own events

Subject	Organiser	Location	Start date	Number of participants
Breakfast meeting with Norway's delegation to the Nordic Council and the Nordic Association	Info Norden, the Nordic Association	Oslo	1/2/2024	10
Finland's network on obstacles to freedom of movement in the Nordics	Info Norden and the Finnish Norden Association	Helsinki	1/2/2024	19
Meeting with Norway's Co-operation Ministers and Ministry of Foreign Affairs	Info Norden, the Nordic Association	Oslo	8/2/2024	8
Presentation to the Icelandic embassy in Denmark	Info Norden, the Icelandic embassy	Copenhagen	20/2/2024	3
Presentation to the Norwegian embassy in Finland	Info Norden, the Norwegian embassy	Helsinki	6/3/2024	7
Nordic Day in Sweden: The future of free movement in the Nordic Region – What will it look like?	Info Norden and Norden i Fokus	Stockholm	18/3/2024	120
Security in the Nordic Region	Info Norden, the Nordic Association	Copenhagen	19/3/2024	110
Nordic Day in Finland: The Nordic Region – Stronger together	The Nordic Council of Ministers, Info Norden, etc.	Helsinki	22/3/2024	542
Travel and Education in the Nordic Region	TechCollege, Info Norden, the Nordic Association and more	Aalborg	16/4/2024	130
Meeting between Solvit, Info Norden and the Freedom of Movement Council in Finland	Info Norden	Helsinki	22/4/2024	4
Returning to Denmark	Info Norden, the Nordic Welfare Centre	Online	23/4/2024	8

Presentation to Finland's representatives in NATO	Info Norden	Brussels	14/05/2024	5
Presentation to Europass	Info Norden	Brussels	14/05/2024	7
Presentation to Single Digital Gateway/Your Europe	Info Norden	Brussels	14/05/2024	13
Presentation to ECAS/Your Europe Advice	Info Norden	Brussels	15/05/2024	10
Presentation to the staff of the Swedish EU Commissioner	Info Norden	Brussels	15/05/2024	6
Presentation to eIDAS	Info Norden	Online	21/05/2024	7
Finland's network on obstacles to freedom of movement in the Nordics	Info Norden and the Finnish Norden Association	Helsinki	28/5/2024	24
Järvaveckan: A school for all – But how do we get the boys on board?	Info Norden, Norden i Fokus and the Nordic Welfare Centre	Stockholm	29/5/2024	50
Järvaveckan – Tent	Info Norden, Norden i Fokus and the Nordic Welfare Centre	Stockholm	29/5/2024	500
Induction meeting – guidance network, online	The Nordic Council of Ministers, Info Norden, Euroguidance, the Norwegian Directorate for Education and Training	Online	10/6/2024	40
Folkemødet: More young people in the Nordic Region should choose a vocational education!	The Nordic Council of Ministers, Info Norden, the Nordic Association	Allinge	15/6/2024	110
Folkemødet: How can we best utilise labour force in the Nordic Region?	The Nordic Council of Ministers, Info Norden, the Nordic Association	Allinge	15/6/2024	91
Anniversary conference: 70 years of a common Nordic labour market	The Swedish Ministry of Employment and Info Norden	Malmö	18/6/2024	180
Almedalen – seminar: "Remote work is here to stay – how should we view it?"	The Nordic Council of Ministers, Info Norden	Visby	25/6/2024	50

Almedalen – mingle: Almedalen mingle event in the Nordic tent	The Nordic Council of Ministers, Info Norden	Visby	25/6/2024	100
Arendalsuka: Taking a border-free Nordic Region to the next level	The Nordic Council of Ministers, the Chamber of Commerce of Sweden & Norway, Akershus County Council, Info Norden, the Swedish Embassy in Oslo	Arendal	13/8/2024	70
Nordic-Baltic seminar on learning opportunity portals	The Nordic Council of Ministers, Euroguidance, Info Norden	Tromsø	14/8/2024	56
Finland's network on obstacles to freedom of movement in the Nordics	Info Norden, the Nordic Association	Helsinki	3/9/2024	18
Business without border obstacles – Can the Nordics become a single region for work and business?	Info Norden, the Nordic Association	Oslo	26/9/2024	50
Meeting with the Finnish embassies in the Nordic Region	Info Norden, the Finnish embassy in Denmark	Copenhagen	24/10/2024	11
Lunch meeting with the Nordic embassies in Oslo and the Nordic Association	Info Norden	Oslo	13/11/2024	10
Finland's network on obstacles to freedom of movement in the Nordics	Info Norden, the Nordic Association	Helsinki	3/12/2024	17

Table 15: Events that Info Norden has contributed to

Subject	Organiser	Location	Start date	Number of participants
Educa exhibition	Exhibition centre, Trade Union of Education in Finland, Finnish National Agency for Education, etc.	Helsinki	26/1/2024	160
Consuls Day for Icelandic consuls in Oslo	The Icelandic embassy in Norway	Oslo	2/2/2024	12
Presentation of Info Norden's website for E-samverkan	Info Norden	Stockholm	15/2/2024	5
Workshop on Low Nordic cross border labour market mobility: Lack of labour in many sectors and areas – What will the next 70 years look like?	Nordregio	Stockholm	22/2/2024	9
Presentation about Info Norden and border obstacles, delegation meeting at the Norwegian Parliament	The Norwegian Parliament	Oslo	19/3/2024	15
Nordic Day	The Nordic Institute in Greenland and the Nordic Association in GL	Nuuk	23/03/2024	50
LOTS	The Nordic Council of Ministers	Copenhagen	10/4/2024	20
Communication seminar	The Nordic Council of Ministers	Båstad	18/4/2024	60
General Assembly of the Finnish Norden Association	The Finnish Norden Association	Tammerfors	20/5/2024	73

Award ceremony coffee: Nordic Achievement of the Year 2024	Youth League of the Finnish Norden Association	Helsinki	28/5/2024	20
Arendalsuka: Contributed practically in the Nordic tent	Nordic co-operation	Arendal	11/8/2024	1,200
Margretedagene: Contributed practically and social-media launch of Margretedagene	The Nordic Association	Oslo	23/9/2024	80
West Nordic Day	The Nordic Institute in Greenland and the Nordic Association in GL	Nuuk	23/9/2024	40
Stand at the Nordic Council session	The Nordic Council	Reykjavik	28/10/2024	200
Meeting with the Freedom of Movement Council and border services	The Secretariat of the Nordic Council of Ministers	Reykjavik	30/10/2024	23
Trustee Day	The Nordic Association	Middelfart	16/11/2024	85

Table 16: Info Norden's digital informational activities and mentions in other channels

Subject	Organiser/Sender	Type of information	Date	Number of recipients / Reach
Contributed facts to article on working life (which links to Info Norden's articles)	Working life in the Nordic Region	Article	1/2/2024	-
Newsletter: Ten reasons to start a business in the Nordic Region	Info Norden	Newsletter	8/2/2024	450
Business in the Nordics: 10 Reasons and 10 Challenges	Mobility in the Nordics	LinkedIn	14/2/2024	420
Access Denied: Swedish Banks Reject Foreign Homebuyers for Account Opening	Mobility in the Nordics	LinkedIn	21/2/2024	420

Newsletter: Around the Nordic Region in 80 points	Info Norden	Newsletter	15/3/2024	218
Newsletter: New visit records in 2023	Info Norden	Newsletter	15/3/2024	71
Everything you need to know about freedom of movement	Info Norden	Newsletter	15/3/2024	450
Around the Nordic Region in 80 Points	Mobility in the Nordics	LinkedIn	15/3/2024	420
Nordic payment revolution: By summer, people in the Nordics can swipe across borders!	Mobility in the Nordics	LinkedIn	22/3/2024	420
Two news items about Info Norden's annual report	The Finnish Norden Association	Newsletter	5/4/2024	2,800
The Nordic Region in 2030 and beyond	The Finnish Norden Association	Article	22/5/2024	5,000
Two news items about Info Norden	The Finnish Norden Association	Newsletter	31/5/2024	2,800
From Helsinki to Nuuk: The role of Info Norden in social security	Finnish Centre for Pensions	Article	10/6/2024	2,400
Nordic debates at Folkemødet	Info Norden	Newsletter	12/6/2024	215
10 Myths about Living, Working and Thriving in the Nordic Countries	Mobility in the Nordics	LinkedIn	5/8/2024	420
"Married in One Nordic Country, Single in Another? The Curious Case of Wedding Rings in the Nordic Countries"	Mobility in the Nordics	LinkedIn	20/8/2024	420
Increase student mobility via digital services	The Finnish Norden Association	Newsletter	23/8/2024	2,800
Cross-border challenges: the summer's most important reports and seminars,	Info Norden	Newsletter	28/8/2024	450
Panel conversation on business and border obstacles	Info Norden	Newsletter	11/9/2024	70
How Integrated Are the Nordics? 11 Challenges to True Nordic Integration	Mobility in the Nordics	LinkedIn	2/10/2024	420

Working in the Nordics: The Best Job Sites for Each Country	Mobility in the Nordics	LinkedIn	4/10/2024	420
Bridging the Gap: New Rules for Cross-Border Commuting in the Danish-Swedish Agreements	Mobility in the Nordics	LinkedIn	10/10/2024	420
From weeks to years: Sweden makes it more difficult for Nordic citizens to become Swedish citizens	Info Norden	Newsletter	24/11/2024	450

Sources: Mobility in the Nordic Region

All figures were obtained on 14–17 January 2025 unless otherwise stated.

1. "At the beginning of 2024, approximately 28,200,000 people were living in the Nordic Region."

Source: [Nordic Statistics Database POPU01](#)

2. "At the beginning of 2024, approximately 446,000 people were living in a different Nordic country to their country of birth."

Source: [Nordic Statistics Database CITIO2](#)

3. "In 2023, approximately 38,000 people moved from one Nordic country to another."

Source: [Nordic Statistics Database MIGRO2](#)

4. "In the ten years between 2014 and 2023, approximately 424,000 people moved from one Nordic country to another."

Source: [Nordic Statistics Database MIGRO2](#)

5. "Approximately 44,000 people live in one Nordic country and work in another."

Source: [Nordic Statistics Database COMM10](#)

The figures in the table are from 2015 unless otherwise specified.

Place of residence	Place of work					Total
	Denmark	Finland	Iceland	Norway	Sweden	
Denmark		179	195	2,842 (2018)	2,029 (2017)	5,245
Finland	101		13	1,068 (2018)	1,324 (2017)	2,506
Iceland	56	12		694	88	850
Norway	560 (2018)	184	140		1,244 (2017)	2,128
Sweden	14,275 (2017)	1,854	165	17,397 (2017)		33,691
Total	14,992	2,229	513	22,001	4,685	44,420

6. "Approximately 19,000 study in another Nordic country."

Sources:

- 9,844 students with education grants for a full programme: [Nordic Statistics Database EDUC13](#)
- 3,284 exchange students via Nordplus: [Nordplus](#)
- 6,185 exchange students via Erasmus+: [Erasmus+ annual report 2023, Statistical annex](#). (Tables: "Higher education – mobility for students and staff in 2023" and "Vocational Education and Training. Mobility for learners and staff in 2023")

7. Approximately 180,000 receive a pension from another Nordic country, because they have lived or worked there at some point in their lives.

Sources:

- Denmark: Figures sent 11/3/2024 from ATP (2023)
- Finland: [Finnish Centre for Pensions \(2023\)](#)
- Figures sent 30/1/2025 from the Icelandic Social Insurance Administration (2023)
- Norway: [NAV \(2023\)](#)
- Sweden: [Swedish Pensions Agency \(2023\)](#)

Pensioner from	Paid to pensioner in						Total
	Denmark	Finland	The Faroe Islands	Iceland	Norway	Sweden	
Denmark		687		810	8,144	13,631	23,272
Finland	487			27	1,112	28,585	30,211
Iceland	789	22	48		684	637	2,180
Norway	9,763	3,829	245	1,012		32,369	47,218
Sweden	8,013	55,854	35	897	12,058		76,857
Total	19,052	60,392	328	2,746	21,998	75,222	179,738

8. "In 2023, approximately 8,700 Nordic citizens were granted citizenship in another Nordic country."

Sources:

- Denmark: [Statistics Denmark](#) Table DKSTAT
- Finland: [Statistics Finland](#)
- Iceland: [Statistics Iceland](#)
- Norway: [Statistics Norway](#)
- Sweden: [Statistics Sweden \(SCB\)](#)

New citizenship	Original citizenship					Total
	Denmark	Finland	Iceland	Norway	Sweden	
Denmark		31	70	119	129	349
Finland	12		2	9	332	355
Iceland	9	5		5	13	32
Norway	719	293	348		2,384	3,744
Sweden	1,069	1,865	195	1,047		4,176
Total	1,809	2,194	615	1,180	2,858	8,656

About this publication

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