



Dear Customers,

As of the 30<sup>th</sup> November 2018 Local Authorities will cease to offer the Settlement Checking Service and Nationality Document Return Service, customers can now apply online via gov.uk.

As of the 31<sup>st</sup> December 2018 Local Authorities will cease to provide the Nationality Checking Service and customers can now apply online via Gov.uk.

**New UK Visa and Citizenship Application Services:**

From 9<sup>th</sup> November 2018, the majority of customers will complete their applications online then attend 1 of 57 new service centres in the UK named UK Visa and Citizenship Application Services, managed by a commercial partner, Sopra Steria. Customers will attend an appointment at a service centre to submit their biometric information (photo and fingerprints), and supporting evidence (including proof of identity). To learn more about the new services please visit <https://www.gov.uk/guidance/ukvis-new-front-end-services-what-you-need-to-know>

**Assisted Digital Service:**

UKVI have set up an Assisted Digital support service that is available to customers who do not have the appropriate access, skills or confidence to complete an online application form. The Assisted Digital Service aims to ensure that nobody is excluded from making an immigration application due to lack of digital skills or access to a computer. Eligible customers are offered telephone support, or face to face support at a library or their home, to help them access and complete the online form. This service does not provide immigration advice. For more information and contact details for the Assisted Digital service visit ;

<https://www.gov.uk/government/publications/assisted-digital-uk-visas-and-immigration/assisted-digital-uk-visas-and-immigration>

- Phone: 03333 445 675
- Text message: text the word "VISA" to 07537416944
- Email: [visa@we-are-digital.co.uk](mailto:visa@we-are-digital.co.uk) (Please include a telephone number you can be contacted on if possible).