

Lost, stolen or incorrect status documentation

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1 Introduction

1.1 Audience and Purpose

This instruction is intended for the sight of all officers who may be responsible for considering issues relating to immigration status documentation which provides details of the applicant, and also indicates the status (Refugee, Humanitarian Protection (HP) or Discretionary Leave (DL)) that the applicant has been given.

It is intended to explain procedures regarding applications for replacement status documentation.

Issues relating to Home Office issued travel documents should be referred to the Travel Document Section.

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2 Decisions

2.1 Biometric Residence Permits

Biometric Residence Permits (BRP) are now issued to anyone granted leave to remain as a result of their asylum claim. All individuals requiring replacement documentation should now be issued with a BRP.

2.1.1 Decision Where the Person has Limited Leave (and was not recognised as a refugee), Discretionary Leave or Discretionary Settlement

Where residence in the UK is for a limited period and/or is discretionary, and is not held alongside refugee status or humanitarian protection or the person is a former unaccompanied asylum seeker (UASC) aged under 18, and a replacement document is being sought, a Biometric Residence Permit (BRP) must also be applied for at the same time as part of a Transfer of Conditions application.

A fee will be charged for a Transfer of Conditions application and there will be a requirement for the migrant to enrol their fingerprints and a facial image.

For further information, the public should be directed to the [UK Border Agency website](#), or to the UKBA immigration enquiry bureau on **0870 606 7766**.

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3 Replacement biometric residence permits (BRP)

All individuals requiring replacement documentation should now be issued with a BRP.

3.1 Circumstances in which a replacement BRP can be requested

- The following process applies in cases where:
 - a) an asylum applicant has been issued with a Biometric Residence Permit and does not notify us within 10 days of receipt that the information contained on it is incorrect
 - b) where the applicant changes their personal details following receipt of their BRP
 - c) where a Biometric Residence Permit has been lost, stolen or damaged
 - d) where an Immigration Status Document has been lost, stolen or damaged
 - e) where an individual wishes to replace their Immigration Status Document with a Biometric Residence Permit

3.2 Replacement BRP application process

- Applicants should contact BIDMU when they require a replacement BRP. They will cancel the card and advise them to make an application as below. The same should apply to queries received direct from applicants.
- Where an applicant has been issued with an Immigration Status Document and then requests a replacement, they should also be issued with a BRP.
- Applications should be made on a proscribed application form – BRP (RC) – this along with guidance notes for completion form can be found on the [UK Border Agency website](#).
- Applicants will need to complete this application form and send to the address indicated along with the fee of £38. A central team in Durham will receive the application and process the payment. All applications will then be sent to the Asylum Team in Leeds who will forward on to the relevant regional team to process.
- The team that actioned the initial grant will have responsibility for dealing with the application regardless of where the applicant is resident at the time of their application.

3.3 Action to be taken on receipt of the application

- A new case should be raised on CID using one of the case types below – the case type used is dependant on the status that the individual was granted as a result of their asylum application. The case types are as follows:

Rep BRP card – Refugee (for those with Refugee status)

Rep BRP card – Humanitarian Protection (for those with Humanitarian Protection)

Rep BRP card – Restricted DL (SCD/CCD) only

Rep BRP card – Transfer of Conditions – LTR (for UASCs with Discretionary leave and other categories of leave)

- Applicants need to submit photographs with their application. These should be compared to the image currently on CID and scanned and added to the CID record where a caseworker is satisfied that it is the same person that was granted leave.
- **If replacing a BRP** - BIDMU should be advised to cancel the original BRP (if this has not happened already). **If replacing an ISD** - Caseworkers should advise the Vignettes Central Coordination Team of lost or stolen ISDs so that these can be placed on WICU in case of misappropriation. CID should also be updated.
- If the ISD is being replaced because of an amendment in detail the UKRP should be withdrawn from CID before the new BRP is issued. The ISD should be returned to the caseworker and destroyed securely by the local Secure Handling Area.

3.4 Consideration of the replacement BRP application

- The information on the application form should be considered – and further information requested as necessary. Caseworkers should check that:
 - the application is valid
 - the applicant has previously been issued with a BRP or ISD
 - the applicant has returned their previous BRP or ISD unless it was lost or stolen. If claimed lost or stolen caseworkers should ask if they made a photocopy.
 - the applicant has provided an explanation, along with supporting evidence if the BRP or ISD has not been returned
 - the applicant has at least 28 days current leave remaining. If they have less than 28 days leave they should make an application for further leave
- The applicant should not be advised that their application has been successful until they have enrolled their biometrics and, where applicable, that these have been confirmed as matched with the details they provided when they applied for their previous BRP. There will be no biometric information to check against if the applicant previously held an ISD.
- Where a BRP or ISD has not been lost or stolen the original BRP or ISD must be returned and (once a replacement has been issued) destroyed.

3.5 Reissuing replacement BRPs

- If the decision on the application is to issue a replacement document, the applicant must enrol their biometrics to allow for biometric verification and, if still appropriate, a replacement BRP to be issued against the case type above. A biometric enrolment letter ASL 4543 should be sent to the applicant. The applicant must pay a fee of £19.20 to enrol their biometrics at the Post Office.
- Once the applicant has re enrolled and the results verified, the replacement BRP can be requested through the ICFN system. The document should be returned to the asylum team and then sent out to the applicant by recorded delivery with a covering letter. The claimed lost or stolen BRP/status document should be voided on the system, and a minute added to that effect in the CID notes field.
- The case outcome should be updated on CID using the following outcome:

3.6 Withdrawal of or refusal of application

- If the applicant withdraws their application, the replacement fee and biometric enrolment fee will not be refunded. A letter should be sent to the applicant confirming the withdrawal of the application and CID updated with the following outcome:

WAPP Withdrawn Application

- If a decision is taken not to issue a replacement document, the replacement fee and biometric enrolment fee will not be refunded. A letter should be sent to the applicant outlining the reasons why the application has been refused and CID updated with the following outcome:

ICFNREFI Refusal of Replacement Card re-issue

3.7 Replacing BRPs where a notification of an error has been received within 10 days

- Applicants have 10 days from receipt of the BRP to advise UKBA if any personal details on the BRP are incorrect. In such cases where an error has been made by the asylum team, the BRP can be replaced free of charge and an application for a replacement is not necessary. In such circumstances the original BRP should be returned and a replacement issued only when this has been received.

The relevant details should be amended on CID, and a request will need to be made to BIDMU to reissue the BRP. CID should also be updated with a full explanatory minute detailing the reason for any changes.

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Term	Meaning
ASL 4543	Enrolment letter – replacement Biometric Residence Permit

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Document Control

Change Record

Version	Authors	Date	Change Reference
1.0	DH	8/2/07	New web style implemented
2.0	DH	5/8/08	Document Review - amendment on who to notify when documents reported lost.
3.0	GL/MK	04/06/09	Formatting and Update to reflect police practices on lost identifiable documents.
4.0	GL	04/10/10	Update links
5.0	GL/JA	25/07/11	Update to charge for transfer conditions for all but asylum and Human rights cases
6.0	HG	07/09/12	Update to include section on replacement Biometric Residence Permits
7.0	HG	11/02/13	Update to section on replacement Biometric Residence Permits
8.0	HG	11/04/13	Update to BRP processes and deletion of sections relating to old style status documentation