



Home Office

## **Biometric information: case working**

## Biometric information: case working

### About this guidance

<p><a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Code of practice</a> <a href="#">Retaining and destroying biometric information</a> <a href="#">Replacement biometric immigration documents</a></p>	<p>This guidance tells you about the biometric information and the case working process.</p> <p>It tells you how and why biometric information is captured.</p> <p>The guidance outlines:</p> <ul style="list-style-type: none"><li>• a caseworker's initial considerations in relation to an applicant's biometric information</li><li>• what administrative action a caseworker must take</li><li>• how a caseworker can request that a biometric immigration document (BID), for example a biometric residence permit, short stay permit, or a residence card (biometric format) be produced</li><li>• when to refuse a case where the applicant has failed to submit biometric information</li><li>• the maintenance requirements in respect of biometric information</li><li>• the process around destroying biometric information</li><li>• how to request a replacement or deal with lost or stolen BID or residence card (biometric format)</li></ul> <p>Changes to this guidance – This page tells you what has changed since the previous version of this guidance.</p> <p>Contacts – This page tells you who to contact for help if your senior caseworker or line manager can't answer your question.</p> <p>Information owner – This page tells you about this version of the guidance and who owns it.</p> <p>Safeguard and promote child welfare – This page explains your duty to safeguard and promote the welfare of children and tells you where to find more information.</p>	<p><b>Related links</b></p> <p><a href="#">Changes to this guidance</a></p> <p><a href="#">Contact</a></p> <p><a href="#">Information owner</a></p> <p>Links to staff intranet removed</p>
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## Biometric information: case working

### Changes to this guidance

<a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Code of practice</a> <a href="#">Retaining and destroying biometric information</a> <a href="#">Replacement biometric immigration documents</a>	<p>This page lists changes to the 'Biometric information: case working' guidance, with the most recent at the top.</p> <table border="1"><thead><tr><th data-bbox="490 424 831 464">Date of the change</th><th data-bbox="831 424 1532 464">Details of the change</th></tr></thead><tbody><tr><td data-bbox="490 464 831 651">7 April 2015</td><td data-bbox="831 464 1532 651">Change request  Changes made following 6 April Immigration Rules change</td></tr><tr><td data-bbox="490 651 831 762">31 March 2015</td><td data-bbox="831 651 1532 762">Change request  Minor housekeeping changes</td></tr><tr><td data-bbox="490 762 831 1401">18 March 2015</td><td data-bbox="831 762 1532 1401">Change request:<ul style="list-style-type: none"><li>• Biometric information: case working:<ul style="list-style-type: none"><li>○ third bullet point amended.</li></ul></li><li>• Cancelling old biometric immigration documents:<ul style="list-style-type: none"><li>○ page renamed.</li></ul></li><li>• Returning a biometric immigration document:<ul style="list-style-type: none"><li>○ page renamed.</li></ul></li><li>• Undeliverable biometric immigration documents:<ul style="list-style-type: none"><li>○ page renamed.</li></ul></li><li>• Replacement biometric immigration documents:<ul style="list-style-type: none"><li>○ page renamed</li></ul></li><li>• Requirements for a replacement biometric</li></ul></td></tr></tbody></table>	Date of the change	Details of the change	7 April 2015	Change request  Changes made following 6 April Immigration Rules change	31 March 2015	Change request  Minor housekeeping changes	18 March 2015	Change request: <ul style="list-style-type: none"><li>• Biometric information: case working:<ul style="list-style-type: none"><li>○ third bullet point amended.</li></ul></li><li>• Cancelling old biometric immigration documents:<ul style="list-style-type: none"><li>○ page renamed.</li></ul></li><li>• Returning a biometric immigration document:<ul style="list-style-type: none"><li>○ page renamed.</li></ul></li><li>• Undeliverable biometric immigration documents:<ul style="list-style-type: none"><li>○ page renamed.</li></ul></li><li>• Replacement biometric immigration documents:<ul style="list-style-type: none"><li>○ page renamed</li></ul></li><li>• Requirements for a replacement biometric</li></ul>	<p><b>Related links</b></p> <p><b>See also</b> <a href="#">Contact</a>  <a href="#">Information owner</a></p>
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		immigration document: <ul style="list-style-type: none"> <li>○ page renamed.</li> <li>● Lost or stolen biometric immigration document inside or outside the UK: <ul style="list-style-type: none"> <li>○ page renamed.</li> </ul> </li> <li>● Refusing to issue a replacement biometric immigration document: <ul style="list-style-type: none"> <li>○ page renamed.</li> </ul> </li> <li>● Cancelling old biometric immigration document that is replaced: <ul style="list-style-type: none"> <li>○ page renamed.</li> </ul> </li> <li>● Minor housekeeping changes throughout: <ul style="list-style-type: none"> <li>○ BRP changed to BID.</li> </ul> </li> </ul>		
	17 July 2014	Completely revised by administrative policy and the guidance rules and forms team		

## Biometric information: case working

### Initial consideration

<p><a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Code of practice</a> <a href="#">Retaining and destroying biometric information</a> <a href="#">Replacement biometric immigration documents</a></p>	<p>This section tells you about the process for starting to consider a case before you take an applicant's biometric information.</p> <p>You can start to consider the case and request further information as soon as an application is valid. For more information on when an application is valid, see related links: Validation.</p> <p>For information on when an application under the EEA regulations is valid, see related links: EEA cases</p> <p>For information on when an application to become or be registered as a British citizen is valid, see related links: Chapter 6</p> <p>Before you make a decision on an application you must wait until:</p> <ul style="list-style-type: none"><li>• everyone included on an application form has enrolled their biometric information</li><li>• the applicants' biometric information match results and IDENT1 results are returned from the biometric residence permit (BRP) system and have been reviewed and verified by a biometric information supervisor</li><li>• you know the outcome of any identification interviews</li><li>• the applicant has submitted further information regarding their identity or until the deadline for providing that information has past</li></ul> <p>If you need to refer the case to a specialist team you must make sure the applicant's and any dependant's biometric information is taken and outstanding biometric information issues resolved before sending the application on.</p>	<p><b>In this section</b></p> <p><a href="#">Matches and no-matches</a></p> <p><a href="#">Multiple identities</a></p> <p><a href="#">CID results</a></p> <p><a href="#">Admin events</a></p> <p><a href="#">Check the BRP system and submit a card production request</a></p> <p><a href="#">Cancelling old biometric immigration documents of successful applicants</a></p> <p><a href="#">Returning a biometric immigration document for ID purposes</a></p> <p><a href="#">Undeliverable biometric immigration documents</a></p> <p>Links to staff intranet removed</p>
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## Biometric information: case working

### Matches and no-matches

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This page tells you about matches and no-matches following biometric information enrolment.

You must consider all aspects of the application with the biometric information result.

'Match' means the person, who has had their biometric information taken in this application, has previously submitted their biometric information at some point.

'No-match' means the person, who has submitted their biometric information in this application has not had their biometric information taken before.

	<b>Match</b>	<b>No-match</b>
<b>Expected result</b>	The applicant declares they have previously submitted their biometric information details and they match to this record.	Where the applicant declares they have never had their biometric information taken and no match is found.
<b>Unexpected result</b>	Where the applicant declares they have never submitted biometric information before.	Where the applicant has a biometric information entry clearance or they have stated they had previously submitted their biometric information.

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## Biometric information: case working

### Multiple identities

<p><a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Code of practice</a> <a href="#">Retaining and destroying biometric information</a> <a href="#">Replacement biometric immigration documents</a></p>	<p>This page tells identity operations (ID Ops) (Sheffield) the actions to take when the biometric information result shows a person has made applications in multiple identities.</p> <p>This page does not provide guidance on multiple applications from asylum applicants. This is contained within asylum guidance, see related link: Multiple applications.</p> <p>A biometric information result may show a person has multiple identities. This means a person has made applications in at least two different identities.</p> <p>It may be an offence under the Immigration Act 1971 if a person has used different identities in their applications. It would not be an offence if there is a good reason why they have used different identities in their applications. For example, if a person has changed their name following marriage.</p> <p>If the biometric information results show an applicant has used multiple identities, you must update CID as follows:</p> <ul style="list-style-type: none"><li>• link all the applicant's records together</li><li>• enter the alternative identity as an alias on each application until the previously known identities are established</li></ul> <p>The applicant's previously known identity may be established either:</p> <ul style="list-style-type: none"><li>• at an identity interview following enrolment</li><li>• following investigations made by caseworkers examining the documents provided by the applicant</li></ul> <p>You must refer all applications where the applicant has used multiple identities to a senior manager, higher executive officer (HEO) or above.</p>	<p><b>In this section</b> <a href="#">Initial consideration</a></p> <p><a href="#">Matches and no-matches</a></p> <p><a href="#">CID results</a></p> <p><a href="#">Admin events</a></p> <p><a href="#">Check the BRP system and submit a card production request</a></p> <p><a href="#">Cancelling old biometric immigration documents of successful applicants</a></p> <p><a href="#">Returning a biometric immigration document for ID purposes</a></p> <p><a href="#">Undeliverable biometric immigration documents</a></p> <p>Links to staff intranet removed</p>
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	<p>Once you have established the applicant's previously known identity, you must make a decision using the record for this identity. You must make reference to this identity in correspondence to the applicant and the representative.</p> <p>If an applicant has more than one representative, you must:</p> <ul style="list-style-type: none"><li>• only communicate with the representative who dealt with the applicant in their previous identity</li><li>• send a letter to the representative the applicant used under their other identity explaining the Home Office can no longer deal with them about the applicant</li></ul>	
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## Biometric information: case working

### CID results

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This page tells you about the results of biometric information enrolment on CID and the action you must follow.

Before you make a decision you must check for the results of any IDENT1 follow-up actions and that the biometric information has been verified.

You can find the results of the biometric information enrolment on the 'admin events' screen in CID. The three outcomes below do not need further investigation into an applicant's identity and you can continue to make a decision:

<b>Biometric information enrolment result:</b>	<b>Action:</b>
Claimed identity accepted on enrolment or following an interview.	Consider the application in line with the rules or the regulations.
Claimed identity not accepted following interview.	Consider refusal on the grounds of deception.  For more information, see related link: Refusals.
Applicant refuses to provide biometric information.	Consider rejection for non-compliance in line with the regulations or the rules.

If the case does not have one of the three outcomes above, the biometric information team will put an outcome in the follow up actions screen in the biometric residence permit (BRP) system which will tell you how to proceed. For more information, see related link: Admin events.

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### Admin events

<p><a href="#">Case working</a>  <a href="#">Initial consideration</a>  <a href="#">Refusals</a>  <a href="#">Code of practice</a>  <a href="#">Retaining and destroying biometric information</a>  <a href="#">Replacement biometric immigration documents</a></p>	<p>This page provides information on the results of, and associated reasons for, admin events entered by the biometric information enrolment team.</p> <table border="1"> <thead> <tr> <th data-bbox="448 391 1097 422">Admin event</th> <th data-bbox="1097 391 1780 422">Reason</th> </tr> </thead> <tbody> <tr> <td data-bbox="448 422 1097 758">Applicant refuses to provide biometric information.</td> <td data-bbox="1097 422 1780 758">The applicant has refused to provide their biometric information following a verbal warning. Any reasons given are recorded in notes. You must consider whether the applicant has a good reason for not providing their biometric information. For more information, see related link: People who do not have to enrol their biometric information.</td> </tr> <tr> <td data-bbox="448 758 1097 837">Claimed identity accepted on enrolment no further action.</td> <td data-bbox="1097 758 1780 837">The initial match results confirm the claimed identity.</td> </tr> <tr> <td data-bbox="448 837 1097 1021">Unexpected match results - interview required.</td> <td data-bbox="1097 837 1780 1021">The match results indicate the applicant qualifies for an identity interview which ID Operations (Sheffield) will request. The interview will be conducted by the Premium Service Centre</td> </tr> <tr> <td data-bbox="448 1021 1097 1173">Applicant refuses to undertake identity interview.</td> <td data-bbox="1097 1021 1780 1173">The applicant refuses to undertake an identity interview following a verbal warning. Any reasons given added to notes.</td> </tr> <tr> <td data-bbox="448 1173 1097 1324">Unexpected match results - further casework defined.</td> <td data-bbox="1097 1173 1780 1324">Further casework is based on the findings of the match results. Refer to your operational guidance for further instructions.</td> </tr> <tr> <td data-bbox="448 1324 1097 1431">Run systems checks for matched and claimed identities.</td> <td data-bbox="1097 1324 1780 1431">The match results suggest different identities to those used in the application. Systems checks must be carried out.</td> </tr> </tbody> </table>	Admin event	Reason	Applicant refuses to provide biometric information.	The applicant has refused to provide their biometric information following a verbal warning. Any reasons given are recorded in notes. You must consider whether the applicant has a good reason for not providing their biometric information. For more information, see related link: People who do not have to enrol their biometric information.	Claimed identity accepted on enrolment no further action.	The initial match results confirm the claimed identity.	Unexpected match results - interview required.	The match results indicate the applicant qualifies for an identity interview which ID Operations (Sheffield) will request. The interview will be conducted by the Premium Service Centre	Applicant refuses to undertake identity interview.	The applicant refuses to undertake an identity interview following a verbal warning. Any reasons given added to notes.	Unexpected match results - further casework defined.	Further casework is based on the findings of the match results. Refer to your operational guidance for further instructions.	Run systems checks for matched and claimed identities.	The match results suggest different identities to those used in the application. Systems checks must be carried out.	<p><b>In this section</b>  <a href="#">Initial consideration</a>  <a href="#">Matches and no-matches</a>  <a href="#">Multiple identities</a>  <a href="#">CID results</a>  <a href="#">Check the BRP system and submit a card production request</a>  <a href="#">Cancelling old biometric immigration documents of successful applicants</a>  <a href="#">Returning a biometric immigration document for ID purposes</a>  <a href="#">Undeliverable biometric immigration documents</a></p> <p>Links to staff intranet removed</p>
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	Check immigration status of matched identities.	The immigration status of previous applications is unclear and requires requesting the other file or further enquiries on CID. You must request the file and make further enquiries as necessary.	
	Check passport and/or supporting documents.	The match results suggest the documents submitted may not be in the applicant's identity or may be forgeries or counterfeits. Refer to your operational guidance for further instructions.	
	Deed poll and/or marriage certificate to be checked.	Biometric information matching has revealed a name change on the basis of marriage or otherwise that may not be supported by documents. Refer to your operational guidance for further instructions.	
	Referred to enforcement following biometric information match.	The match results indicate that the applicant is of interest to enforcement. Refer to your operational guidance for further instructions.	
	Central reference system (CRS) check required.	Where an expected visa match has not happened as noted by the acknowledgement form and requires a check of the passport and/or CRS. Refer to your operational guidance for further instructions.	

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### Check the BRP system and submit a card production request

<p><a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Code of practice</a> <a href="#">Retaining and destroying biometric information</a> <a href="#">Replacement biometric immigration documents</a></p>	<p>This page tells caseworkers how to make sure all necessary verification and identity checks have been completed before they submit a biometric immigration document (BID) or residence card (biometric format) production request.</p> <p><b>Verification and identity checks</b> Log into the identity card for foreign nationals (ICFN) system and use the case ID from CID to find the applicant's details and biometric information match results.</p> <p>Check all the screens and tabs to make sure the information presented on the system matches the applicant's passport details.</p> <p><b>Signature</b> Make sure the applicant has provided an enrolment signature and it matches the one given on both the application form and passport.. You must ask your line manager for advice if:</p> <ul style="list-style-type: none"><li>• no signature has been provided on the enrolment tab</li><li>• the signature causes any concern</li></ul> <p><b>Fingerprints</b> Check the applicant has had their fingerprints taken and there is no adverse immigration history. If there is no record of fingerprints taken, check CID notes because the biometrics supervisor will have investigated any discrepancies and updated the system with any exceptions.</p> <p>For instructions on how to continue, you must refer to the follow up actions on the:</p> <ul style="list-style-type: none"><li>• ICFN system</li><li>• CID person notes</li><li>• CID special conditions screen</li></ul> <p>If there are no fingerprints for an applicant and the system has not been updated to explain</p>	<p><b>In this section</b> <a href="#">Matches and no-matches</a></p> <p><a href="#">Multiple identities</a></p> <p><a href="#">CID results</a></p> <p><a href="#">Admin events</a></p> <p><a href="#">Cancelling old biometric immigration documents</a></p> <p><a href="#">Returning a biometric identity document for ID purposes</a></p> <p><a href="#">Undeliverable biometric residence permits</a></p>
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why, you must ask your line manager for further advice.

### **Facial match**

You must be sure the person who attends the biometric information appointment is the same person whose facial image is recorded on CID by making sure there is a facial match.

The follow up actions on the ICFN system detail whether the BRP supervisor unit has accepted the identity of the person. If you are not satisfied the facial images provided with the application and at the biometric appointment are the same (a facial match), you must ask your line manager for further advice.

### **IDENT 1**

If there has been an 'IDENT1' match you will find details of this and instructions on what to do, on both the 'special conditions' and 'person notes' screens on CID.

In the 'follow-up action' tab there must be two records which show there is no further action which read:

- 'IDENT1 result received no further action'
- 'ICFN Claimed identity accepted on enrolment no further action'

The exception to this is for cases of children (under 18), where only the second action above is shown.

BRP supervisors can add a range of other follow on actions to cases, these can include:

- 'Unexpected match results – interview required'
- 'Unexpected match results further c/w defined'
- 'Check passport and/or supporting documents'

If you consider a case which shows any other further actions, check the 'view and edit' option, on ICFN, for notes from the supervisor unit, and follow the instructions recorded in the notes.

The BID must reflect what is shown in the passport otherwise issues arise when the applicant returns to the UK.

**BID card production**

This section does not apply to successful nationality applications.

To request production of a BID you must click on the 'Card production' tab in the ICFN system.

This screen shows all of the applicant's details which will be included on the BRP or residence card (biometric format). You must double check the information on this screen before you confirm the card content and submit the card production request.

The table below shows the possible messages which will appear and what action to take.

<b>Message</b>	<b>Action</b>
'Place of Birth has been truncated'	This means the place of birth has been amended on the 'person details' screen in CID.  On the ICFN system, click 'refresh' and correct the details to show the truncated place of birth as shown on CID.
'The document return address is incorrect'	Be sure the 'formal address' box is ticked in the 'address maintenance' screen on CID.  On the ICFN system, click 'refresh' to show the amended address.

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### labelling="Section-Header">Cancelling old biometric residence permits or residence cards (biometric format)

<p><a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Code of practice</a> <a href="#">Retaining and destroying biometric information</a> <a href="#">Replacement biometric immigration documents</a></p>	<p>This page tells you the procedures you must follow to cancel an old biometric immigration document (BID) following a successful application.</p> <p>On this page the term residence card (biometric format) relates to residence cards, derivative residence cards and permanent residence cards. For more information please see related link</p> <p><b>Cancelling a BID</b> You must complete the following actions:</p> <ul style="list-style-type: none"><li>cancel the BID before you request a new one or grant any new leave to the holder of the BID</li><li>cancel the BID on the biometric residence permit (BRP) system, entering a cancellation reason from the drop-down list</li><li>if you are working on a Tier 2 (Intra-company transfers (ICT)) application for leave to remain (LTR) or any Tier 2 indefinite leave to remain (ILR) application see related link: Cancelling old BRPs for Tier 2 ICT (FLR) and Tier 2 (ILR) applications</li><li>hole-punch through the chip on the reverse of the BID for security reasons (to show it has been cancelled) - do not cut it into multiple pieces</li><li>send the cancelled BID to the biometric immigration document management unit (BIDMU) for destruction within 48 hours of cancellation</li></ul> <p><b>Cancelling a residence card (biometric format)</b> You must complete the following actions:</p> <ul style="list-style-type: none"><li>you must cancel an existing residence card (biometric format) before you issue a new</li></ul>	<p><b>In this section</b> <a href="#">Initial consideration</a></p> <p><a href="#">Matches and no-matches</a></p> <p><a href="#">Multiple identities</a></p> <p><a href="#">CID results</a></p> <p><a href="#">Admin events</a></p> <p><a href="#">Check BRP system and submit a card production request</a></p> <p><a href="#">Returning a biometric immigration document for ID purposes</a></p> <p><a href="#">Undeliverable biometric immigration documents</a></p> <p>Links to staff intranet removed</p>
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one – if the applicant has provided a residence card in the pre-April 2015 format (usually as a vignette in the individual’s passport) that must also be cancelled - further guidance on cancelling residence cards in the pre-April 2015 formats please see external links

- cancel the residence card (biometric format) on the BRP system, entering a cancellation reason from the drop-down list
- hole-punch through the chip on the reverse of the residence card (biometric format) for security reasons (to show it has been cancelled) - do not cut it into multiple pieces
- send the cancelled residence card (biometric format) to the biometric immigration document management unit (BIDMU) for destruction within 48 hours of it being cancelled

If you cancel the BID or residence card (biometric format) because of a fault you must not hole-punch the chip. You must send the BID or residence card (biometric format) to BIDMU in the same condition the applicant sent it to you. Faults with the BID or residence card (biometric format) include when the chip has fallen out or does not read at the border.

You can send the cancelled BIDs or residence cards (biometric format) to BIDMU in batches, of not more than 100, but you must:

- make sure the packaging is double wrapped before you send it
- include a paper list of the BIDs or residence cards (biometric format) being sent - you must email this to BIDMU before you send the package as well as the date you expect to send the package - this is so they know what documents to expect and when they will arrive - to email BIDMU, see related link: Email: BIDMU
- make sure all BIDs or residence card (biometric format) waiting to be sent to BIDMU for destruction are securely locked away

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The information in this page has been removed as it is restricted for internal Home Office use only.

Official sensitive –end of section

## Biometric information: case working

### Returning a biometric immigration document or residence card (biometric format)

<p><a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Code of practice</a> <a href="#">Retaining and destroying biometric information</a> <a href="#">Replacement biometric immigration documents</a></p>	<p>This page tells you the procedures to follow if an applicant requests the return of their biometric immigration document (BID) or residence card (biometric format) to use for identification (ID) purposes.</p> <p>An applicant who requests their BID or residence card (biometric format) to be returned to them for ID purposes can have it returned if it:</p> <ul style="list-style-type: none"><li>• has not expired</li><li>• is not due to expire within the next 2 weeks</li></ul> <p>The date the permit expires is in line with the leave to remain granted or the length of time that the permit was issued, which can be verified on GCID.</p> <p>For applications for leave to remain or indefinite leave to remain the pending application will not be completed until the applicant returns the BID or residence card (biometric format). This mirrors the request for the return of a passport for ID purposes.</p> <p>If the BRP or residence card (biometric format) is not returned to the Home Office, so a decision can be made on the application, you must contact the applicant to request its return.</p> <p>An application must not be withdrawn if the person requests the return of their BID or residence card (biometric format). For example to:</p> <ul style="list-style-type: none"><li>• open a bank account</li><li>• take the Life in The UK Test</li><li>• apply for an identity document not related to travelling outside the Common Travel Area (CTA)</li></ul>	<p><b>In this section</b> <a href="#">Initial consideration</a></p> <p><a href="#">Matches and no-matches</a></p> <p><a href="#">Multiple identities</a></p> <p><a href="#">CID results</a></p> <p><a href="#">Admin events</a></p> <p><a href="#">Check BRP system and submit a card production request</a></p> <p><a href="#">Cancelling old biometric immigration documents of successful applicants</a></p> <p><a href="#">Undeliverable biometric immigration documents</a></p>
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## Biometric information: enrolment

### Undeliverable biometric immigration documents or residence cards (biometric format)

<p><a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Code of practice</a> <a href="#">Retaining and destroying biometric information</a> <a href="#">Replacement biometric immigration documents</a></p>	<p>This page tells you how to deal with undeliverable biometric immigration documents (BIDs) or residence cards (biometric format).</p> <p>On this page the term residence card (biometric format) relates to residence cards, derivative residence cards and permanent residence cards. For more information please see related link</p> <p>This section does not apply to applicant's who will be collecting their BIDs from a specified post office having made an application for entry clearance overseas. For more information on how to do this please see related link.</p> <p>The process for dealing with undeliverable BIDs or residence card (biometric format) is managed by the biometric immigration document management unit (BIDMU).</p> <p>If the application has been made from within the UK the BIDs or residence card (biometric format) will be delivered by courier and the applicant is required to sign for the permit and show identification such as:</p> <ul style="list-style-type: none"><li>• a passport</li><li>• a full and valid UK photo card driving licence</li><li>• a work ID</li><li>• a credit or debit card</li><li>• two utility bills</li></ul> <p>Birth certificates are not acceptable.</p> <p>The delivery criteria are:</p> <ul style="list-style-type: none"><li>• anyone who shows valid evidence of their own identity can sign for a BID or residence card (biometric format) on the first delivery (although, if the intended recipient is a child, it should be a parent or responsible adult who must live at the same address, unless</li></ul>	<p><b>In this section</b> <a href="#">Initial consideration</a></p> <p><a href="#">Matches and no-matches</a></p> <p><a href="#">Multiple identities</a></p> <p><a href="#">CID results</a></p> <p><a href="#">Admin events</a></p> <p><a href="#">Check BRP system and submit a card production request</a></p> <p><a href="#">Cancelling old biometric immigration documents of successful applicants</a></p> <p><a href="#">Returning a biometric immigration document for ID purposes</a></p> <p>Links to staff intranet removed</p>
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other arrangements have been made with the Home Office)

- on a re-delivery, it must be the named recipient
- at a business or university anyone can sign as long as they show valid work or university ID

The process for dealing with undeliverable BIDs or residence card (biometric format) is as follows:

- courier attempts to deliver the BID or residence card (biometric format) but the applicant is not present
- courier leaves a calling card which contains contact details so the applicant can rearrange delivery
- if no contact from the applicant the courier sends a reminder letter
- if still no contact the courier makes a second delivery attempt
- if the applicant is still not present the courier notifies BIDMU of failed delivery.
- the courier holds the BID or residence card (biometric format) for 20 calendar days to await contact from the applicant - if still no contact from the applicant the BID or residence card (biometric format) is returned to BIDMU on day 21
- BIDMU check GCID to see if a change of address has been received in the meantime:
  - if a change of address has been received BIDMU notify the courier and return the BID or residence card (biometric format) to them for delivery to the new address
  - if no change of address has been received BIDMU attempt to contact the applicant by telephone or email
- BIDMU issue a reminder letter to advise the applicant to contact the courier as soon as possible to rearrange delivery
- the undeliverable BID or residence card (biometric format) is held by BIDMU until the applicant makes contact to request delivery, or until the BID or residence card (biometric format) expires
- when the undeliverable BID or residence card (biometric format) reaches its expiry date it is cancelled and destroyed - for cases involving BIDs, if the applicant has not made a fresh application for leave BIDMU issue a second letter to tell the applicant they have no extant leave - the letter also tells the applicant that if they intend to remain in the UK, they must make a fresh immigration application and enrol their biometric information again

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|  | <ul style="list-style-type: none"><li>• for cases involving BIDs the Home Office cannot curtail the leave simply because the BID is undeliverable - however, if the BID is undeliverable but, for example, the Home Office is subsequently notified a student has failed to attend their course, then curtailment must be considered - this is regardless of whether the applicant actually holds their BID</li></ul> |  |
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## Biometric information: case working

### Refusals

<a href="#">Case working</a> <a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Code of practice</a> <a href="#">Retaining and destroying biometric information</a> <a href="#">Replacement biometric immigration documents</a>	This section tells you how to refuse application because of their biometric information enrolment.	<b>In this section</b> <a href="#">Reasons for refusal</a>  <a href="#">Deception</a>
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## Biometric information: case working

### Reasons for refusal

<p><a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Code of practice</a> <a href="#">Retaining and destroying biometric information</a> <a href="#">Replacement biometric immigration documents</a></p>	<p>This page tells you on what grounds you can refuse an application because of information established as a result of biometric enrolment.</p> <p>The information on this page does not apply to residence cards (biometric format) or applications to become or be registered as a British citizen.</p> <p>See related links for guidance on:</p> <ul style="list-style-type: none"><li>• applications for a residence card (biometric format) in which biometric information shows the applicant has engaged in deception</li><li>• applications to become or be registered as a British citizen in which biometric information shows the applicant has engaged in deception please</li></ul> <p>There are two different circumstances under which you can refuse an application:</p> <ul style="list-style-type: none"><li>• deception by the applicant is shown by the biometric information results</li><li>• substantive refusal (if the applicant does not meet the relevant rules for a reason unconnected to biometric information)</li></ul> <p><b>Deception</b> For more information on refusing an application for deception, see related link: <a href="#">Deception</a>.</p> <p><b>Substantive refusal</b> When you refuse the application for substantive reasons, you process the refusal as normal.</p> <p>The applicant's biometric information will remain on the immigration and asylum biometric information system (IABS). For more information on the length of time biometric information is retained please see related links.</p>	<p><b>In this section</b> <a href="#">Deception</a></p> <p>Links to staff intranet removed</p>
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## Biometric information: case working

### Deception

<p><a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Code of practice</a> <a href="#">Retaining and destroying biometric information</a> <a href="#">Replacement biometric immigration documents</a></p>	<p>This page tells you how to refuse an application on the grounds of deception, when an applicant has used different identities.</p> <p>See related links for guidance on:</p> <ul style="list-style-type: none"><li>• applications for a residence card (biometric format) in which biometric information shows the applicant has engaged in deception</li><li>• applications to become or be registered as a British citizen in which biometric information shows the applicant has engaged in deception please</li></ul> <p>If while considering an application for leave you establish an applicant is using different identities, you must consider refusing the application with reference to paragraph 322(1A) of the Immigration Rules. You must consider the reasons for deception and whether this means the person cannot meet the Immigration Rules of the category under which they applied.</p> <p>If the applicant used a different identity to get previous leave by deception you must consider refusing the application with reference to paragraph 322(2) of the Immigration Rules.</p> <p>For more information about general grounds for refusal, see related link.</p> <p>If a person has existing leave, you must consider curtailment with reference to paragraph 323(i) of the Immigration Rules. For more information on curtailment, see related link: <a href="#">Curtailment</a>.</p> <p>You must refer all decisions based on deception to a senior manager, higher executive office (HEO) or above, for authorisation.</p>	<p><b>In this section</b> <a href="#">Reasons for refusal</a></p> <p>Links to staff intranet removed</p>
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## Biometric information: case working

### Code of Practice

<p><a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Code of practice</a> <a href="#">Retaining and destroying biometric information</a> <a href="#">Replacement biometric immigration documents</a></p>	<p>This section tells you about the responsibilities as defined in the code of practice for non-compliance with the biometric registration regulations that an applicant has to follow once they have been issued with a biometric residence card.</p> <p>This section does not apply to anyone who falls within the scope of the EEA Regulations or applications made to become or be registered as a British citizen.</p>	<p><b>In this section</b></p> <p><a href="#">Sanctions for non-compliance</a></p> <p><a href="#">Curtailed following repeated non-compliance</a></p> <p><a href="#">Circumstances when immigration civil penalties will not be imposed</a></p> <p><a href="#">Requirements of the biometric registration regulations</a></p> <p>Links to staff intranet removed</p>
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## Biometric Information: case working

### Requirements of the biometric registration regulations

<p><a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Code of practice</a> <a href="#">Retaining and destroying biometric information</a> <a href="#">Replacement biometric immigration documents</a></p>	<p>This page tells you about the requirements of the biometric registration regulations that an applicant must comply with.</p> <p>Information on this page does not apply to anyone who falls within the scope of the EEA Regulations or applications made to become or be registered as a British citizen.</p> <p>All foreign nationals must comply with the requirements of the biometric registration regulations. These requirements are broken down in to two sections:</p> <ul style="list-style-type: none"><li>• application requirements</li><li>• maintenance requirements</li></ul> <p><b>Application requirements</b></p> <p>These form an essential part of the application process for a biometric immigration document (BID). A person must:</p> <ul style="list-style-type: none"><li>• apply or reapply for a BID when required to do so by the regulations</li><li>• surrender any requested documents connected with immigration or nationality when required as part of the issue of a BID</li><li>• follow any process specified by an authorised person in relation to an application that has been made - this can include providing a record of their fingers and a photograph of their face by a specified date</li></ul> <p><b>Maintenance requirements</b></p> <p>These are requirements which apply after the BID has been issued. A person must:</p> <ul style="list-style-type: none"><li>• notify the Home Office when they suspect the information provided in connection to their application for a BID was or has become false, misleading or incomplete</li><li>• use their BID in specified circumstances</li></ul>	<p><b>In this section</b></p> <p><a href="#">Sanctions for non-compliance</a></p> <p><a href="#">Curtailment following repeated non-compliance</a></p> <p><a href="#">Circumstances when immigration civil penalties will not be imposed</a></p>
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	<ul style="list-style-type: none"><li>• comply with other requirements specified in biometric registration regulations</li><li>• surrender to the Secretary of State when asked to do so any BID in the person's possession</li></ul>	
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## Biometric information: case working

### Sanctions for non-compliance

<p><a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Code of practice</a> <a href="#">Retaining and destroying biometric information</a> <a href="#">Replacement biometric immigration documents</a></p>	<p>This page tells you what sanctions can be imposed on people who do not comply with the biometric information registration regulations.</p> <p>The information on this page does not apply to anyone who falls within the scope of the EEA Regulations or applications made to become or be registered as a British citizen.</p> <p>If a person does not comply with one or more of the requirements of the biometric information registration regulations a sanction will be imposed on them.</p> <p>Before a sanction is issued to the person they must be sent a warning letter. This tells them the breach and likely sanction that will follow.</p> <p>Application requirements state that a person must enrol their biometric information within a certain time period or make an appointment for a premium application, see related link: Application requirements.</p> <p>Maintenance requirements state that the card holder must tell the Home Office when certain personal circumstances change. For more information on the maintenance requirements see the maintenance section of related link: Requirements of the biometric registration regulations</p> <p>Card holders must apply for a replacement card within 3 months of reporting their card as lost, stolen, tampered with or damaged. If a person does not comply with any of these requirements they may face a civil (financial) penalty notice or they may have their leave curtailed or cancelled.</p> <p>The biometric immigration document management unit (BIDMU) will refer the case to the civil penalty compliance team (CPCT) for consideration of a civil penalty notice where:</p> <ul style="list-style-type: none"><li>• a person has not responded to the 15 working day warning letter</li></ul>	<p><b>In this section</b> <a href="#">Curtailment following repeated non-compliance</a></p> <p><a href="#">Circumstances when immigration civil penalties will not be imposed</a></p> <p><a href="#">Requirements of the biometric registration regulations</a></p> <p>Links to staff intranet removed</p>
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- a person has responded to the 15 working day warning letter but failed to submit satisfactory mitigation
- their exemption period has lapsed and a replacement card application has not been made

For more information on the process of sending warning letters, see section '4. Process before issuing a sanction' of code of practice about the sanctions for non-compliance with the biometric information registration regulations at related link.

The three types of sanctions that can be imposed are:

- a refusal to issue a biometric immigration document (BID)
- an immigration sanction, this can be either a:
  - rejection of a person's application for leave to remain in the UK
  - variation (curtailment) or cancellation of a person's existing leave to enter or remain in the UK
- the issue of a civil penalty notice

When determining the amount of the civil penalty notice BIDMU (biometric immigration document management unit) will consider whether the person has:

- contravened an application or maintenance requirement
- any previous incidences of, or continued, non-compliance
- evidence of extenuating circumstances, such as limited financial means or responsibility for children under 18 who have also failed to comply

For penalty levels see section '7. Civil penalties' of code of practice about the sanctions for non-compliance with the biometric information registration regulations at related link.

When issuing a civil penalty notice the liable person has 32 working days from the date of issue in which to object. The civil penalty notice tells them how to object.

A person who is given a civil penalty notice under section 9(1) of the UK Borders Act 2007 may appeal to the county court in England, Wales and Northern Ireland or to the sheriff in

Scotland.

A person can lodge an appeal against a civil penalty notice as follows:

<b>Who to lodge a notice of liability with:</b>	<b>Time frame for lodging a notice of liability:</b>
The County Court in England and Wales	Within 28 days after receipt of the: <ul style="list-style-type: none"><li>• notice of liability</li><li>• determination of the objection</li></ul>
The Sheriff in Scotland	Not later than 21 days after receipt of the: <ul style="list-style-type: none"><li>• notice of liability</li><li>• determination of the objection</li></ul>
The County Court in Northern Ireland	Within 21 days of the: <ul style="list-style-type: none"><li>• issue of the notice of liability</li><li>• determination of the objection</li></ul>

The date on which the civil penalty notice and objection determination are deemed to have been received is the second business day after the date the civil penalty notice is issued and/or given and the date specified in the notice of determination, respectively. This excludes Saturdays, Sundays, Bank Holidays, Good Friday and Christmas Day.

Whether the person has limited or indefinite leave to remain in the UK must be taken into account when you assess:

- which sanction to impose
- at what level a civil penalty must be set
- the particular requirement that has not been met
- the seriousness of the non-compliance

The Home Office will not issue an immigration sanction and a civil penalty notice for the same incident of non-compliance with one of the requirements of the biometric information

	<p>registration regulations.</p> <p>Further civil penalties may be imposed for continued non-compliance with the requirement.</p> <p>For more information about the sanctions for non-compliance with the biometric information registration regulations, see related link.</p>	
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## Biometric information: case working

### Curtailment following repeated non-compliance

<p><a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Code of practice</a> <a href="#">Retaining and destroying biometric information</a> <a href="#">Replacement biometric immigration documents</a></p>	<p>This page tells you about the involvement caseworkers have in the civil penalties process.</p> <p>The information on this page does not apply to anyone who falls within the scope of the EEA Regulations or applications made to become or be registered as a British citizen.</p> <p>There are two types of requirements an applicant can fail to comply with. These are application or, maintenance requirements.</p> <p>A person with existing leave in the UK may have their leave curtailed if they persistently fail to comply with:</p> <ul style="list-style-type: none"><li>• 3 application requirements within a 5 year period</li><li>• 5 requirements, whether application, maintenance or collection requirements within a 5 year period.</li></ul> <p>The Secretary of State may consider curtailing existing leave to remain in the UK. In such cases, the biometric immigration document management unit (BIDMU) will contact a caseworking team and ask them to consider curtailing leave.</p> <p>For example, if a person repeatedly fails to apply for a replacement biometric immigration document (BID), following the loss, theft or damage of their original BID, you may be asked to consider curtailing existing leave.</p> <p>For more information on curtailment, see related link: <a href="#">Curtailment</a>.</p>	<p><b>In this section</b> <a href="#">Sanctions for non-compliance</a></p> <p><a href="#">Circumstances when immigration civil penalties will not be imposed</a></p> <p>Links to staff intranet removed</p>
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## Biometric information: case working

### Circumstances when immigration sanctions will not be imposed

<p><a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Code of practice</a> <a href="#">Retaining and destroying biometric information</a> <a href="#">Replacement biometric immigration documents</a></p>	<p>This page tells you when the civil penalties process will not be imposed.</p> <p>The information on this page does not apply to anyone who falls within the scope of the EEA Regulations or applications made to become or be registered as a British citizen.</p> <p>The Secretary of State will not impose an immigration sanction for failing to comply with a compliance requirement where:</p> <ul style="list-style-type: none"><li>• the person is to be granted leave as a refugee or on human rights grounds:<ul style="list-style-type: none"><li>○ however, the Secretary of State will not be able to issue the person with a BID as evidence of their leave until they apply for the card and comply with the specified biometric information recording processes</li></ul></li><li>• a decision to curtail or cancel the person's leave would be contrary to the person's:<ul style="list-style-type: none"><li>○ refugee Convention rights</li><li>○ rights under the European Convention on Human Rights</li></ul></li><li>• where the person has existing indefinite leave to enter or remain in the UK:<ul style="list-style-type: none"><li>○ this is unless there are compelling reasons for cancelling leave and cancellation would not be contrary to the person's Refugee Convention rights or, their rights under the European Convention on Human Rights</li></ul></li></ul> <p>While such a reason for granting such leave continues to exist.</p>	<p><b>In this section</b> <a href="#">Sanctions for non-compliance</a></p> <p><a href="#">Curtailment following repeated non-compliance</a></p> <p>Links to staff intranet removed</p>
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## Biometric information: case working

### Retaining and destroying biometric information

<p><a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Code of practice</a> <a href="#">Retaining and destroying biometric information</a> <a href="#">Replacement biometric immigration documents</a></p>	<p>This section tells you when biometric records must be destroyed or retained and the process for destroying biometric information.</p> <p>The Immigration (Biometric Registration) Regulations 2008 (as amended) and Immigration (Provision of Physical Data) Regulations 2006 (as amended) outline the use and retention provisions for biometric information. They also make specific provision for the destruction of biometric information.</p> <p>The Immigration Act 2014 allows the Secretary of State to retain biometric information for as long as there is an immigration or nationality purpose for retaining it. This information must be destroyed as soon as there is no longer an immigration or nationality purpose to retain it or the person has become either a British citizen or Commonwealth citizen with a right of abode.</p> <p>If a person asks for their biometric information records to be destroyed and there is still an immigration or nationality purpose to retain this information you must write back to them explaining the reason why their biometric information is being retained.</p> <p>You must not destroy an individual's biometric information records if an applicant:</p> <ul style="list-style-type: none"><li>• submits their biometric information in error but is found to have provided a false identity</li><li>• has already had their biometric information enrolled for the purposes of a previous application, unless the new enrolment was provided as a result of Home Office error, in which case only delete the set taken incorrectly</li></ul> <p>If an individual applies for confirmation of the destruction in writing, you must send them a letter to confirm this within 3 months.</p> <p><b>Fingerprints</b> Normally fingerprints will be retained for up to 10 years from the date they were enrolled. However, there are occasions when it may be necessary to retain fingerprint records beyond</p>	<p><b>In this section</b> <a href="#">Process for destruction of biometric information</a></p> <p>Links to staff intranet removed</p>
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10 years. The Immigration Act 2014 allows the Secretary of State to make regulations that means fingerprints can be retained for as long as there is an immigration or nationality purpose or until the person shows they are a British Citizen or Commonwealth citizen with a right of abode.

Fingerprints will be retained beyond 10 years where a foreign national has indefinite leave or has successfully applied for a permanent residence card.

Where a person has been absent from the UK for over 2 years and that leave has lapsed, and they no longer meet the permanent residence criteria or any leave has been curtailed the fingerprints will be retained for up to 10 years from that date, unless the person becomes a British citizen or is deemed to be a high harm category, such as having been issued with a deportation order or considered to be a threat to national security.

In the case of people with permanent residence the fingerprints will be retained for up to 10 years from that date, unless the person becomes a British citizen or is deemed to be a high harm category, such as having been issued with a deportation order or considered to be a threat to national security.

Fingerprints will be retained for as long as there is an immigration or nationality purpose or until they become a British citizen. For any person who falls in to one of the following categories:

- subject to a deportation order
- subject to an exclusion order
- subject to a re-entry ban
- deemed to be a risk to national security

### **Photographs**

Photographs will be retained for as long as there remains an immigration or nationality purpose or until a person becomes a British citizen and is issued with a British passport

## Biometric information: case working

### Process for destruction of biometric information

<p><a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Code of practice</a> <a href="#">Retaining and destroying biometric information</a> <a href="#">Replacement biometric immigration documents</a></p>	<p>This page tells you the process for destroying biometric information.</p> <p>If you receive a request from an applicant to destroy their biometric information records or you discover their biometric information should not have been taken you must:</p> <ul style="list-style-type: none"><li>• decide whether biometric information enrolment was not appropriate for the applicant</li><li>• recommend the fingerprint and/or photograph records are either destroyed or retained.</li><li>• get assistant director agreement for your decision, through your line manager.</li></ul> <p><b>If the assistant director has given authority for the records to be destroyed:</b></p> <ul style="list-style-type: none"><li>• you must email the immigration fingerprint bureau (IFB)</li><li>• IFB will delete the biographical and biometric information they hold</li><li>• IFB will email you confirmation the biometric information has been destroyed</li><li>• you must send the individual a letter to confirm their biometric information has been removed from the database - the letter must be issued if the records were destroyed at the request of the individual or it was discovered by the Home Office that their biometric information should not have been taken</li><li>• you must update CID to reflect the action taken</li><li>• IFB will keep a hard copy of the email and a register of the events when biometric information details have been destroyed</li><li>• the public enquiry office will keep a record of the occasions, with the outcome, when a request to destroy biometric information has been received</li></ul>	
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## Biometric information: case working

### Replacement biometric immigration documents

<p><a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Code of practice</a> <a href="#">Retaining and destroying biometric information</a> <a href="#">Replacement biometric immigration documents</a></p>	<p>This section tells you how to casework an application a for replacement biometric immigration document (BID)</p> <p>The information on this page does not apply to anyone who falls within the scope of the EEA Regulations or applications made to become or be registered as a British citizen.</p> <p>If the applicant was issued a BID they must complete a tick-box on the replacement biometric residence permit (BRP RC) form, stating under which category their last grant of leave was approved, and the application is routed accordingly.</p> <p>Replacement BID applications for temporary migration and travel document cases are dealt with by the biometric immigration document management unit (BIDMU).</p> <p>All other replacement BID applications will be routed to the team that did the original approval, for example asylum cases.</p>	<p><b>In this section</b> <a href="#">Requirements</a></p> <p><a href="#">Dependants</a></p> <p><a href="#">Lost or stolen biometric residence permits inside or outside the UK</a></p> <p><a href="#">Issuing a replacement biometric residence permit</a></p> <p><a href="#">Refusing to issue a replacement biometric residence permit</a></p> <p><a href="#">Cancelling old biometric residence permit that is replaced</a></p>
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## Biometric information: case working

### Requirements for a replacement biometric immigration document

<p><a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Code of practice</a> <a href="#">Retaining and destroying biometric information</a> <a href="#">Replacement biometric immigration documents</a></p>	<p>This page explains the requirements an applicant must meet to be issued with a replacement biometric immigration document (BID).</p> <p>The information on this page does not apply to anyone who falls within the scope of the EEA Regulations or applications made to become or be registered as a British citizen.</p> <p>Before you consider an application you must check the:</p> <ul style="list-style-type: none"><li>• application is valid</li><li>• applicant has given their biometric information</li><li>• applicant's passport or travel document is genuine</li></ul> <p>You can accept a replacement biometric residence permit (BRP RC) application without a passport or travel document in the following circumstances. When the:</p> <ul style="list-style-type: none"><li>• application is made for a straight like-for-like replacement of a lost or stolen BID or immigration status document (ISD) - this means there is no change of personal details</li><li>• initial BID or ISD was issued less than 2 years ago</li></ul> <p>The date you must take into account is the date you consider the application for the replacement. For example if the BRP was issued on 20 January 2012 and you consider the replacement BID application after 19 January 2014, you will need to see the passport because the initial BID or ISD was issued more than 2 years ago.</p> <p>The reason for the 2 year restriction is that when a replacement is requested after 2 years of issue further checks will be made and a full case consideration is required.</p> <p>For more information, see related links:</p> <ul style="list-style-type: none"><li>• Specified application forms</li><li>• Types of Home Office travel document (HOTD)</li></ul>	<p><b>In this section</b></p> <p><a href="#">Replacement biometric immigration documents</a></p> <p><a href="#">Dependants</a></p> <p><a href="#">Lost or stolen biometric residence permits inside or outside the UK</a></p> <p><a href="#">Issuing a replacement biometric residence permit</a></p> <p><a href="#">Refusing to issue a replacement biometric residence permit</a></p> <p><a href="#">Cancelling old biometric residence permit that is replaced</a></p> <p>Links to staff intranet removed</p>
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The applicant must:

- continue to meet the conditions of the leave they were granted - if they no longer meet these conditions, it may be appropriate for you to curtail their leave - for more information, see related link: Curtailment.
- have provided their biometric information as part of the application
- have a biometric information 'match' with the details they provided when they applied for their previous BID
- have previously been issued with a BID
- have the same details on their passport or travel document as previously
- have returned their previous BID, unless it was lost or stolen
- provide an explanation along with supporting evidence if the BRP has not been returned - for example, if they claim their BID was stolen they must provide a police report
- have passed all security checks - for example, Police National Computer (PNC) and systems checks
- have not had their leave curtailed
- not be subject to removal directions
- not be subject to a foreign national offender deportation order
- be requesting a new BID for one of the reasons stated on the application form
- have at least 28 days current leave remaining - if the applicant has less than 28 days leave remaining when you make a decision on their application you must not issue a replacement BID - you must tell the applicant they have to make a new leave application if necessary

You must check all documents carefully to make sure they belong to the applicant.

Once you are satisfied the applicant has existing leave and none of the issues above are applicable, you must grant the application.



## Biometric information: case working

### Dependants

<p><a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Code of practice</a> <a href="#">Retaining and destroying biometric information</a> <a href="#">Replacement biometric immigration documents</a></p>	<p>This page tells you how dependants can apply to replace their own biometric immigration document (BID).</p> <p>The information on this page does not apply to anyone who falls within the scope of the EEA Regulations or applications made to become or be registered as a British citizen.</p> <p>Where a person seeks to change their name, the application must be rejected and the applicant advised to make either a transfer of conditions (temporary leave) or a no-time limit (indefinite leave) application.</p> <p>Individuals who apply for a replacement BID cannot include dependants on their application form. A separate form must be completed and a fee paid for each person who applies for a replacement BID.</p> <p>If an applicant includes dependants on their form, the dependants must have their applications rejected.</p> <p>For more information on rejecting applications, see related link: Specified application forms.</p>	<p><b>In this section</b></p> <p><a href="#">Replacement biometric immigration documents</a></p> <p><a href="#">Requirements</a></p> <p><a href="#">Lost or stolen biometric residence permits inside or outside the UK</a></p> <p><a href="#">Issuing a replacement biometric residence permit</a></p> <p><a href="#">Refusing to issue a replacement biometric residence permit</a></p> <p><a href="#">Cancelling old biometric residence permit that is replaced</a></p> <p>Links to staff intranet removed</p>
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## Biometric information: case working

### Lost or stolen biometric immigration document inside or outside the UK

<p><a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Code of practice</a> <a href="#">Retaining and destroying biometric information</a> <a href="#">Replacement biometric immigration documents</a></p>	<p>This page tells you what evidence an applicant must provide if they claim their previous biometric immigration document (BID) has been lost or stolen inside or outside the UK.</p> <p>The information on this page does not apply to anyone who falls within the scope of the EEA Regulations or applications made to become or be registered as a British citizen.</p> <p>If a migrant's BID is lost, stolen or damaged, inside or outside the UK, they must report the loss, theft or damage to the <a href="#">BIDMU</a> as soon as possible by email so that the migrant's BID can be cancelled. A migrant is required by law to inform the Home Office that their BID has been lost. In their email they must state:</p> <ul style="list-style-type: none"><li>• their full name</li><li>• their date of birth</li><li>• their nationality</li><li>• their passport number</li><li>• their BID reference number</li><li>• their case reference number</li><li>• their contact details</li><li>• when, where and how the permit was lost, stolen or damaged</li><li>• when they plan to return to the UK (if applicable)</li></ul> <p>If they do not provide all this information, there may be a delay in answering their query.</p> <p>They must also report the loss or theft to the police, and get a police report and crime reference number, as soon as possible.</p> <p>If their permit is lost or stolen when they are outside the UK, they must apply for a replacement BRP visa so they can re-enter the UK. When they have returned to the UK they must apply for a new BID using the replacement biometric residence permit (BRP RC) form.</p> <p>If a migrant has been outside the UK for less than 3 months they must apply for a new BRP</p>	<p><b>In this section</b></p> <p><a href="#">Replacement biometric residence permits</a></p> <p><a href="#">Requirements</a></p> <p><a href="#">Dependants</a></p> <p><a href="#">Issuing a replacement biometric residence permit</a></p> <p><a href="#">Refusing to issue a replacement biometric residence permit</a></p> <p><a href="#">Cancelling old biometric residence permit that is replaced</a></p> <p>Links to staff intranet removed</p>
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within 3 months of informing the Home Office their document was lost or stolen.

If the migrant has been outside the UK for more than 3 months upon their return to the UK they must apply for a new BID immediately using the replacement biometric residence permit (BRP RC) form.

If they do not apply for a replacement BID, they may have to pay a financial penalty of up to £1,000, or the Home Office may shorten their permission to stay.

If a person loses their BID in the UK they must then apply for a replacement. While that application is being considered they can travel outside the common travel area (CTA).

If, while outside the CTA, they lose their passport they will have to obtain a new one along with new entry clearance to come to the UK. This does not affect the consideration of their replacement BRP application. However, in this situation you must check what the applicant's new basis of stay in the UK is.

For information on what comprises the CTA see related link: [Common travel area](#).

#### **UK Visa office**

When an applicant applies for a replacement BRP the UK Visa office will:

- receive the visa application and check there are no general grounds for refusal
- check the applicant has provided a police report which confirms the loss or theft of the BRP
- check the applicant has valid leave by emailing biometric immigration document management unit (BIDMU) with the full name, date of birth and biometric information page of the applicant's passport - BIDMU will confirm if the applicant has valid leave or not
- issue a single entry visa (replacement BRP visa), if all requirements have been met by the applicant

#### **BIDMU**

BIDMU will:

- receive notice from the applicant of the loss or theft of the BRP and cancel the existing BRP
- issue the applicant with a warning letter to tell them the requirement to apply for a replacement BRP and the consequences of not doing so (civil penalty and/or curtailment) - the letter is sent to the applicant's UK address to await their return
- await contact from UK Visa office to ask for details of the applicant's leave
- confirm, to the relevant UK Visa office, if the applicant has valid leave or not
- email a facial image of the applicant to the UK Visa office
- monitor compliance with the process

### **Caseworking teams**

You will:

- receive an application for a replacement BID - you will not see the police report as it will have been submitted to the UK Visa office overseas as evidence of the loss or theft - the UK Visa office would not issue a visa until they have seen the police report and had confirmation of the applicant's leave from BIDMU
- perform the usual caseworking activities
- initiate production and delivery of a replacement BID

## Biometric information: case working

### Lost or stolen residence cards (biometric format) inside or outside the UK

<p><a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Maintenance requirements</a> <a href="#">Destruction of biometric information</a> <a href="#">Replacement biometric residence permits</a></p>	<p>This page tells you what an applicant has to provide if they have lost their residence card (biometric format) either inside or outside the UK.</p> <p><b>Outside the UK</b> If a person outside the UK has their residence card (biometric format) lost or stolen they must apply for an EEA family permit in order to return to the UK.</p> <p><b>Inside the UK</b> If the applicant has either lost their residence card (biometric format), or has had it stolen and they would like a replacement, they must submit a fresh application for a residence card, permanent residence card or derivative residence card.</p> <p>They will have to pay the fee for this application. Any application for a replacement residence card (biometric format) or to replace an old format residence card should be treated as a fresh application for a residence card.</p>	
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## Biometric information: case working

### Issuing a replacement biometric immigration document

<p><a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Code of practice</a> <a href="#">Retaining and destroying biometric information</a> <a href="#">Replacement biometric immigration documents</a></p>	<p>This page tells you how to grant the issue of a replacement biometric immigration document (BID).</p> <p>The information on this page does not apply to anyone who falls within the scope of the EEA Regulations or applications made to become or be registered as a British citizen.</p> <p>If a person meets the requirements for a replacement BID, the replacement must show leave for the same period and on the same code of conditions as on the applicant's previous BID.</p> <p>Before you issue a new BID, you must cancel the old one. For more information, see related link: <a href="#">Cancelling old biometric immigration documents</a></p> <p>You must send the applicant a letter to tell them they have been issued with a replacement BID.</p>	<p><b>In this section</b></p> <p><a href="#">Requirement for a replacement biometric immigration document</a></p> <p><a href="#">Dependants</a></p> <p><a href="#">Lost or stolen biometric residence permits inside or outside the UK</a></p> <p><a href="#">Refusing to issue a replacement biometric residence permit</a></p> <p><a href="#">Cancelling old biometric immigration documents</a></p>
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## Biometric information: case working

### Refusing to issue a replacement biometric immigration document

<p><a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Code of practice</a> <a href="#">Retaining and destroying biometric information</a> <a href="#">Replacement biometric immigration documents</a></p>	<p>This page tells you how to refuse the issue of a replacement biometric immigration document (BID).</p> <p>The information on this page does not apply to anyone who falls within the scope of the EEA Regulations or applications made to become or be registered as a British citizen.</p> <p>If you refuse to issue a replacement BID, the applicant will have no right of appeal against your decision. This is because a replacement BID application is not an immigration decision according to section 82(2) of the Nationality, Immigration and Asylum Act 2002, which sets out appeal rights.</p> <p>You must refuse to issue a replacement BID if:</p> <ul style="list-style-type: none"><li>• the application form is incomplete</li><li>• the applicant has not paid the fee</li><li>• the applicant has not submitted supporting evidence</li><li>• the reason for a replacement BID is invalid – for example, the BID has neither been lost nor stolen, nor has there been a change of details</li><li>• there is not enough evidence the applicant has existing leave</li><li>• the applicant has failed to provide their biometric information within the specified time frame</li><li>• the applicant submitted false documentation (in support of any current or previous application)</li><li>• the applicant does not have any existing leave to transfer or has less than 28 days leave remaining</li></ul> <p>You must send the applicant a letter to tell them they have been refused a replacement BID. You must explain the reasons why you are refusing their application for a replacement BID and tell them there is no right of appeal against your decision.</p>	<p><b>In this section</b> <a href="#">Replacement biometric immigration documents</a></p> <p><a href="#">Requirements</a></p> <p><a href="#">Dependants</a></p> <p><a href="#">Lost or stolen biometric residence permits inside or outside the UK</a></p> <p><a href="#">Issuing a replacement biometric residence permit</a></p> <p><a href="#">Refusing to issue a replacement biometric residence permit</a></p> <p>Links to staff intranet removed</p>
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## Biometric information: case working

### Cancelling old BIDs for Tier 2 ICT (FLR) and Tier 2 (ILR) applications

<p><a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Code of practice</a> <a href="#">Retaining and destroying biometric information</a> <a href="#">Replacement biometric immigration documents</a></p>	<p>This page tells you how to cancel and request destruction of a biometric immigration documents (BIDs) issued to relevant Tier 2 applicants.</p> <p>The information on this page does not apply to anyone who falls within the scope of the EEA Regulations or applications made to become or be registered as a British citizen.</p> <p>This only applies to Tier 2 (Intra-company transfers (ICT)) further leave to remain (FLR) and Tier 2 indefinite leave to remain (ILR) for all other applications, see related link: Cancelling old biometric immigration documents.</p> <p>From 6 May 2014, those applying for Tier 2 ICT (FLR) and Tier 2 (ILR) will be allowed to have their BID returned to them while their application is considered.</p> <p>The applicant must send their BID with their application. This will be returned to them once police national computer (PNC) and security checks are completed. Applicants granted leave will be asked to destroy their existing BID once they receive the new one. Customers refused leave will be asked to return their existing BID to the Home Office.</p> <div style="border: 2px solid red; padding: 5px;"><p style="text-align: center;">Official sensitive – do not disclose – start of section</p><p>The information in this page has been removed as it is restricted for internal Home Office use only.</p><p style="text-align: center;">Official sensitive – do not disclose – end of section</p></div> <p><b>The process for handling these cases in Sheffield (temporary migration)</b> Registering or triage staff must:</p> <ul style="list-style-type: none"><li>• copy all BRPs submitted with applications in the Tier 2 (ICT) route</li><li>• once security checks are clear, return the original BID to the customer using the standard letter format</li></ul>	<p><b>In this section</b></p> <p><a href="#">Replacement biometric immigration documents</a></p> <p><a href="#">Requirements</a></p> <p><a href="#">Dependants</a></p> <p><a href="#">Lost or stolen biometric residence permits inside or outside the UK</a></p> <p><a href="#">Issuing a replacement biometric residence permit</a></p> <p><a href="#">Refusing to issue a replacement biometric residence permit</a></p> <p>Links to staff intranet removed</p>
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- keep a copy of the BID with the application
- update GCID notes to clearly show you have returned the original BID to the applicant

Casework staff must:

- decide if the application is a return of document (ROD) case, and if so update ROD tracker.
- issue a letter to the applicant:
  - for a grant of leave this must tell them to destroy their original BID once they receive the new one
  - for a refusal must tell them return their BRP to the Home Office

## Biometric information: case working

### Contact

<p><a href="#">Case working</a> <a href="#">Initial consideration</a> <a href="#">Refusals</a> <a href="#">Code of practice</a> <a href="#">Retaining and destroying biometric information</a> <a href="#">Replacement biometric immigration documents</a></p>	<p>This page explains who to contact for more help with a specific case in the Biometric information category.</p> <p>If you have read the relevant Immigration Rules or regulations and this guidance and still need more help with this category, you must first ask your senior caseworker or line manager.</p> <p>If the question cannot be answered at that level, you may email the administrative policy team, using the related link, for guidance on the policy.</p> <p>Entry clearance and Border Force officers can also email Administrative policy team using the related link.</p> <p>Changes to this guidance can only be made by the guidance, rules and forms team (GRaFT). If you think the policy content needs amending you must contact the administrative operational policy team, who will ask the GRaFT to update the guidance, if appropriate.</p> <p>The GRaFT will accept direct feedback on broken links, missing information or the format, style and navigability of this guidance. You can send these using the link: Email: guidance, rules and forms team</p>	<p><b>Related links</b> <a href="#">Changes to this guidance</a>  <a href="#">Information owner</a></p> <p>Links to staff intranet removed</p>
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## Biometric information: case working

### Information owner

[Case working](#)  
[Initial consideration](#)  
[Refusals](#)  
[Code of practice](#)  
[Retaining and destroying biometric information](#)  
[Replacement biometric immigration documents](#)

This page tells you about this version of the 'Biometric information: case working' guidance and who owns it.

Version	4.0
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Clearance date	7 July 2014
This version approved for publication	John Thompson
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Approval date	1 April 2015

Changes to this guidance can only be made by the guidance, rules and forms team (GRaFT). If you think the policy content needs amending you must contact the administration policy who will ask the GRaFT to update the guidance, if appropriate.

The GRaFT will accept direct feedback on broken links, missing information or the format, style and navigability of this guidance. You can send these using the link: Email: Modernised guidance team.

**Related links**  
[Changes to this guidance](#)  
[Contact](#)

Links to staff intranet removed