



09 August 2021

Monique Hawkins

Policy and Research Officer
The3million
9 Bath Buildings
Bristol
BS6 5PT

Dear Monique,

EU Settlement Scheme helpline

Thank you for your letter dated 16 July 2021 regarding the EU Settlement Scheme (EUSS) telephone helpline.

As outlined in previous correspondence, the Government is committed to developing a border and immigration system which will provide evidence of immigration status online by default for all migrants. Over time, we will increasingly replace physical and paper-based products and services for all routes with accessible, easy to use online and digital services. We acknowledge the move away from physical documents to an online status represents a change which individuals and service providers may take time to adjust to. This is why it is being rolled out incrementally and with plenty of support available to help holders use their new status.

Turning to your specific points, the telephone number for view and prove support reflects the position digital status is a service which goes beyond those granted leave under EUSS, for example those with fully digital status under our visa route for British Nationals (Overseas), and as such the support available is not limited to EUSS customers. There is a dedicated view and prove phonenumber for all customers to use, this is the 0300 790 6268 listed on Gov.uk, using this number will enable callers to speak to trained agents who will resolve any technical query.

By way of further reassurance anyone who calls the SRC number with a status query will be assisted and not be asked to redial using the default view and prove helpline number.

Neither telephone number will incur any charge from the Home Office, as stated previously the Home Office does not charge callers for this service. A technical error was identified on 20th July 2021 which may have caused a very small percentage of customers calling the UKVI Resolution Centre to be charged. This technical issue was resolved on the same day and we are now contacting the customers who may have been incorrectly charged.

In your letter you raise the point of potential issues which could be faced by some when accessing their digital status. When these are reported they will be investigated, and any issues resolved.

In response to the specific questions you ask:

1. The intended helpline for all view and prove queries is as listed on Gov.uk, but where a caller rings the SRC number they will still be supported.
2. As explained above the Home Office do not charge for this service.
3. As per point 1 the guidance on Gov.uk is correct.
4. As explained earlier the Home Office does not charge for using the 0300 number.
5. More than 1.5 million callers have been helped by the Settlement Resolution Centre agents and the Centre has responded to over 500,000 on-line contact requests. We continue to review the resource providing support to customers and recently increased the number of agents in response to demand. At certain points of the day telephone lines are busy and customers are encouraged to ring outside of peak times.
6. We do not routinely publish call waiting data, however a range of data around EUSS can be found on Gov.uk. <https://www.gov.uk/government/collections/eu-settlement-scheme-statistics>

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Foster', with a large flourish at the end.

Kevin Foster MP
Minister for Future Borders and Immigration