



If you wish to apply for a replacement Biometric Residence Permit on form BRP(RC), please read these guidance notes and the separate UK Border Agency photograph guidance before making your application.

Contacting Us

To contact us please visit our main website address given below.

Our Website

www.ukba.homeoffice.gov.uk

For information about
immigration law and policy,
to see and download
application forms and related guidance

Guidance Notes

1. What is the BRP?

The BRP is a residence permit which holds your biographic details (name, date and place of birth) and biometric information, and shows your immigration status and entitlements while you remain in the UK.

It replaces the vignette (or sticker) and ink stamps previously placed in the passports of those granted permission to remain in the UK. If you are issued with a BRP, you will receive a leaflet giving more information about it and explaining any obligations.

2. What is an ISD?

An Immigration Status Document (ISD) is given to an applicant following the grant of leave where no passport is held, or where it would not be appropriate to endorse a national passport. The ISD provides details of the applicant, and also indicates the status (Refugee, Humanitarian Protection (HP) or Discretionary Leave (DL)) that the applicant has been given.

3. What is biometric information?

Biometric Information is the unique physical characteristics that can be used to identify a person

such as a facial image and fingerprints. We do this by taking a digital photograph of all applicants and scanning the fingerprints of applicants aged six or over.

4. How is biometric information recorded?

An applicant who is required by law to apply for a BRP must make arrangements to have their biometric features recorded.

You will then be asked to place your fingers, followed by your thumbs, on a fingerprint scanner. If your hands are dirty, we will ask you to clean them. Once your fingerprints have been recorded we will then take a photograph of your face.

The same process will be carried out for any dependants applying with you, an exception to this are any children aged under 6 as these will not be required to provide fingerprints, although we will take their photograph.

The biometric information taken, and those of any children under 18 who are applying, will then be recorded as part of the application.

In some circumstances, you may be required to attend an identity interview if we require further information to establish your identity.

5. Enrolling Your Biometric Information

All applicants using form BRP(RC) will be required to enrol their biometric information. The process will be similar to that which you went through when you applied for the Biometric Residence Permit which you wish to replace, as summarised below.

Provided the specified application fee has been paid, you will be sent a notification letter telling you to arrange for your biometric information to be enrolled within 15 working days. This can be done by going to one of the participating Post Office branches.

The letter will supply all relevant information on using the Post Office service. You will have to pay an additional handling fee to Post Office Limited to use this service. There is more information about this at our following website address:

www.ukba.homeoffice.gov.uk/contact/enrol-biometric/

You must bring the back page of the letter (which includes your case reference number, full name and date of birth) with you when you attend the Post Office branch. If you fail to bring the back page of the letter with you, the Post Office will not be able to record your biometric information. It is important that you check your personal details (name, date of birth and nationality) are correct on the notification letter sent to you. Please note we will only change your details on our system once the passport or other identify document has been checked.

Children under the age of six years at the time of application are only required to provide a photo, customers six years and over are required to provide their fingerprints and photo. All customers above the age of sixteen years are required to provide a signature.

The enrolment procedure is as follows. You will be asked to place your fingers, followed by your thumbs, on a fingerprint scanner. If your hands are not clean, we will ask you to wash them. Once your fingerprints have been recorded, we will take a photograph of your face. The biometric information enrolled will then be recorded as part of your application.

In some circumstances, you may be required to attend an identity interview if we require further information to establish your identity.

If you and/or any dependants who are applying with you have a medical or physical condition which may require special arrangements to be

made in order for your or their biometric information to be recorded, you or they must obtain a letter or other document giving details of any such condition and enclose it with your or their application(s). Appropriate documentary evidence would be a letter from a treating clinician, such as a practising doctor registered with the General Medical Council, giving details of the condition and/or special needs and explaining any arrangements that may be necessary.

6. Obtaining Application Forms

You can obtain application forms, the accompanying guidance notes and the photograph guidance document from our website at www.ukba.homeoffice.gov.uk

7. For Which Applications Form BRP(RC) is to be Used?

Form BRP(RC) is to be used if you already have a valid Biometric Residence Permit which you need to replace because you have:

- changed your name, nationality, appearance, date of birth or your gender; or
- your Biometric Residence Permit has been lost, damaged or stolen; or
- your Biometric Residence Permit has been cancelled and you still have outstanding leave.
- your Biometric Residence Permit has expired and you still have outstanding leave.

You must be in the UK to apply. If you have any dependants who need a replacement Biometric Residence Permit they must apply on a separate form and pay the specified fee in each case. This form is only for applications for a replacement Biometric Residence Permit if you are already in the UK. If overseas, please see UK Visas website for advice www.ukvisas.gov.uk/en

You should not use form BRP(RC) to apply for an extension of stay in the UK. In those circumstances, you must use whichever is the appropriate immigration form for the application you wish to make.

You must not use BRP(RC) if you wish to have your existing immigration status confirmed in a new passport or other travel document. In that situation, you should apply on a Transfer of Conditions TOC form or a No Time Limit NTL form.

If you are issued with a replacement Biometric Residence Permit because of a change to your personal details or because your existing permit is damaged, the expiry date on your new Permit will be the same as the one on your old Permit. Your old Biometric Residence Permit will be cancelled and, if available, will be destroyed by us. You are advised not to make any non-urgent travel arrangements until you have received your Biometric Residence Permit.

8. The Fee

As part of your application, you are required to enrol your biometric information. You will be charged an additional handling fee for this service (unless you qualify for an exemption), payable to the Post Office Ltd. You must pay the fee by cash or debit card when you attend the Post Office Ltd to enrol your biometrics. Each dependant included on your application must also pay this fee when they enrol their biometric information.

There is only one fee for each application form. Your spouse/partner or your children cannot be included. If they need a replacement Biometric Residence Permit they must each apply on a separate form and pay the specified fee.

Please note the following:

- When making large or multiple payments using your credit card, the anti fraud measures that banks operate sometimes stop the full payment being taken. This is because either the maximum limit on a single transaction, or the number of transactions allowed in a given period of time, has been exceeded. To prevent this you must ensure that you inform your bank of your intention to make large or multiple payments in advance so that your bank allows the full payment to be taken when you submit your application.
- If you do not pay the specified fee, the application will be invalid and will be returned to you.
- We will not refund the fee if we refuse the application or if you withdraw it.
- when you have your biometric information taken you will be charged an additional handling fee payable to Post Office Ltd. Payment to Post Office Ltd can be made by cash or debit card.

For information about methods of payment, please see the payment details guidance on page 4 of the form.

For more information about the current fees, please go to our website:

www.ukba.homeoffice.gov.uk

9. When To Apply

You must apply for a replacement Biometric Residence Permit within three months of the reason for requiring a replacement, whether it be a change of name, nationality, appearance, date of birth or gender; the loss or theft of the Biometric Residence Permit; the expiry of the Biometric Residence Permit; or damage to the Biometric Residence Permit.

If your Biometric Residence Permit is lost, stolen or damaged, because someone has tampered with it, you must notify us immediately by e-mailing BRPlost@homeoffice.gsi.gov.uk so your Biometric Residence Permit can be cancelled. You must provide your full name, date of birth, nationality and BRP reference number along with precise details of the loss, theft or damage.

If you do not apply for a replacement Biometric Residence Permit within three months, you may face a financial penalty of up to £1000 or have your permitted stay curtailed.

If your permission to stay in the UK is due to expire in four weeks or less, you should not apply for a replacement Biometric Residence Permit. If you are in that situation and want to remain in the UK for a further period, you must apply for permission to remain here on the application form specified for the type of application you wish to make. If the application is one where you must also apply for a Biometric Residence Permit, you will be issued with a new one with a new expiry date if your application is successful.

If you do apply for a replacement Biometric Residence Permit when your permitted stay is due to run out in four weeks or less, please note that we will not be able to issue a replacement Biometric Residence Permit and we will not refund the fee.

10. Making Sure Your Application is Valid

Paragraphs 34-34I of the Immigration Rules specify certain requirements with which an application on a form specified for the purpose of the Rules must comply. To make a valid application, you must:

- apply on the current version of form BRP(RC).

- pay the fee in full by one of the methods specified in the payment guidance.
- provide photographs of yourself as specified in the application form and which meet the mandatory format standards specified in the photograph guidance.
- All mandatory documents as specified in the application form.
- complete sections as required.
- sign the declaration in section 8 as specified.
- send the application by prepaid post to the UK Border Agency address given on the form.

If you fail to do any of these things, your application will be invalid and we will return it to you.

Unless your Biometric Residence Permit has been lost or stolen, you must enclose it as part of your application for a replacement Biometric Residence Permit.

11. Ensuring Your Application Is Complete

You do this by completing every section of the form as required and providing all the relevant specified documents, including your passport if you are required to supply one. We can accept a BRP(RC) application without a passport or travel document in the following circumstances:

- the BRP(RC) application is made for a straight like-for-like replacement of a lost / stolen BRP or ISD (there are no change of personal details etc),

and;

- The initial BRP or ISD was issued less than two years ago.

In all other circumstances your current passport or travel document and Biometric Residence Permit (BRP) must be provided, unless it is not available for one of the reasons specified on the application form. If you do not do this, we reserve the right to decide your application on the basis of the information and documents provided. It is important, therefore, to provide a letter of explanation if you cannot give us all relevant information or documents when making your application.

12. Completing the Form

Please use a black pen to complete the form; write names, addresses and similar details in capital letters.

In the payment details and other sections where you give personal details and addresses, leave an empty box between each name or part of the address(es) required in this section.

Please note that we always use the personal details in an applicant's passport, travel document or Biometric Residence Permit for official purposes, including any Biometric Residence Permit issued if the application is successful.

Take care to complete all sections as required, including the Personal History section. Follow the guidance on page 4 of the form when completing the payment details. Read the notes in various sections of the form.

As already emphasised in part 10 of these notes, you must enclose a letter of explanation if you are unable to provide all the required information or any relevant specified documents.

13. Photographs

For your application to be valid, it is mandatory to provide two identical passport size photographs of yourself with your full name written on the back of each one.

The photographs you provide must also comply with the mandatory format requirements specified in the separate UK Border Agency photograph guidance. The application will be invalid if they do not.

www.ukba.homeoffice.gov.uk/sitecontent/applicationforms/flr/photoguidance0409.pdf

Please ensure that you place the photographs in a small sealed envelope and attach it to section 2 of the form as instructed there without any staples, clips, pins or anything else which could mark or damage the photographs.

The photographs will be checked against the images taken when your biometric information and those of any dependants applying are enrolled (that is, recorded).

14. Applicants Under the Age of 16

We cannot enrol the biometric information of applicants under the age of 16 unless they are accompanied by a responsible adult.

If you are under 16 we would expect your parent or guardian to be with you when your biometric information is enrolled.

If you have to be accompanied by anyone other than your parent or guardian they must be a responsible adult aged 18 or over who for the time being takes responsibility for you. Any such person must be named on the application form.

That person must bring with them a letter from your parent or guardian confirming that they are authorised to take responsibility for you for the purpose of the biometric information enrolment.

When attending the appointment the responsible adult will also be asked to provide an acceptable form of identity, such as a passport, driving licence or other form of identity which will be checked against the details given on the application form, unless you are enrolling as a family group.

15. Documents

The documents provided with the application must be original.

Copies of any kind are not acceptable unless there are valid reasons for not being able to provide the original document. In such circumstances, we may accept a copy certified by the body or authority which issued the original (for example, a copy of a savings book certified by the building society or bank), or by a notary.

The reasons for not being able to provide the original document must be explained in a covering letter. As a rule, we are unlikely to be able to grant your application without the original document.

Any documents which are not in English must be accompanied by a reliable English translation.

Make sure passports or travel documents are signed.

16. Choosing an Immigration Adviser

Immigration advisers are regulated by The Office of the Immigration Services Commissioner (OISC). Their website at www.oisc.gov.uk contains a list of

authorised advisers and has links to websites for solicitors, barristers and legal executives.

If you have a complaint about an immigration adviser or need other information, the OISC contact details are:

Office of the Immigration Services Commissioner
5th Floor,
Counting House
53 Tooley Street
London
SE1 2QN
Telephone: 0845 000 0046

Alternatively the Solicitors Regulation Authority, which regulates solicitors in England and Wales, can help you find a solicitor if you contact them on 0870 606 2555 or visit their website at

www.sra.org.uk/home/home.page

The address and telephone number for any complaints about a solicitor are:

Legal Complaints Service
Victoria Court
8 Dormer Place
Leamington Spa
Warwickshire
CV32 5AE
Telephone: 0845 608 6565

17. Applying by Post - The Address

The address to which you must send an application on the form BRP(RC) is:

UK Border Agency
Form BRP(RC)
PO Box 502
Durham
DH99 1WG

Posting it to any other address will not only delay your application but could make it invalid.

This address is only to be used when sending your application. Please use the address given in Section 18 for any other correspondence about your application.

If you use Recorded or Special Delivery, this will help us to record the receipt of your application. Make sure that you keep the Recorded or Special Delivery number.

We will return your passport(s) and other documents by Recorded Delivery. If you would like

them to be returned by Special Delivery, you must provide a prepaid Special Delivery envelope which is large enough. If your application is successful your Biometric Residence Permit will be sent to you, and any dependants applying with you, by secure delivery. You should receive your Biometric Residence Permit(s) within seven working days of receiving a letter notifying you of the decision made on your application. If you do not receive your Biometric Residence Permit(s) within ten working days you must e-mail BRPdelivery@homeoffice.gsi.gov.uk providing your full name, date of birth, nationality and case reference number.

18. Considering your Application

We aim to consider applications quickly. However, we must be confident that applications meet the requirements of the Immigration Rules, and that the information you provide is a true reflection of your background. If we have doubts about an application or the documents sent with your application, we may carry out verification checks and/or other checks.

As we cannot tell in advance how long it will take to decide particular cases, our general advice to applicants is not to make any non-urgent travel arrangements until your passport or travel document is returned to you, followed by your Biometric Residence Permit if your application is successful.

19. Contacting us After you have Applied

If you need to contact us after you have applied, please do so as follows.

To send us more information about your application, write to the following address (not the one to which you posted your application):

UK Border Agency
BRP(RC)
Lunar House
40 Wellesley Road
Croydon
CR9 2BY

and give the following details in your letter:

- full name, date of birth and nationality.
- any Recorded or Special Delivery number.
- the date on which the application was posted.
- the Home Office reference number if you have one.

If you need your passport because you have to travel urgently and unexpectedly, use the return of documents request form at www.ukba.homeoffice.gov.uk/aboutus/contact/return-of-documents/

Your application will be treated as withdrawn if your passport is returned for travel abroad before we are able to decide the application.

20. What if I do not receive my BRP?

If you have not received your permit 10 working days after the date on your letter from us extending your permission to stay in the UK, you should email BRPDelivery@homeoffice.gsi.gov.uk. In your email you should state:

- full name;
- date of birth;
- nationality;
- passport number;
- case reference number;
- the delivery address for the BRP; and
- a contact telephone number;

Alternatively, you can send this information to us by post to: Freepost RRYX-GLYU-GXHZ, Returns Unit, P.O. Box 163, Bristol BS20 1AB.

You cannot ask about undelivered BRP in person at our public enquiry offices or at the Post Office.

Your biometric residence permit will be securely delivered by courier to the address you have provided to us. When it is delivered, you must sign for it and show identification such as your passport or driving licence. If you are not present when the permit is delivered, the courier will leave a calling card containing contact details so you can rearrange delivery. You must contact the courier as soon as possible.

If you do not rearrange delivery, the courier will send you a reminder letter. If you still do not rearrange delivery of your permit, the courier will attempt a second delivery. If you are still not present and the courier cannot deliver your permit to you, the courier will notify us of the failed delivery.

We will then send a reminder letter to you advising you to contact the courier as soon as possible to rearrange delivery. We will hold your permit until you make contact to request delivery, or until it reaches its expiry date. If you do not contact us and your permit reaches its expiry date, it will be cancelled and destroyed. You will then have no permission to stay in the UK, and we will send another letter in-

forming you that, if you intend to remain in the UK, you must make a new application for permission to stay and provide your biometric information.

21. What if you fail to record your biometric features?

If you fail to record your biometric features within 15 working days from the date of the notification letter you received, you will be sent a warning letter giving you another opportunity within a limited period. The letter will also advise that failure to record your biometric information within the stated period will result in your application being rejected as invalid.

22. What about any medical or physical conditions that may require the UK Border Agency to provide me with special arrangements?

If you and/or any dependants who are applying with you have a medical or physical condition which may require special arrangements to be made in order for your biometric information to be recorded, you must obtain a letter or other document giving the details of any such condition and enclose it with your application. Appropriate documentary evidence would be a letter from a treating clinician, such as a practising doctor registered with the General Medical Council, giving details of the condition and/or special needs and explaining any arrangements that may be necessary.

23. Do you need to make any special preparations before your biometric identifiers are recorded?

Before you attend your enrolment, we recommend that you check your hands and fingers are clean. If your hands are not clean, you may be asked to wash them before we scan your fingerprints.

We would advise you not to have any colouring or similar substances (such as henna) on your hands as this could prevent us from recording your fingerprints on the day of your enrolment. You would then have to make arrangements to enrol at a later date which would delay the consideration of the application.

24. What if the BRP contains errors?

You must check the permit carefully upon receipt, to ensure that all the details on it are correct. If you find a mistake, you should e-mail BRPError@homeoffice.gsi.gov.uk within 10 working days of receiving the permit - otherwise you may be charged for a replacement and will need to apply again. The following details must be provided in the e-mail:

- full name;
- date of birth;
- nationality;
- passport number;
- BRP reference number;
- case reference number;
- a contact telephone number; and
- exactly what is wrong with the BRP.

Alternatively, this information can be sent by post to: Freepost RRYX-GLYU-GXHZ, Returns Unit, P.O. Box 163, Bristol BS20 1AB.

We advise you to make a photocopy of the front and back of the permit, in case it is lost or stolen. If you want to make another application in the future, you will need to send your permit to the UK Border Agency, so you may want to retain a copy for your records.

25. What if any BRP issued to me or any of my dependants was/is lost or stolen?

You must report any lost or stolen BRP as soon as possible by e-mailing

BRPLost@homeoffice.gsi.gov.uk providing the following information:

- full name;
- date of birth;
- nationality;
- passport number;
- BRP reference number;
- case reference number;
- contact details; and
- when, where and how the BRP was lost or stolen.

Alternatively, this information can be sent by post to: Freepost RRYX-GLYU-GXHZ, Returns Unit,

P.O. Box 163, Bristol BS20 1AB. You cannot ask about undelivered permits in person at our public enquiry offices or biometric enrolment centres.

You must also report the loss or theft to the police and get a police report and crime reference number as soon as possible. You will need to provide the crime reference number and a police report (if you have one) when you apply for a replacement permit on form BRP(RC).

If you fail to apply for a replacement BRP within three months of reporting the loss or theft you could be liable to a sanction, such as a Civil Penalty Notice of up to £1,000 and/or curtailment of your leave to stay in the United Kingdom.

26. Other Enquiries

For enquiries other than obtaining an application form, consult our website at

www.ukba.homeoffice.gov.uk

We also have the following freephone textphone number: 0800 38 98 28 9.

27. Complaints About Our Service

If you wish to make a complaint about our service, please refer to the complaints page on our website for detailed information about how to do so.

www.ukba.homeoffice.gov.uk/contact/making-a-complaint/

28. Data Protection Notice

We will treat all information provided by you in confidence but may disclose it to other government departments, agencies, local authorities, the police, foreign governments and other bodies for immigration purposes or to enable them to perform their functions.

We may also use the information provided by you for training purposes.

The information in the payment details page will be known to the private contractor engaged by the Home Office to process application payments.