



Dear Sponsor

## **Upcoming changes to replace postal biometric appointments and Biometric Residence Permit help lines with online services**

As part of the agency's strategy to move our services online, we are replacing the telephone biometric appointment booking service for postal applicants and the telephone BRP management and verification services with online services.

### Postal biometric appointment booking service

From 1<sup>st</sup> February, customers will be able to book postal biometric appointments online.

Before booking an appointment, customers will need to register to use the service by creating a customer account. They will need a valid email address to create an account. They will then be sent password details, which will allow them to access their account and book their appointment.

Customers can register by accessing the APPLY ONLINE page on the UK Border Agency website: [www.ukba.homeoffice.gov.uk](http://www.ukba.homeoffice.gov.uk) or by following the link below.

<http://www.ukba.homeoffice.gov.uk/book-appointment>

Family groups of 12 people or more cannot currently use the online booking service. They must call the Immigration Enquiry Bureau on 0870 606 7766 to book their appointment.

### BRP management and verification services

From 1<sup>st</sup> February 2012, the BRP management and verification services (telephone numbers 0300 123 2412 and 4699) will be replaced by an e-mail service.

To notify us UK Border Agency of an issue with the delivery of a BRP, customers must email: [BRPDelivery@homeoffice.gsi.gov.uk](mailto:BRPDelivery@homeoffice.gsi.gov.uk).

To notify us of an error on a BRP, customers must e-mail: [BRPError@homeoffice.gsi.gov.uk](mailto:BRPError@homeoffice.gsi.gov.uk).

To report the loss or theft of a BRP, customers must email: [BRPLost@homeoffice.gsi.gov.uk](mailto:BRPLost@homeoffice.gsi.gov.uk).

To confirm a BRP is valid, employers and sponsors must email: [employerBRPverification@ukba.gsi.gov.uk](mailto:employerBRPverification@ukba.gsi.gov.uk).

Customers without access to email will be able to send their enquiries by freepost to:  
Freepost RRYX-GLYU-GXHZ

Returns Unit  
PO Box 163  
Bristol  
BS20 1AB

Customers will still be able to access the telephone services (telephone numbers 0300 123 8895, 2412 and 4699) until 31st January.

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