

By email:

Minister Kevin Foster MP  
Copied: Home Office SUG team

12 May 2022

Dear Kevin Foster MP,

### **Process for adding additional names to status under the EU Settlement Scheme**

You will be aware of the long-standing issue that many people, most often married women, have reported where the name shown on their EU Settlement Scheme status does not match their name in everyday use.

The issue was raised in our original “Questions to the Home Office”<sup>1</sup> when the EU Settlement Scheme was in the development stage. Many people wrote to their MPs about the problem, resulting in a Westminster Hall debate<sup>2</sup> in June 2021 where you advised that at the time, the Government’s position remained that status could only be issued in line with the name recorded in the machine readable zone (MRZ) of an applicant’s passport.

However, in a letter to us (October 2021<sup>3</sup>) you stated that the Home Office has now “*built in a process which, after EUSS status has been issued, allows applicants to request their name be changed on their status to exactly match the name which is recorded in the Visual Inspection Zone (VIZ) of their passport instead*”.

We very much welcome the fact that the Home Office has recognised the needs of so many people of multiple nationalities whose MRZ name does not reflect their name used in everyday life.

However, although the letter says “*we have adapted the digital process to allow people to change the name shown*”, we do have some questions about this process. Some, though not all, of these questions have also been raised in our March 2022 report to the Independent Monitoring Authority<sup>4</sup>.

All the following questions relate specifically to the request to have EUSS status reflect the name as recorded in the VIZ section of their identity document, where that is different to the name in the MRZ section of their identity document.

Q1. People have reported to us that they cannot find an option on the ‘Update your immigration status’ process<sup>5</sup> to make this change. They only see the option to update their account if their name has **changed**, which it has not for these people. In what way has the digital process been adapted to allow people make this change?

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<sup>1</sup> Q1.21, [https://bit.ly/t3m\\_HOQuestions\\_1\\_1](https://bit.ly/t3m_HOQuestions_1_1), May 2018

<sup>2</sup> <https://hansard.parliament.uk/Commons/2021-06-16/debates/E1391D96-990A-44F7-85CC-A914C5EA42B5/EuropeanUnionSettlementScheme>

<sup>3</sup> <https://www.the3million.org.uk/library> - October 2021, “Reply from Home Office to our letters of 6 August, 18 August and 23 August about termination of benefits” pages 12 and 13.

<sup>4</sup> <https://www.the3million.org.uk/ima-report-mar-22>, paragraphs 105 - 140.

<sup>5</sup> <https://www.gov.uk/update-uk-visas-immigration-account-details>

- Q2. We have had a report of someone who was able to achieve this change. They did so by choosing the (not necessarily appropriate) option to reflect a name change, having to physically send their passport to the Home Office, and by (voluntarily, unprompted) including a covering note to explain that their name had not changed, but they wanted their married name to be included on their EUSS status. Is this the intended process as referenced in the October 2021 letter?
- Q3. Would you consider introducing a dedicated process advertised for this type of change on the Update your immigration website?
- Q4. Would you consider introducing a dedicated choice for this type of change in the “Personal details” of the maintenance screen?
- Q5. Why is it necessary for someone to send their identity document to the Home Office, when their name has not changed, and the Home Office has already accepted the very same identity document at the time of applying for status under the EU Settlement Scheme, either via the ‘EU Exit: ID Document Check’ app, or via posting in their identity document at the time of applying?
- Q6. Why is it necessary for someone to send their identity document to the Home Office, when their name has not changed but their identity document has been renewed, given that it is possible to update status with a renewed document (no name change) by simply uploading a photograph of the identity document?
- Q7. In the case of the person who was able to achieve the change, the resulting status now shows the name as “FIRSTNAME MIDDLENAME BIRTHNAME EP MARRIEDNAME”, all capital letters. Can the display be updated so that it is made clear (as it is in the VIZ of the identity document) which of these names are given names, which are surnames, and an explanation of the word “EP” or similar?
- Q8. For at least one nationality, namely Italian, it is the case that married names can be added to passports, however the married name is then noted on a separate page within the document. This is explained on the Italian Consulate website<sup>6</sup>. Can you confirm that you will also allow Italian women (and any other nationalities who allow recording of married or other names elsewhere on the identity document outside of the main VIZ area) to update their EUSS status to include their married name?

Kind regards,

Monique Hawkins  
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<sup>6</sup> [https://conslondra.esteri.it/consolato\\_londra/en/i\\_servizi/per\\_i\\_cittadini/stato\\_civile/modificazioni-nome-cognome.html](https://conslondra.esteri.it/consolato_londra/en/i_servizi/per_i_cittadini/stato_civile/modificazioni-nome-cognome.html)