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Zoe Bantleman  
Legal Director  
Immigration Lawyers Practitioners' Association (ILPA)

By email only

2 August 2024

Dear Zoe,

Thank you for your letter of 25 July regarding eVisa communications and your feedback on the content within emails sent to overseas customers recently granted entry clearance. As of 31 July, we have introduced changes to make it clearer to these customers that they can register for a UKVI account in advance of travelling to the UK, using their passport and Application Reference number rather than waiting to acquire their BRP when they arrive in the UK.

Customers granted permission overseas will continue to receive a 90-day vignette within their passports until 2025, when entry clearance vignettes will also be phased out.

Emails are now being sent to all extant leave holders in the UK and overseas where we hold up-to-date contact details for them. However, I understand, as explained at the Digital Status Services Stakeholder Forum on 30<sup>th</sup> July, based on your previous feedback we have sought to remove duplicates, to avoid sending multiple invitations to the same email address.

Customers can register for a UKVI account with a non-biometric passport using their application reference number.

As discussed at the Forum, now that we are out of the pre-election period we will be resuming FBIS Advisory Group sessions. You should be receiving invitations to these and the deep dive sessions that we discussed shortly.

Yours sincerely,

Lee Graham  
Stakeholder Engagement Manager  
FBIS Programme