



Home Office

# Home Office Exchange Rate Policy

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# Section 1: Using the Home Office Exchange Rate Policy

With effect from 2<sup>nd</sup> October 2017, the Home Office Exchange Rate Policy (HOERP) will be used to set exchange rates for Home Office fees charged in foreign currencies. The process is designed to ensure that the rates charged reflect the commercial rate (the Bloomberg opening rate) on a particular day whilst ensuring that the risk associated with fluctuating rates is kept to a minimum. The HOERP aims to set a fair rate for the applicant and all rates are kept under regular review to ensure there is no significant divergence from the commercial rate.

The HOERP will be used to set all exchange rates where payments for UK Visa and Immigration Services are taken in cash or by bank card in a currency other than Sterling.

All Home Office exchange rates will be reviewed on a fortnightly basis and updated if they have changed beyond the agreed tolerance of 3-5% away from the commercial rate (see Section 2). New exchange rates will come into effect within 3-5 working days of a change being agreed. Confirmation and updated fees tables will be circulated to all relevant posts.

The same Home Office exchange rate should be used by all posts for any given currency. Posts should also continue to monitor all rates and highlight any issues or variances outside of the policy threshold to the ERP lead, details of which can be found in Section 4.

Incorrect exchange rates can lead to the Home Office over or under-collecting fees, and, possibly, acting beyond its agreed policy. If we have acted beyond our ERP and over-charged an applicant, they have a right to a refund for the element of the payment outside of the ERP limits.

## Section 2: Setting the Home Office Exchange Rate

The Home Office Exchange Rate Policy applies the Bloomberg opening rate as the base exchange rate when taking payment in any currency other than sterling.

All Home Office exchange rates are set at 4% above the Bloomberg opening rate. Rates will be reviewed on a fortnightly basis and only adjusted if they have varied by more than 1% away from the set rate i.e. below 3% or above 5% from the Bloomberg opening rate. Any variation will also only mirror the percentage change in the Bloomberg rate. All new rates will come into effect within 5 working days to allow for the required IT changes to be made to online application systems and Home Office websites.

All Home Office exchange rates will be set by the Home Office Fees and Income Planning team using the HOERP model.

The HOERP model will generate a full list of fees in local currencies based on the spot rate entered into the model. The model will be updated at least yearly to reflect changes to visa, immigration and nationality fees.

In exceptional circumstances rates may be checked daily and updated more frequently if there are significant variations in a particular currency or if there is a significant event that might affect either sterling or a foreign currency in which we charge. This could include, but is not limited to:

- A general election.
- A significant political event.
- Significant stock market fluctuations.

However, there may be exceptional circumstances, for example, if a currency is extremely volatile, in which it may be inappropriate or unworkable to use the Bloomberg rate. Where such circumstances apply, another rate of exchange may be applied that is more appropriate to the particular circumstances, for example, a rate of exchange that tracks the affected currency more closely than the Bloomberg rate or, if cash payments are accepted in the local currency in question as per the table [Countries Charged in a Local Currency for Cash Payments](#) in Section 4 it may be necessary to suspend the ability to pay in cash in that currency until the situation is resolved.

## Section 3: Who to Contact

If you have any further questions on the Home Office Exchange Rate Policy, including local rates of exchange and the associated refund policy, please contact us at the following e-mail address: [HOExchangeRates@HomeOffice.gsi.gov.uk](mailto:HOExchangeRates@HomeOffice.gsi.gov.uk).

# Section 4: Countries Where the Home Office Exchange Rate Policy Applies

## Countries Charged in a Local Currency Online

Country	Currency
China	Chinese Yuan Renminbi
India	Indian Rupee
Algeria	Algerian dinar
Australia	Australian Dollar
Bangladesh	Bangladeshi taka
Egypt	Egyptian pound
Ethiopia	Ethiopian birr
Andorra	Euros
Austria	Euros
Belgium	Euros
Cyprus – Southern	Euros
Estonia	Euros
Finland	Euros
France	Euros
Germany	Euros
Greece	Euros
Ireland	Euros
Italy	Euros
Kosovo	Euros
Latvia	Euros
Lithuania	Euros
Luxembourg	Euros
Malta	Euros
Monaco	Euros
Montenegro	Euros
Netherlands	Euros
Portugal	Euros
San Marino	Euros
Slovakia	Euros
Slovenia	Euros
Spain	Euros
Vatican City	Euros
Bhutan	Indian Rupee
Morocco	Moroccan dirham
Singapore	Singapore Dollar
Brunei	Singapore Dollar
South Africa	South African Rand
Sudan	Sudanese pound

Tunisia	Tunisian dinar
USA	US Dollars
New Zealand	NZ Dollar
Israel	Israeli new shekel
Japan	Japanese Yen
Hong Kong	Hong Kong Dollar
Macau	Hong Kong Dollar
Pakistan	Pakistan Rupees

## Countries Charged in a Currency That is Neither the Local Currency nor Sterling

Country	Online Payment
Albania	Euros
Bosnia & Herzegovina	Euros
Bulgaria	Euros
Croatia	Euros
Czech Republic	Euros
Denmark	Euros
Faroe Islands	Euros
Greenland	Euros
Hungary	Euros
Iceland	Euros
Iceland	Euros
Liechtenstein	Euros
Macedonia	Euros
Moldova	Euros
Norway	Euros
Poland	Euros
Romania	Euros
Serbia	Euros
Sweden	Euros
Switzerland	Euros
Ukraine	Euros
Cuba	GB Pound Sterling
Ukraine	GB Pound Sterling
Mauritania	Moroccan dirham
Angola	South African Rand
Botswana	South African Rand
Comoros	South African Rand
Lesotho	South African Rand
Madagascar	South African Rand
Malawi	South African Rand
Mauritius	South African Rand
Mozambique	South African Rand



Namibia	South African Rand
Sao Tome & Principe	South African Rand
Seychelles	South African Rand
Swaziland	South African Rand
Zambia	South African Rand
Zimbabwe	South African Rand
Afganistan	US Dollars
Anguilla	US Dollars
Antigua & Barbuda	US Dollars
Argentina	US Dollars
Armenia	US Dollars
Aruba	US Dollars
Azerbaijan	US Dollars
Bahamas	US Dollars
Bahrain	US Dollars
Barbados	US Dollars
Belarus	US Dollars
Belize	US Dollars
Benin	US Dollars
Bermuda	US Dollars
Bolivia	US Dollars
Brazil	US Dollars
British Virgin Islands	US Dollars
Burkina Faso	US Dollars
Burundi	US Dollars
Cambodia	US Dollars
Cameroon	US Dollars
Canada	US Dollars
Cape Verde	US Dollars
Caribbean – Netherlands	US Dollars
Cayman Islands	US Dollars
Central African Republic	US Dollars
Chad	US Dollars
Chile	US Dollars
Colombia	US Dollars
Congo	US Dollars
Costa Rica	US Dollars
Curacao	US Dollars
Cyprus – Northern	US Dollars
Djibouti	US Dollars
Dominica	US Dollars
Dominican Republic	US Dollars
DR Congo	US Dollars
East Timor	US Dollars
Ecuador	US Dollars
Egypt	US Dollars
El-Salvador	US Dollars

Equatorial Guinea	US Dollars
Eritrea	US Dollars
Ethiopia	US Dollars
Falkland Islands	US Dollars
Fiji	US Dollars
French Guiana	US Dollars
Gabon	US Dollars
Gambia	US Dollars
Georgia	US Dollars
Ghana	US Dollars
Grenada	US Dollars
Guatemala	US Dollars
Guinea	US Dollars
Guinea-Bissau	US Dollars
Guyana	US Dollars
Haiti	US Dollars
Honduras	US Dollars
Indonesia	US Dollars
Iran	US Dollars
Iraq	US Dollars
Israel	US Dollars
Ivory Coast	US Dollars
Jamaica	US Dollars
Jordan	US Dollars
Kazakhstan	US Dollars
Kenya	US Dollars
Kiribati	US Dollars
Kuwait	US Dollars
Kyrgyzstan	US Dollars
Laos	US Dollars
Lebanon	US Dollars
Liberia	US Dollars
Malaysia	US Dollars
Maldives	US Dollars
Mali	US Dollars
Marshall Islands	US Dollars
Mexico	US Dollars
Micronesia	US Dollars
Mongolia	US Dollars
Montserrat	US Dollars
Nauru	US Dollars
Nepal	US Dollars
Nicaragua	US Dollars
Niger	US Dollars
Nigeria	US Dollars
Oman	US Dollars
Palau	US Dollars

Palestinian – Occupied Territories	US Dollars
Panama	US Dollars
Papua New Guinea	US Dollars
Paraguay	US Dollars
Peru	US Dollars
Philippines	US Dollars
Qatar	US Dollars
Russia	US Dollars
Rwanda	US Dollars
Samoa	US Dollars
Saudi Arabia	US Dollars
Senegal	US Dollars
Sierra Leone	US Dollars
Solomon Islands	US Dollars
Somalia	US Dollars
South Korea	US Dollars
South Sudan	US Dollars
Sri Lanka	US Dollars
St Helena	US Dollars
St Kitts and Nevis	US Dollars
St Lucia	US Dollars
St Vincent and Grenadine	US Dollars
Suriname	US Dollars
Syria	US Dollars
Taiwan	US Dollars
Tajikistan	US Dollars
Tanzania	US Dollars
Thailand	US Dollars
Togo	US Dollars
Tonga	US Dollars
Trinidad and Tobago	US Dollars
Tristan de Cunha	US Dollars
Turkey	US Dollars
Turkmenistan	US Dollars
Turks and Caicos Islands	US Dollars
Tuvalu	US Dollars
UAE	US Dollars
Uganda	US Dollars
Uruguay	US Dollars
Uzbekistan	US Dollars
Vanuatu	US Dollars
Venezuela	US Dollars
Vietnam	US Dollars
Yemen	US Dollars

## Countries Charged in a Local Currency for Cash Payments

<b>Country</b>	<b>Cash Payments</b>
Algeria	Algerian dinar
Bangladesh	Bangladeshi taka
Burma/Myanmar	Burmese kyat
Djibouti	Ethiopian birr
Ethiopia	Ethiopian birr
Ukraine	GB Pound Sterling
Kuwait	Kuwait Dinars
Morocco	Moroccan dirham
Nepal	Nepalese rupee
North Korea	North Korean won
Sierra Leone	Sierra Leonean leone
Sudan	Sudanese pound
Tunisia	Tunisian dinar
Zimbabwe	US Dollars
Venezuela	Venezuelan Bolivar