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UK Visas and Immigration

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Web www.gov.uk/uk-visas-immigration

Our Ref L31
Your Ref
Case ID 0172
Date 11 December 2013

Dear Sirs

Re: P

I am returning the enclosed passport(s) and other documents which your client provided in support of her application. Your client's Biometric Residence Permit (BRP) will be sent to you under separate cover. If you have not already received it, it should reach you shortly. You should receive your client's permit within 7 working days. However, if you do not receive the permit within 10 working days of the date of this letter, please e-mail BRPDelivery@homeoffice.gsi.gov.uk providing your client's full name, date of birth, nationality, case reference number and a contact telephone number. Alternatively, these details can be sent by post to:

Freepost RRYX-GLYU-GXHZ
Returns Unit
P.O. Box 163.
Bristol BS20 1AB

Please note that on delivery the courier will require proof of identity and a signature to confirm receipt of the package.

Your client is advised not to make any travel arrangements until she has received her Biometric Residence Permit.

The Biometric Residence Permit is a residence permit which holds your client's biographic and biometric information and shows her immigration status and entitlements while they remain in the United Kingdom. The permit replaces the vignette (or sticker) and ink stamps previously placed in the passports of those granted permission to remain in the United Kingdom. A leaflet will accompany the permit which will give your client more information about it.

On receipt of the permit please ask your client to check it carefully to make sure all the details on it are correct. If she finds a mistake, she must e-mail BRPError@homeoffice.gsi.gov.uk within 10 working days of receiving the permit providing her full name, date of birth, nationality, case reference number, a contact telephone number and exact details of what is wrong with the BRP. Alternatively, these details can be sent by post to:

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