



## Home Office

### **Why your account is closing**

Your account is closing. This is because you are present in the United Kingdom without leave to enter or remain and the Secretary of State for the Home Department considers you should not be provided with access to banking services. The Secretary of State has notified your bank or building society that it is under an obligation to close an account operated by or for you in accordance with section 40G of the Immigration Act 2014 (as amended by the Immigration Act 2016). For these purposes, an account is operated by or for you if you are the account holder or a signatory or identified as a beneficiary in relation to the account.

### **If you are not the only account holder**

If you hold this account with another person who is lawfully present in the UK, your bank or building society may have taken steps to prevent you from operating the account, instead of closing it.

The Immigration Act 2014 does not prevent banks and building societies from providing banking services to individuals who are lawfully present in the UK. Other account holders should contact the bank or building society directly to discuss their situation.

### **What to do next**

According to Home Office records you do not have leave to enter or remain in the UK and you should make arrangements to depart. If you need assistance to do so, the Home Office **Voluntary Returns Service** team can provide support.

They can be contacted at [voluntaryreturns@homeoffice.gsi.gov.uk](mailto:voluntaryreturns@homeoffice.gsi.gov.uk), or by telephone on 0300 004 0202 - Monday to Friday, 09:00am to 5:30pm.

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

### **How to query this decision**

If you believe you are not unlawfully present in the UK or there is another reason why your account should not be closed, you should contact the Home Office by telephone on 0300 123 4979, or by visiting <https://www.gov.uk/contact-ukvi> or by writing to:

Complaints Allocation Hub  
UK Visas and Immigration  
40 Wellesley Road  
7<sup>th</sup> Floor, Lunar House  
Croydon  
CR9 2BY

Email: [complaints@homeoffice.gsi.gov.uk](mailto:complaints@homeoffice.gsi.gov.uk)

Alternatively, you can submit general correspondence by email to:  
[public.enquiries@homeoffice.gsi.gov.uk](mailto:public.enquiries@homeoffice.gsi.gov.uk)