



Digital Status Services Forum Stakeholders

7 November 2024

NEW WEBFORM FOR REPORTING ON E VISAS

As you will be aware from 31 October 2024, UKVI stopped printing and issuing Biometric Residence Permits (BRPs) and Biometric Residence Cards (BRCs) for customers granted permission to stay in the UK for more than 6 months.

Customers will need to create their UKVI account to access their eVisa, and View and Prove their online immigration status.

We are continuing to improve our processes to support customers, including where there may be an error or an issue with their eVisa / digital status. I am pleased to announce that on 31 October 2024 we launched a new '[Report an error with your eVisa](#)' form which is accessed from gov.uk.

This new form should be used if there is a problem with an eVisa, for example, an image, a name, type of permission, dates, or conditions of leave. Additionally, where customers are having issues seeing their e-visa or the status being shown, this should be reported on this form. The new form is designed to be easy to use and will enable customers to quickly report an error or issues to us, so that they can be resolved quickly. Alongside this, we have set up a dedicated team to resolve any errors or issues received using this form. On receipt of the form, customers will be automatically notified that they can expect a response within 10 working days, and they will receive a further email notification when the error or issue has been resolved.

We encourage customers to use the new error form and they should not contact UKVI by phone or webchat to report issues or errors. Through November our UKVI Resolution Centre (RC) will be directing customers to use the form where customers contact them by phone or webchat. The new form is not to be used for general UKVI account related queries and RC continue to provide support where that is required.

We will be continually reviewing and iterating the new form, and we welcome your feedback on this at our next forum meeting or directly to me via email. I would also encourage you to circulate or publish this letter wherever you believe it would be useful to help raise awareness of this new approach.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Ed Mackie", is centered on a light gray rectangular background.

Ed Mackie
Deputy Director Cross Cutting Service Operation
Visas, Status, and Information Services
UK Visas and Immigration