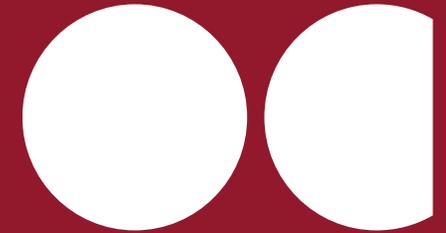


EU Settlement Scheme

Application Guidance Notes



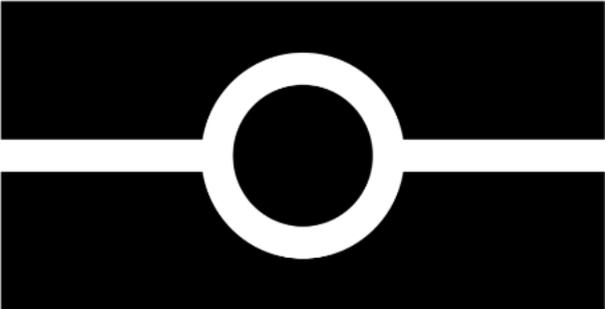
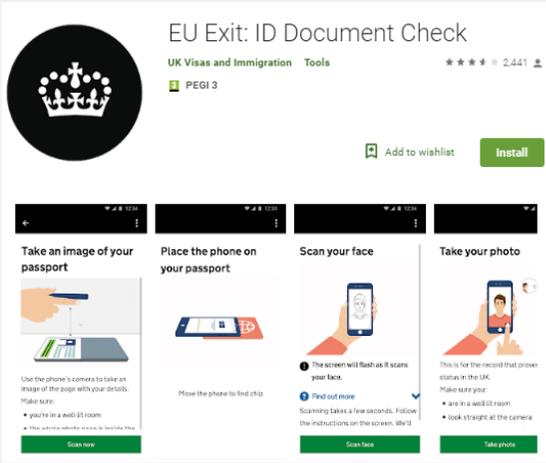
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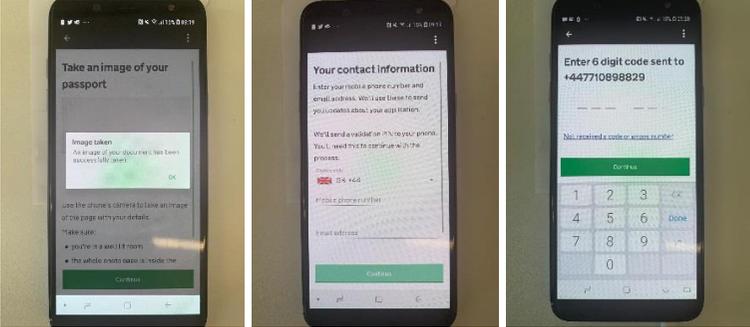
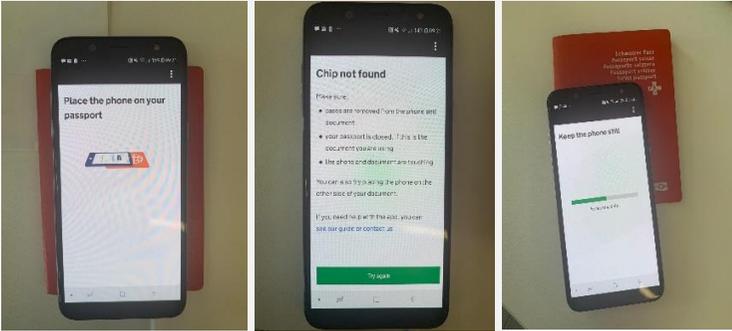
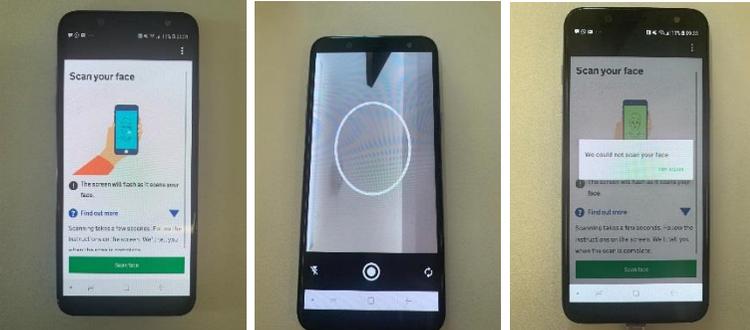
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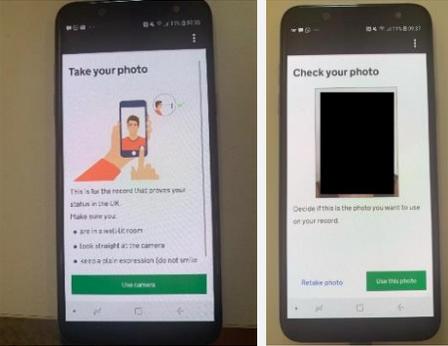
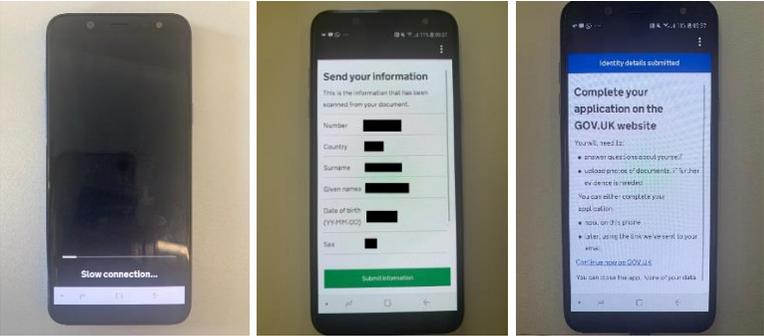
EU Exit: ID Document Check App

You will be asked to verify your identity by using the EU Exit: ID Document Check app for your EU Settlement Scheme application. By using the app to confirm your identity, you will not have to send your identity document to the Home Office to be checked.

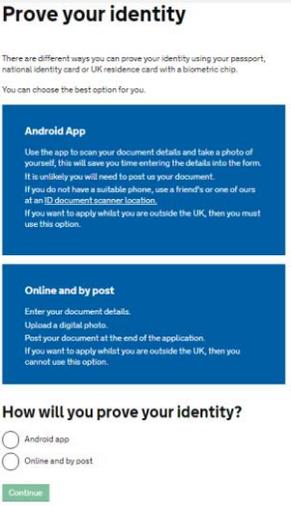
You must complete all steps in the EU Exit: ID Document Check app before you can begin your application.

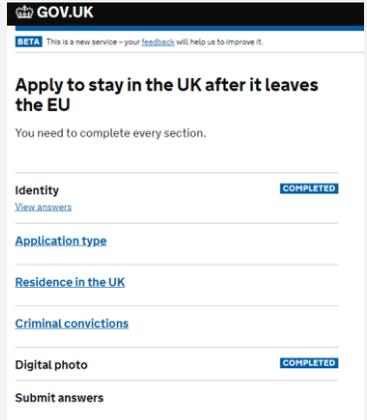
Step	Guidance Pictures	Guidance Notes
1		<p>This symbol shows that your identity document can be read by the app.</p> <p>You cannot use the app if your passport or ID card does not have a biometric chip. You will need to apply online and send your ID document to the Home Office to check.</p>
2		<p>You will need access to an Apple or Android phone with Near-Field Communication (NFC) to use the app. If you can use your phone to pay for things using contactless, this means it has NFC and you can use the app.</p> <p>Your phone will need:</p> <ul style="list-style-type: none"> • iPhone 7 / Android 6.0 or above; • at least 135MB of storage space to install the app; • to be connected to 3G/4G or WiFi; and • NFC – you can find this in your settings. <p>You will need to download the app from the App Store or Google Play Store. The app is free to install.</p>

<p>5</p>		<p>Contact Information</p> <p>A pop up will appear informing you an image of your document has been successfully taken.</p> <p>You will need to add your contact details to secure your account.</p> <p>You will receive a 6-digit code to the mobile number you entered in your contact information. This will need to be entered when prompted to move forward with the application.</p>
<p>6</p>		<p>Scanning the Chip</p> <p>Close your passport and place your device on the middle of your document. If after 5 seconds it does not detect the chip, move the device in a circular motion slowly across the document.</p> <p>You may be requested to restart the scan a few times for it to detect the chip. If you are using a passport and you continue to have problems, try placing the phone on the reverse cover or the photo page.</p> <p>Once the chip has been detected, hold the device still in that spot and do not move your device or document until it has fully scanned it.</p> <p>If you skip this step, or the chip cannot be detected, you will have to send the Home Office your document to be checked.</p>
<p>7</p>		<p>Scan your face</p> <p>Scan your face following the instructions in the app.</p> <p>The screen will flash as it scans your face. You should hold your phone's camera in front of your face until the scanning is complete.</p> <p>If after two attempts the app is unable to scan your face, it may ask you for more evidence at a later stage in your application.</p> <p>If you are 10 years old or younger, you will not be asked to scan your face.</p>

<p>8</p>		<p>Take a Photo</p> <p>You will need to take a photograph of yourself. You should look straight into the camera, have a neutral expression (do not smile or frown) and remove tinted glasses.</p> <p>You can approve your photograph or retake it as many times as you like.</p>
<p>9</p>		<p>Review Information</p> <p>Once you are happy with your photograph and personal details, you can submit your information and move to the next stage of your application either on that device or on any smartphone, laptop or computer.</p> <p>None of your data will be stored on the app or on your phone.</p> <p>You will need to verify your email address before you can log in to access and complete your application.</p> <p>The verification link will expire 1 day from completing the document check on the app, however you can request a new link to be sent if expires.</p>
<p>10</p>	<p>Support</p> <p>Support is available online at www.gov.uk/guidance/using-the-eu-exit-id-document-check-app</p> <p>You can also contact the EU Settlement Resolution Centre:</p> <p>By telephone on 0300 123 7379</p> <p>By an online form: https://eu-settled-status-enquiries.service.gov.uk/start</p>	

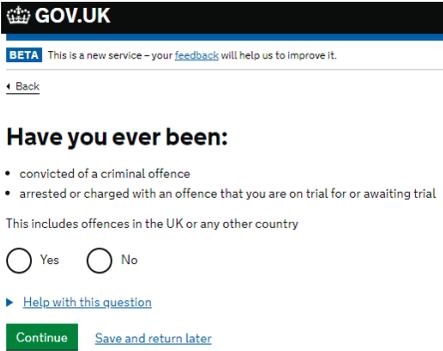
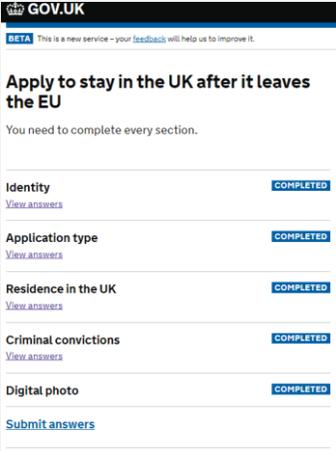
Online Application Guidelines

Step	Guidance Pictures	Guidance Notes
1	<p>Apply to stay in the UK after it leaves the EU</p> <p>Prove your identity</p> <p>You will need:</p> <ul style="list-style-type: none"> • an email address and phone number • your current passport or national identity card, if you are a European Economic Area (EEA) or Swiss national • your current passport or UK residence card with a biometric chip, if you are not an EEA or Swiss national <p>Read the guidance on staying in the UK after it leaves the EU to check if you qualify and for information on this service.</p> <p>Prove your identity</p> <p>Log in</p> <p>You can log in and continue with your application if you have already proven your identity using the Android app or online.</p> <p>Log in</p>	<p>Click on the following link to be directed to the government website to begin your application - https://www.gov.uk/settled-status-eu-citizens-families/applying-for-settled-status</p> <p>Click on the 'Start now' green box and you will be redirected to the page like the image on the left.</p> <p>If you <u>successfully completed</u> the Document Check in the app, click 'Log In' and go to step 3.</p> <p>If you <u>did not successfully complete</u> the Document Check in the app, click 'Prove your identity' and go to step 2. You will need to prove your identity online and by post. You must be in the UK if you choose to prove your identity this way.</p>
2	 <p>Prove your identity</p> <p>There are different ways you can prove your identity using your passport, national identity card or UK residence card with a biometric chip. You can choose the best option for you.</p> <p>Android App</p> <p>Use the app to scan your document details and take a photo of yourself, this will save you time entering the details into the form. It is unlikely you will need to post us your document. If you do not have a suitable phone, use a friend's or one of ours at an ID document scanner location. If you want to apply whilst you are outside the UK, then you must use this option.</p> <p>Online and by post</p> <p>Enter your document details. Upload a digital photo. Post your document at the end of the application. If you want to apply whilst you are outside the UK, then you cannot use this option.</p> <p>How will you prove your identity?</p> <p><input type="radio"/> Android app</p> <p><input type="radio"/> Online and by post</p> <p>Continue</p>	<p>Prove your identity</p> <p>As you <u>did not successfully complete</u> the Document Check in the app, you will need to prove your identity online and by post.</p> <p>You will need to insert the following details (<u>warning</u>, it sometimes asks you to insert this information numerous times):</p> <ul style="list-style-type: none"> • your country of nationality • what document you will use as proof of identity • details of identity document • date of birth <p>Once this information has been entered, you will be taken to a screen like the image in step 4. Proceed to step 4.</p>

<p>3</p>		<p>Matching your application with the app</p> <p>As <u>you have successfully completed the Document Check in the app</u>, you just need to insert your identity document details of the document you used in the app and your date of birth on the application online.</p>
<p>4</p>		<p>Application Home Page</p> <p>A code will be sent to your phone or email to confirm who you are. Once you have completed this verification step, you will be taken to the application home page (image to the left) where you must complete each section fully before submitting your application.</p> <p>The following steps provide guidance on what questions to expect to answer or information to provide in each section.</p> <p>You can review your answers at any time whilst filling out the application. If you cannot complete the application fully, you can save it and come back to it at a later date.</p>
<p>5</p>		<p>Application Type</p> <p>You will need to answer the following questions and provide details where necessary:</p> <ul style="list-style-type: none"> • Do you have dual nationality (you will be required to enter what country)? • Do you have previous nationalities (you will be required to insert what countries these were)? • Do you have a valid UK permanent residence card? <ul style="list-style-type: none"> ○ By answering yes to this question, you confirm that your permanent residence is valid. This means you have not been out of the UK for a continuous period of more than 5 years since getting permanent residence status or that you have not lost your permament residence status for any other reason, for example you were deported. • Have you ever been granted indefinite leave to remain (ILR)?

		<ul style="list-style-type: none"> ○ By answering yes to this question, you confirm that your ILR status is valid. This means you have not been out of the UK for a continuous period of more than 2 years since getting ILR, or you have not lost your ILR status for any other reason, for example you were deported. ○ You will need to enter the year (or the year closest to) when you think you got ILR. ● Have you had your EEA or Swiss nationality since you were born? If the answer is no, you will need to enter the year you received your EEA or Swiss nationality. <p>You can review your application answers and amend them at any time whilst filing out the application.</p>
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<p>6</p>		<p>Residence in the UK</p> <p>You will need to answer the following questions and provide details where necessary:</p> <ul style="list-style-type: none"> ● Are you in the UK now? <ul style="list-style-type: none"> ○ If the answer is yes, you will need to provide your address in the UK. If it does not register your postcode, you can enter your address manually. ○ If the answer is no, you will need to confirm whether you have a permanent address in the UK and enter details of that address. If you do not have a permanent address in the UK, you will need to enter the details of the country you are currently residing in. ● Have you ever been known by any other names? For example, your name before you married or a different spelling on your payslip. If your answer is yes, you will need to enter details of your other names. ● Do you have a National Insurance Number? You will usually have one if you are over 16 and have been an employee, self-employed or received state benefits. <ul style="list-style-type: none"> ○ Your number will be on your P60 or letters about tax, pensions and benefits. The Home Office will use your National Insurance Number to try and match you to UK government tax and benefits records to help confirm when you have been resident in the UK. If a match is found, your application will be processed faster and you will not have to provide as much evidence of your residence in the UK. <p>You can review your application answers and amend them at any time whilst filing out the application.</p>
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<p>7</p>		<h3>Criminal Convictions</h3> <p>You will need to answer the following questions and provide details where necessary:</p> <ul style="list-style-type: none"> • Have you ever been convicted of a criminal offence or arrested or charged with an offence that you are on trial for or awaiting trial within the UK or any other country? If the answer is yes, you will need to insert details of the convicted offence. • Have you ever supported, encouraged or been involved in terrorist activities, war crimes, crimes against humanity or genocide or in an extremist organisation? If the answer is yes, you will need to insert details of the activities you are, or have been involved in.
<p>8</p>		<h3>Application Ready for Submission</h3> <p>Review all the answers you submitted for each section and ensure you have answered them truthfully and inserted as much detail as required.</p> <p>Your application may be refused, and you could be prosecuted if you deliberately provide false information or documents.</p> <p>*Please note, if you were not successful in completing your identity check through the app, the Identity section in the image on the left will not show completed and you may be required to send your identity documents to the Home Office to be checked. Information on how to do this will be provided on the application form online.</p> <p>Once you are ready, you can submit your answers.</p>
<p>9</p>	<h3>Talking to us about your application</h3> <p>Answer one question from each set of questions. If you need to talk to us about your application, we may ask you to answer these questions. This is to make sure we are talking to you.</p> <p><small>Make sure that you make a note of your answers or give answers you will remember. If you contact us and cannot tell us the answers you have given, we may not be able to discuss your application with you.</small></p> <h4>First set of questions</h4> <p>Give an answer to one of the questions in this set.</p> <ul style="list-style-type: none"> <input type="radio"/> What is the name of the first school you went to? <input type="radio"/> In what city or town did your wedding take place? <input type="radio"/> What is the first job you ever had? <input type="radio"/> What is the last name of your favourite teacher from when you were at school? <input type="radio"/> In what city or town did your mother and father meet? 	<h3>Talking to the Home Office about your Application</h3> <p>If at any point throughout the application process you need to talk to the Home Office, they will need to verify your identity. There are three sets of questions you will need to choose and provide answers for. You should write down the questions you select and the answers you provide.</p>

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Declaration

Before submitting your answers, you confirm that:

- you are in the UK
- the documents you have uploaded are genuine to the best of your knowledge
- you are eligible and have been resident in the UK for the period you apply for - If you disagree with our data
- your photograph is an accurate likeness of you

We will process your information as detailed in our [terms and conditions](#) and [privacy policy](#).

If we find a mistake in your application, we will contact you to help you correct this. If your application meets the criteria under the EU Settlement Scheme you will be granted status.

! Your application may be refused and you could be prosecuted if you deliberately provide false information or documents.

Did you have any help completing your application?

No, I completed it myself

Yes, someone else helped me or is applying on my behalf

Contacting you about your application

If we need more information from you, we will email you. If you cannot get into your email account, we can phone you instead.

I can get into my emails

I cannot get into my emails

[Submit](#) [Save and return later](#)

You'll be considered for pre-settled status

Based on your answers, you've been resident in the UK less than 5 years.

This means we'll consider you for pre-settled status.

You can submit your application now, or provide evidence if you want to be considered for settled status.

What do you want to do?

Submit application for pre-settled status

Show I'm eligible for settled status

You'll need to show you've been resident for 5 years in a row, or that you qualify for settled status on other grounds.

You only need evidence for the periods where we couldn't confirm your residence.

Declaration

Before submitting your answers, you will need to sign a declaration and then click submit.

What Happens Next?

You will get a result straight away. There are three possible results:

1. Settled Status – you have been continuously resident for at least 5 years.
2. Pre-Settled Status – you have been resident for less than 5 years.
3. Need More Information – in some instances, the Home Office may not have any UK tax or benefit records for you. You can upload evidence of your residence in the UK to qualify for settled or pre-settled status.

If you agree with the result you are given, you can accept it and submit your application. You can view and share details of your status with others (e.g. your employer) using the Home Office online status service '[View and Prove your Settled and Pre-Settled Status](#)'.

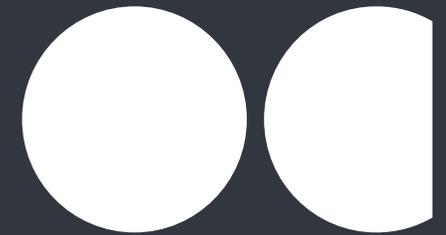
If you disagree with the result you have received (e.g. you are given pre-settled status even though you have been in the UK for 5 years or more), it is likely this is as a result of the Home Office being unable to confirm that you have been resident in the UK and requires further evidence from you. You will need to upload additional evidence to prove your residency. You will only need to provide evidence for the periods where there are gaps in the Home Office's records.

Once Additional Evidence is Submitted – Expected Processing Times

It usually takes 5 to 15 working days for complete applications to be processed, but it can take longer. The Home Office is likely take longer to process your application if:

- they need to request more information from you;
- you're applying as a minor and your application is not linked to an adult;
- you submitted a paper application;
- you have a relevant criminal record;
- you're a non-EEA or non-Swiss citizen and are applying based on a relationship you haven't relied on in a previous application to the Home Office.

 <p>The screenshot shows the GOV.UK logo at the top left, followed by a 'BETA' notice stating 'This service is currently in development'. A large blue box contains the text 'You will be considered for settled status'. Below this, a section titled 'What this means' explains that the tax and benefit history will be checked to see if you've been continuously resident in the UK for at least 5 years. There are two buttons: 'Submit application' and 'Save and return later'. A link below the buttons reads 'I haven't been continuously resident for 5 years'.</p>	<p>After Submitting Additional Evidence</p> <p>Changes to Your Application</p> <p>If you need to change your mobile phone number, email, name* or identity document*, you may make changes to your application by going to your application using the following link and updating the relevant details (https://www.gov.uk/update-eu-settlement-scheme-details). *You cannot make changes to your name or identity document until you have been granted your status.</p> <p>Viewing Your Application</p> <p>You can log in to your application if you want to see the answers you have given. You will need the identity document you used when you applied. Use this link to log in: https://apply-for-eu-settled-status.homeoffice.gov.uk. You will be able to view your application for 70 days after submission and after 70 days you will not be able to access your application anymore. This is to keep your information safe. This will not affect our decision on your application.</p> <p>Once a decision has been made, you should receive a letter confirming the decision.</p>
<p>Further Advice</p> <p>Time taken to return documents – If you post your identity document to the Home Office, it is usually returned within 3 days of being received. This does not include the time your document is in transit. You should allow 10 days from sending your document.</p>	
<p>Support</p> <p>We can provide you with advice with your application or you can get support on the phone or online from the Home Office.</p> <p><u>If you are inside the UK</u> Telephone: 0300 123 7379 Monday to Friday (excluding bank holidays), 8am to 8pm Saturday and Sunday, 9:30am to 4:30pm</p> <p><u>If you are outside the UK</u> Telephone: +44 (0)203 080 0010 Monday to Friday (excluding bank holidays), 8am to 8pm Saturday and Sunday, 9:30am to 4:30pm</p> <p>Use the EU Settlement Scheme contact form to get help online.</p>	



Oury Clark

Our Details:

London Office

10 John Street, London WC1N 2EB

Tel: +44 (0) 20 7067 4300

Fax: +44 (0) 20 7067 4301

<https://www.ouryclark.com/>

Thames Valley Office

Herschel House, 58 Herschel Street, Slough SL1 1PG

Tel: +44 (0) 17 5355 1111

Fax: +44 (0) 17 5355 0544

Disclaimer: This note does not contain a full statement of the law and it does not constitute legal advice. Please contact us if you have any questions about the information set out above.