



Did you receive a letter NOT customized with investigation key 02493 (top left of the letter) and/or did you read the flyer posted up in your building?

A municipal operator will visit and interview you at home **from 6 October to 18 November**

Did you receive a customized letter with investigation key 02494 (top left of the letter)?

- **From October 6th to December 9th** you can fill out the online survey at home or you can go to a Municipal Survey Centre, using the credentials on the letter received.
- **From November 12th to December 23rd** if you want, you can be interviewed by phone, at your home by a municipal operator, or you can go to a Municipal Survey Centre.

Did you receive a customized letter with investigation key 02493 (top left of the letter)?

- **From October 6th to November 11th** you can complete the survey online at home or you can go to a Municipal Survey Centre, using the credentials on the letter received.
- **From November 12th to December 23rd** you can be interviewed by a municipal operator at your home, by telephone, or at a Municipal Survey Centre.

How to fill out the online survey

Once you have logged in to the online portal ["Fill out the survey"](#), click on "Sign in" (left side of the page).

You can sign in with your user code and PIN* (it's the letter holder's tax code) or with SPID or CIE credentials.

*To retrieve your PIN, call the ISTAT number 1510 or contact one of the following Municipal Survey Centres established at the Municipality.

Information and compilation support

You can contact the Municipal census office:

calling the number 010 5572950 (from Monday to Thursday, from 9am to 3pm and on Friday from 9am to 1:30pm).

Via e-mail to statistica@comune.genova.it

You also have the option to go to the following Municipal Survey Centres from Monday to Thursday from 9:30am to 3pm:

- Via Garibaldi 9, second floor, eastern side, room 231, 16124
- Corso Torino 11, ground floor, room 4, 16129
- Matitone, Via di Francia 1, ground floor, placement 13, 16149

You need to provide the letter from ISTAT, an identification document and your health insurance card.

The assistance to fill out the survey is completely free.