



Home Office

Why your current account application has been refused

Your application to open or access an account has been refused. This is because you do not have permission to enter or remain in the United Kingdom.

Banks and building societies are not permitted to open or provide access to current accounts for you, under section 40 of the Immigration Act 2014. For the purposes of this document, “access” includes being added as a signatory or an identified beneficiary to a new or existing current account.

What to do next

According to Home Office records you do not have permission to remain in the UK and you should make arrangements to leave.

If you need assistance to do so, the Home Office **Voluntary Departures** team can provide such assistance.

They can be contacted at VoluntaryDepartureQueries@homeoffice.gsi.gov.uk, or by telephone on 0300 0040 202.

Alternatively, further information is available on www.gov.uk/home-office or by visiting <https://www.gov.uk/return-home-voluntarily>

How to query this decision

If you believe you have been wrongly disqualified from opening or accessing an account you should contact the Home Office by visiting

<https://www.gov.uk/government/publications/current-account-refused-based-on-immigration-status>

or by writing to

Direct Communications Unit
Home Office
2 Marsham Street
London
SW1P 4DF

Email public.enquiries@homeoffice.gsi.gov.uk