

If you wish to apply for a replacement identity card for foreign nationals on form ICFN(RC), please read these guidance notes and the separate UKBA photograph guidance(version 04/2009) before making your application.

CONTACTING US

Our main website address and telephone numbers for contacting us are given below.

OUR WEBSITE

IMMIGRATION ENQUIRY BUREAU

APPLICATION FORMS UNIT

www.ukba.homeoffice.gov.uk

0870 606 7766

0870 241 0645

For information about immigration law and policy, and to see and download application forms and related guidance

Monday to Thursday:
9.00 - 4.45
Friday: 9.00 - 4.30

For general immigration enquiries and information

Monday to Thursday:
9.00 - 4.45
Friday: 9.00 - 4.30

For application forms, guidance notes and photograph guidance only

GUIDANCE NOTES

1 FOR WHICH APPLICATIONS IS FORM ICFN(RC) TO BE USED?

Form ICFN(RC) is to be used if you already have a valid identity card which you need to replace because you have:

- *changed your name, nationality, appearance, date of birth or your gender; or*
- *your card has been lost, damaged or stolen; or*
- *your card has been cancelled and you still have outstanding leave.*

You must be in the UK to apply. If you have any dependants who need a replacement card they must apply on a separate form and pay the specified fee in each case.

You should not use form ICFN(RC) to apply for an extension of stay in the UK or to replace a card because it is about to expire. In those circumstances, you should use whichever is the appropriate immigration form for the application you wish to make.

You should also not use ICFN(RC) if you wish to have your existing immigration status confirmed in a new passport or other travel document. In that situation, you should apply on form TOC or NTL.

If you are issued with a replacement card, the expiry date on your new card will be the same as the one on your old card. Your old card will be cancelled and, if available, will be destroyed by us.

2 WHO CAN APPLY ON THIS FORM?

A separate application form must be completed for each person applying for a replacement card.

If your dependants are applying for a replacement card at the same time as you, please enclose all applications in one envelope.

3 THE FEE

The current specified fee for applications on form ICFN(RC) is **£30** per application.

There is only one fee for each application form. Your spouse/partner or your children cannot be included. If they need a replacement card they must each apply on a separate form and pay the specified fee.

Please note the following:

- **If you do not pay the specified fee, the application will be invalid and will be returned to you.**
- **We will not refund the fee if we refuse the application or if you withdraw it.**

For information about methods of payment, please see the payment details guidance on page 2 of the form.

For more information about the current fees, please go to our website.

4 WHEN TO APPLY

You must apply for a replacement ID card within 3 months of the reason for requiring a replacement, whether it be a change of name, nationality, appearance, date of birth or gender; the loss or theft of the card; or damage to the card.

If your card is lost or stolen, or damaged because someone has tampered with it, **you must notify us immediately by calling 0300 123 2412** so that your card can be cancelled.

If you do not apply for a replacement card within 3 months, you may face a financial penalty of up to **£1000** or have your permitted stay curtailed.

If your permission to stay in the UK is due to expire in 4 weeks or less, you **should not apply for a replacement card**. If you are in that situation and want to remain in the UK for a further period, you should apply for permission to remain here on the application form specified for the type of application you wish to make. If the application is one where you must also apply for an identity card, you will be issued with a new card with a new expiry date if your application is successful.

If you do apply for a replacement card when your permitted stay is due to run out in 4 weeks or less, **please note that we will not be able to issue a replacement card and we will not refund the fee**.

5 MAKING SURE YOUR APPLICATION IS VALID

Paragraphs 34-34I of the Immigration Rules specify certain requirements with which an application on a form specified for the purpose of the Rules must comply. To make a valid application, you must:

- *apply on the current version of form ICFN(RC)*
- *pay the fee in full by one of the methods specified in the payment guidance*
- *provide photographs of yourself as specified in the application form and which meet the mandatory format standards specified in the photograph guidance*
- *complete sections 1, 3 and 4 as required*
- *sign the declaration in section 7 as specified*
- *send the application by prepaid post to the UK Border Agency address given on the form.*

If you fail to do any of these things, your application will be invalid and we will return it to you.

Unless your card has been lost or stolen, you should enclose it as part of your application for a replacement card.

6 ENSURING YOUR APPLICATION IS COMPLETE

You do this by completing every section of the form as required and providing all the relevant specified documents, including your passport. **If you do not do this, we reserve the right to decide your application on the basis of the information and documents provided.** It is important, therefore, to provide an explanation if you cannot give us all relevant information or documents when making your application.

7 COMPLETING THE FORM

Please use a black pen to complete the form; write names, addresses and similar details in capital letters.

In the payment details and other sections where you give personal details and addresses, leave an empty box between each name or part of the address(es) required in this section.

Please note that we always use the personal details in an applicant's passport, travel document or identity card for official purposes, including any identity card issued if the application is successful.

Take care to complete all sections as required, including the Personal History section. Follow the guidance on page 2 of the form when completing the payment details. Read the notes in various sections of the form.

As already emphasised in part 6 of these notes, you must enclose a letter of explanation if you are unable to provide all the required information or any relevant specified documents.

8 PHOTOGRAPHS

For your application to be valid, it is mandatory to provide the following photographs:

- *Two identical passport-size photographs of yourself with your full name written on the back of each one.*

The photographs you provide must also comply with **the mandatory format requirements specified in the separate UKBA photograph guidance**. The application will be invalid if they do not.

Please ensure that you place the photographs in a small sealed envelope and attach it to section 1 of the form as instructed there - and without any staples, clips, pins or anything else which could mark or damage the photographs.

The photographs will be checked against the images taken when your biometric features and those of any dependants applying are enrolled (ie recorded).

9 DOCUMENTS

The documents provided with the application **must be originals**.

Copies of any kind are not acceptable unless there are valid reasons for not being able to provide the original document. In such circumstances, we may accept a copy certified by the body or authority which issued the original (for example, a copy of a savings book certified by the building society or bank), or by a notary.

The reasons for not being able to provide the original document must be explained in a covering letter. As a rule, we are unlikely to be able to grant your application without the original document.

Any documents which are not in English must be accompanied by a reliable English translation.

Make sure passports or travel documents are signed.

10 ENROLLING YOUR BIOMETRIC FEATURES

All applicants using form ICFN(RC) will be required to enrol their biometric features. The process will be similar to that which you went through when you applied for the ID card which you wish to replace, as summarised below.

Provided the specified application fee has been paid, you will be sent a notification letter giving details of the available options for having your biometric features enrolled.

If you book an appointment to attend a UK Border Agency biometric enrolment centre, you will be given a **booking reference number (BRN)** which you should enter in the BRN space in the notification letter.

If you have given us your e-mail address, we will confirm the appointment by e-mail (within 24 hours). If you have given us your mobile telephone number, we will send a text message reminder 48 hours before the date of the appointment. But we will not send a letter confirming the appointment.

In all cases when attending an appointment to enrol your biometric features, **you must bring your appointment notification letter with you**. Please make sure that it has your booking reference number on it.

At your appointment, you will be required to have your biometric features enrolled after signing an acknowledgement to confirm that you understand what you are required to do.

You will then be asked to place your fingers, followed by your thumbs, on a fingerprint scanner. If your hands are not clean, we will ask you to wash them. Once your fingerprints have been recorded, we will then take a photograph of your face.

The biometric features taken will then be recorded as part of your application.

In some circumstances, you may be required to attend an identity interview if we require further information to establish your identity.

11 APPLICANTS UNDER THE AGE OF 16

We cannot record the biometric features of applicants under the age of 16 unless they are accompanied by a responsible adult.

If you are under 16 we would expect your parent or guardian to be with you when your biometric features are taken.

If you have to be accompanied by anyone other than your parent or guardian they must be a responsible adult aged 18 or over who for the time being takes responsibility for you. Any such person should be named on the application form.

That person must bring with them a letter from your parent or guardian confirming that they are authorised to take responsibility for you for the purpose of the biometric features appointment.

When attending the appointment the responsible adult will also be asked to provide an acceptable form of identity, such as a passport or driving licence, which will be checked against the details given on the application form.

12 APPLYING BY POST - THE ADDRESS

The address to which you must send an application on the form ICFN(RC) is:

**UK Border Agency
Form ICFN(RC)
PO Box 502
Durham
DH99 1WG**

Posting it to any other address will not only delay your application but could make it invalid. This address is only to be used when sending your application. Please use the address given in part 14 for any other correspondence about your application.

If you use Recorded or Special Delivery, this will help us to record the receipt of your application. Make sure that you keep the Recorded or Special Delivery number.

We will return your passport(s) and other documents by Recorded Delivery. If you would like them to be returned by Special Delivery, you must provide a prepaid Special Delivery envelope which is large enough. If your application is successful your card will be sent to you separately by secure delivery.

13 DECISION TIMES

For the latest information on our service standards for deciding charged applications in the 2009/10 business year, please go to our website.

Applications which are not straightforward or which need further enquiries take longer to decide.

As we cannot tell in advance how long it will take to decide particular cases, our general advice to applicants is not to make any non-urgent travel arrangements until your passport or travel document is returned to you, followed by your identity card if your application is successful.

14 CONTACTING US AFTER YOU HAVE APPLIED

If you need to contact us after you have applied, please do so as follows.

To send us more information about your application, write to the following address (not the one to which you posted your application):

**UK Border Agency
ICFN(RC)
Lunar House
40 Wellesley Road
Croydon
CR9 2BY**

and give the following details in your letter:

- *the applicant's full name, date of birth and nationality*
- *any Recorded or Special Delivery number*
- *the date on which the application was posted*
- *the Home Office reference number if you have one.*

If you need your passport because you have to travel urgently and unexpectedly, call **0870 606 7766** and provide the personal and other details listed above.

Your application will be treated as withdrawn if your passport is returned for travel abroad before we are able to decide the application.

15 OBTAINING APPLICATION FORMS

You can obtain application forms, the accompanying guidance notes and the photograph guidance document from our website at **www.ukba.homeoffice.gov.uk** or by calling our Application Forms Unit on **0870 241 0645**.

16 OTHER ENQUIRIES

For enquiries other than obtaining an application form, consult our website or call **0870 606 7766**.

We also have the following freephone textphone number: **0800 38 98 28 9**.

17 CHOOSING AN IMMIGRATION ADVISER

Immigration advisers are regulated by The Office of the Immigration Services Commissioner (OISC). Their website at **www.oisc.gov.uk** contains a list of authorised advisers and has links to websites for solicitors, barristers and legal executives.

If you have a complaint about an immigration adviser or need other information, the OISC contact details are:

**Office of the Immigration Services Commissioner
5th Floor,
Counting House
53 Tooley Street
London
SE1 2QN**

Telephone: **0845 000 0046**

Alternatively the Solicitors Regulation Authority, which regulates solicitors in England and Wales, can help you find a solicitor if you contact them on **0870 606 2555** or visit their website at **www.sra.org.uk**

The address and telephone number for any complaints about a solicitor are:

**Legal Complaints Service
Victoria Court
8 Dormer Place
Leamington Spa
Warwickshire
CV32 5AE**

Telephone: **0845 608 6565**

18 COMPLAINTS ABOUT OUR SERVICE

If you wish to make a complaint about our service, please refer to the complaints page on our website for detailed information about how to do so.

19 DATA PROTECTION NOTICE

We will treat all information provided by you in confidence but may disclose it to other government departments, agencies, local authorities, the police, foreign governments and other bodies for immigration purposes or to enable them to perform their functions.

We may also use the information provided by you for training purposes.

The information in the payment details page will be known to the private contractor engaged by the Home Office to process application payments.