

Thank you for calling the resolution centre. Please note options have changed.

If you are calling for an update on your application to the EU Settlement Scheme, please **press 1**.

For support following contact from a caseworker or help with viewing your immigration account or viewing your status or for details on how to apply late, please **press 2**.



Our casework teams are currently working through all outstanding applications for the EU settlement scheme.

Unfortunately, at this time, our agents are unable to provide any progress updates on applications outstanding. If your application has been submitted and you have received the confirmation email, you will be contacted by a caseworker should they require any further information or upon completing their decision in due course.

If you have not received your confirmation email with unique application number, then please redial 0300 123 7379 and then select option 2 for further assistance.

If you have had your confirmation email, please keep an eye on your email inbox, and we will be in touch shortly with an update on your application. Thank you for calling the Resolution Centre today.

**Your call will now be disconnected.**

We're experiencing high call volumes and are working hard to get to your call.

Please ensure you have your immigration account number or application number ready before speaking to our agents.

Our agents continue to work from home to help deliver support team. This could mean noises in the background or what you would expect.

Thank you for calling the resolution centre. All information you need is available at [www.gov.uk](http://www.gov.uk). Please ensure you look at this before continuing your call. If you choose to continue, please note your call will be recorded for training and data protection purposes. For details on our privacy information notice please go to [gov.uk](http://gov.uk) and search "Personal information use in borders, immigration and citizenship".

We are experiencing high demand for support at the moment and waiting times maybe longer than usual. On the 24th of December and the 31st of December, we will be closing at 3pm.

Our service is available in English and Welsh. **Press 1 for English and press 2 for Welsh.**

Please now select one of the following 3 options.

If you are a landlord or employer and need help viewing a status after receiving a share code, **press 1**.

If you need support with the ID or with your digital status, **press 2**.

If you have a query about the EU settlement scheme, **press 3**.

This option is for digital status queries.

Please confirm you are ringing about your own status by **pressing 1**.

If you need to go back to the main menu **press 2**.

Please now select one of the following 6 options.

To get help with a late application, **press 1**.

If you have made an application for settled or pre settled status and want to discuss the progress, **press 2**.


If you have had contact from our casework team about an ongoing application and want to discuss this, then **press 3**.

If you are ringing needing a paper application form, please **press 4**. You will need to hold the line and speak to an agent.

To discuss a decision that has already been made about your settled or pre settled status for the EU Settlement scheme, or to gain help in accessing your status and your immigration account, **press 5**.

To go back to the main menu for landlord or employer Support or status support **press 6**.

Sorry, but all our staff are busy helping other callers. Please wait and we will answer you as soon as we can.



To make a late application, please visit [www.gov.uk](http://www.gov.uk), then search EU settlement scheme. You will find the guidance and information you need to make your application. Simply then, go through the digital application which can then be submitted online.

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If you have not received your confirmation email with unique application number, then please redial 0300 123 7379 and select option 1 for further assistance.

If you have had your confirmation email, please keep an eye on your email inbox and we will be in touch shortly with an update on your application. Thank you for calling the resolution centre today.

**Your call will now end.**