

**Asylum seekers:
UPDATING YOUR CONTACT DETAILS WITH THE HOME OFFICE**

This factsheet is for anyone who has a pending asylum claim.

Why is it important that the Home Office have my correct contact details (email and postal address)?

You can run into a lot of problems if your contact details are incorrect:

- Your ASPEN card (for asylum support payments) may be sent to the wrong address;
- Your ARC (Application Registration Card) may be sent to the wrong address;
- You may not receive an invitation to a Home Office interview or other important letters about your case because they will be sent to the wrong address/email;
- If you don't attend an interview or if you don't respond to a letter, the Home Office may consider that you have withdrawn your asylum claim.

When do I need to change my contact details?

Make sure you know which contact details are registered with the Home Office. You **MUST** inform the Home Office within 10 working days of changes, so if:

- You have changed your email address or the postal address where you want to receive your mail;
- You have changed lawyer, or you don't have a lawyer anymore. If you have a lawyer, the Home Office should correspond with them, but it is still important that you update the Home Office of changes in your address. You can ask that your lawyer do this, but you need to make sure that they send you a copy of the confirmation from the Home Office that this has been done.

HOW DO I UPDATE MY CONTACT DETAILS?

You need to inform **TWO** entities, the Home Office asylum casework team, and Migrant Help:

1. **Inform your asylum casework team** (they are the ones dealing with your ARC card and your asylum application)
 - Complete the online form: <https://visa-address-update.service.gov.uk/>
If you use the online form, do keep a screenshot of the acknowledgement of your change of address application and importantly the confirmation from the Home Office once the change of address has been processed – you may need these.
 - If you are not able to use the online form, you can email asylumcustomercommunicationshub@homeoffice.gov.uk (you need to attach a scan of the occupancy agreement for your new address or any other official confirmation of your new address and a scan of an ID, so your ARC, Bail 201, or a scan of your passport if you have provided this to the Home Office).
If you email that Home Office, do keep a screenshot of the acknowledgement of your change of address email and importantly the confirmation from the Home Office once the change of address has been processed – you may need these.
2. **Inform Migrant Help** (they are the ones dealing with your asylum support and accommodation, so your ASPEN card)
Migrant Help is difficult to contact, patience is needed!
 - Freephone helpline: 0808 8010503 (with interpreter)
 - Webchat

Other common problems

| Problem | What to do |
|---|---|
| I have not received my ASPEN card | <ol style="list-style-type: none"> 1) Check that your contact details are up to date (see above) 2) Contact Migrant Help: <ul style="list-style-type: none"> - Webchat - Freephone helpline: 0808 8010503 (with interpreter) |
| I have a problem with my ASPEN card (lost or stolen, incorrect payment, non-payment, etc.) | Contact Migrant Help: <ul style="list-style-type: none"> - Webchat - Freephone helpline: 0808 8010503 (with interpreter) |
| I've never been asked to enrol my biometrics | <ol style="list-style-type: none"> 1) Check that your contact details are up to date (see above) 2) Contact: <ul style="list-style-type: none"> - Your asylum casework team (see email address in Home Office correspondence) - The Asylum Customer Communications Hub, asylumcustomercommunicationshub@homeoffice.gov.uk |
| I enrolled my biometrics several weeks ago, but I haven't received my ARC card. | <ol style="list-style-type: none"> 1) Check that your contact details are up to date (see above). <i>If they are incorrect, update them and apply for a new ARC.</i> 2) Contact: <ul style="list-style-type: none"> - Your asylum casework team (see email address in Home Office correspondence) - Asylum Customer Communications Hub, asylumcustomercommunicationshub@homeoffice.gov.uk |
| I have received an email / text confirming that my ARC card has been posted and I want to track it. | You can track your ARC card using delivery.tnt.com/tracking |
| The photograph on my ARC card is not my photograph or is of poor quality. | You need to report it (make sure you have your ARC reference and select "The photograph on the ARC is not of me"): https://www.gov.uk/government/publications/application-registration-card-arc-enquiry |
| There is incorrect information (name, date of birth, gender, nationality) on my ARC card. | Contact your asylum casework team (see email address in Home Office correspondence) <i>NB – this needs to be done quickly - within 7 days, if not the process to get the mistake corrected is much more complicated!</i> |
| I still have no response for one of the matters above within a reasonable time frame. | You can make a complaint: <ul style="list-style-type: none"> - by email complaints@homeoffice.gov.uk - or by using the online UKVI complaint form https://www.gov.uk/complain-uk-visas-immigration |