

Q&A on the EU Settlement Scheme

This document has been created specifically to assist customer-facing staff to field enquiries they may receive regarding the EU Settlement Scheme.

[START]

I have seen advertising telling me to apply to the EU Settlement Scheme, what do I have to do?

In line with the draft Withdrawal Agreement, if you are an EU, EEA or Swiss citizen, you and your family members will be able to apply to the EU Settlement Scheme to continue living in the UK after 31 December 2020.

The EU Settlement Scheme allows you and your family members to continue to live, work and study here in the UK. It means you continue to be eligible for:

- public services, such as healthcare and schools
- public funds and pensions
- British citizenship, if you want to apply and meet the requirements.

You apply online at www.gov.uk/eusettlementscheme. There is no application fee.

How much has it cost local taxpayers to promote the EU Settlement Scheme, there is advertising everywhere?

The marketing campaign to promote the EU Settlement Scheme has been paid for by the Home Office.

Do I need to apply? (I am Irish/ British/ a refugee/ asylum seeker)

You need to apply if you are an EU, EEA or Swiss citizen or a non-EEA family member of an EU citizen. This includes those with a UK permanent residence document. You do not need to apply if you have indefinite leave to remain or enter, or you are an Irish citizen, but you can if you want to.

You cannot apply if you are a British citizen, including dual British nationals.

More information on the eligibility criteria can be found at www.gov.uk/settled-status-eu-citizens-families/eligibility . If you are still unsure about your individual circumstances you should contact the EU Settlement Scheme Resolution centre on:

- 0300 123 7379 (inside the UK) or +44 (0) 203 080 0010 (outside the UK)
- or use [the online form](#) on GOV.UK.

Why do I need to apply?

When the UK leaves the EU, freedom of movement will end. The EU Settlement Scheme has been set up to give EU citizens and their family members a new immigration status when we leave the EU. Therefore, it is important that everyone eligible applies.

Can you help me apply to the EU Settlement Scheme?

You apply online at www.gov.uk/eusettlementscheme

Where can I get more information about the EU Settlement Scheme?

There is lots of information on www.gov.uk/eusettlementscheme . If you can't find answers to your questions there please contact the EU Settlement Scheme Resolution Centre on

- 0300 123 7379 (inside the UK) or +44 (0) 203 080 0010 (outside the UK)

I don't have access to the internet, a computer or tablet – who can help me?

If you do not have access to one of these devices the advice is:

- Use online facilities at your local library
- Or contact the free assisted digital service (designed for those who lack the confidence or digital skills to complete the online form) by calling 03333 445 675 (Mon – Fri 9am-6pm, Sat 9am-4pm).

Where are the Assisted Digital locations?

The current list of Assisted Digital Service locations is available here:

<https://www.gov.uk/government/publications/eu-settlement-scheme-assisted-digital-service/assisted-digital-test-location>

How does the EU Exit ID Document Check app work?

The EU Exit ID Document Check app allows applicants to confirm their identity and document authenticity remotely without the need to post their ID document to the Home Office.

The app takes an applicant through four simple steps to verify the authenticity of their identity document using data from the chip, and to confirm that the applicant is the rightful holder of that document by matching a selfie image with the photo in the document.

The app will:

- check that your identity document is genuine
- verify that the document belongs to you

You must use either:

- your EU biometric passport if you're an EU citizen
- your UK residence card with a biometric chip if you're the non-EU family member of an EU citizen

Why is the ID document check app only available for use on android phones and not Apple devices?

Those with Apple iPhones will, for the time being, not be able to use their device to self-verify their identity using the app because the current Apple policy does not allow any third-party access to the iPhone "ID chip".

While the app is currently available on Android devices, the Home Secretary has confirmed the app will also be available on Apple devices later this year.

In the meantime, you can use a friend or family members' android device – there are no security or privacy issues doing this because no personal data can be transferred to the person's phone.

The app is just one of several ways people will be able to verify their identity:

- Post your passport, ID card or biometric resident permit to the Home Office.
- Use one of the ID document scanning services provided by some local authorities. There is a charge per person to use this service but it is quick and provides assurance that your identity document has been verified. To see which locations are offering ID document scanning, find out more on [GOV.UK](https://www.gov.uk).
- Assisted digital support and a dedicated telephone advice and support service are also available.

Some councils are providing an ID document scanning service for people who don't have an android phone and do not wish to post in their passports/ ID cards. Do you have more information?

ID document scanning services are being hosted by a number of local council's registration offices where people can, for a small fee payable to the local authority, get their passport checked in-person. To see which locations are offering ID document scanning, find out more on [GOV.UK](https://www.gov.uk).

Why do I have to pay to use the ID document scanning service?

There is a charge for using the service, payable to the local authority, which is set to cover the costs of providing the service.

Applications to the EU Settlement Scheme are free. If you applied during testing phases (i.e. before 30 March 2019) you will receive a refund from the Home Office.

What happens to people who do not have the right documents to prove how long they have been here?

A wide range of documentation may be submitted, reflecting the variety of people's individual circumstances, and we will work with applicants without official documentation to establish their eligibility under the Scheme from the material they have.

I don't have any identity documents, can you help me?

- Please contact the embassy of your nationality in the first instance to see if a new identity document can be provided for you.
- If your embassy is unable to assist call the EU Settlement Resolution Centre on 0300 123 7379 (inside the UK) or +44 (0) 203 080 0010 (outside the UK) or use [the online form](#) on GOV.UK.

I don't speak English well – are there translated materials?

Yes. [Materials are available in 26 EU languages including Welsh](#) and are available to download from GOV.UK