

From: European Operational Policy Team

Subject: Caseworking guidance covering reprints of European documents issued to Bulgarian and Romanian nationals and their family members

Date: 14 October 2013

Issue number: 08/2013

Purpose of notice

1. To provide caseworkers with information on how to deal with requests for reprints of European documentation, which has been lost or stolen, from Bulgarian and Romanian nationals and their family members.

Background

2. Prior to July 2013 Bulgarian and Romanian nationals, together with their family members, were able to request free reprints of European documentation if the document had subsequently been lost or stolen.
3. Following the introduction of charging in July 2013 some applications for documentation now incur a fee. As a result, in some circumstances applicants are now required to submit a fresh application for documentation which has been lost or stolen, together with the appropriate fee.
4. Guidance is required setting out when requests for reprints can be actioned and when the applicant should be advised to submit a fresh application.

Reprint requests received within three months of issue

5. Where a Bulgarian or Romanian national (or their family member) requests a reprint of documentation within three months of the document being issued, no new application is required. Caseworkers should be able to determine the date of issue from the relevant CID record.
6. The request should be supported by the following evidence:
 - Original evidence confirming that the document was lost or stolen. For example, a police report, crime reference number, or a letter from Royal Mail acknowledging the loss.
 - The original passport or national identity card.

7. If the caseworker requires additional evidence to support the request, they should write to the applicant requesting it. If the additional information/documents are not forthcoming, the reprint should not be undertaken and consideration should be given as to whether revocation is appropriate.

Reprint requests received more than three months after the document has been issued

8. If a reprint request for documentation is received more than three months after it was issued and the applicant can provide evidence that Royal Mail lost the original delivery, the request can be actioned as a reprint in the usual way. Evidence would normally be a letter from the Royal Mail acknowledging the loss.
9. If the applicant cannot provide evidence that the loss was the fault of Royal Mail, then their reprint request should not be actioned and they should be advised to make a fresh application using the correct form and enclosing the fee of £55, if appropriate.
10. Caseworkers should be aware that only applications for blue/yellow registration certificates, residence cards, and family member residence stamps attract a fee. There is no fee for other documents such as accession worker cards.

Duration of notice

11. This notice will remain in force until further notice.

Enquiries

12. Any policy enquiries on this Notice should be addressed to <REDACTED – section 40(2)> or to the European Operational Policy inbox
EuropeanOperational@ukba.gsi.gov.uk

**<REDACTED – section 40(2)>
European Operational Policy, Operational Policy and Rules Unit**