

Lost or Stolen Visas in the UK

Important Information

Before you do anything, allow 5 working days for your passport/visa to be handed in to the police or UEA security. Check with the library, the Security Lodge, Norfolk Police and places you have recently visited. Get a friend to help you look in your bag, room, and flat. If you are sure that your passport/visa is lost or stolen, please contact ISAT for help.

BRP Visas

Reporting a Stolen BRP to the Police

Report your stolen BRP visa to the police wherever it went missing. If it was stolen in Norwich, you can report it online at www.norfolk.police.uk/contact-us/report-something/report-crime. Make sure you get a Police report number or a crime reference number. Do this as soon as possible.



Lost BRP

If your BRP visa was lost, then you cannot get a crime reference number from the Norfolk Police.

Applying for a new BRP

Apply for a new BRP card using here; <https://www.gov.uk/biometric-residence-permits/lost-stolen-damaged>

You must apply within 3 months of reporting it lost or stolen in the UK, failure to do this may result in a £1,000 fine or a shortened visa. You can apply for a replacement BRP card online. This takes 8 weeks using the standard service. If you want a faster service, you will need to pay an extra fee.

Documents you will be required to submit:

- Proof of address (*provide as many as you can, but at least one*)
 - UK Driving Licence
 - Council tax letters
 - Letter confirming tenancy, mortgage payments, tenancy agreements or contracts.
 - Bills – electricity, water, gas, mobile phone
- Consent form
- Passport(not always required)

Once you have completed and sent your online application, you will need to book an appointment at the UK Visa and Citizenship Application Services to have your documents scanned and to give your biometrics.

This service is located in the Library at the Forum in Norwich. There is an additional fee for this service. You may have to travel to another city to get an appointment.

Your new Biometric Residence Permit (BRP) card will be delivered to the Student Support Centre, if you use our office's correspondence address. We will email you to collect your visa as soon as we receive it.

Visa Vignette *(as pictured on the right)*

This information is only relevant if your visa was in your passport and you lost it in the UK. The visa you got from your home country is called an Entry Clearance visa and is a sticker in your passport.



Report to the police that your passport and visa was stolen, you can report it online www.norfolk.police.uk/safetyadvice/reportacrime/reportacrimeonline.aspx

If your passport with your Entry Clearance visa was lost, then you cannot get a crime reference number from the Norfolk Police.

You must have a new passport **before** you can apply for a new visa, which will be a BRP card. See our information guide Lost Passports on how to apply for a new one.

<https://portal.uea.ac.uk/student-support-service/international-students/visa-support/immigration-information-guides>

Applying for replacement visa

Apply online for your new visa, you can book an appointment with the ISAT Team to help you by:

Emailing isat@uea.ac.uk.

Phoning 01603 592761

Dropping into the reception at the Student Support Centre

Here is the link to the application form: www.gov.uk/government/publications/application-to-transfer-visa-to-biometric-residence-permit-form-to-c

Applying using the standard service takes about 8 weeks and you will be required to submit:

- Passport
- Police report or reference number if your passport was stolen
- Any Home Office Letters about your visa
- Proof of identity (*provide as many as you can, but at least one*)
 - UK Driving Licence
 - Council tax letters
 - Letter confirming tenancy or mortgage payments or tenancy agreements or contracts.
 - Bills – electricity, water, gas, mobile phone
 - Letter from employer confirming employment / confirmation of enrolment letter from your Teaching Hub, which you can print from your Evison account.
 - Letter confirming registration with a doctor
- Letter of consent
- Police Registration Certificate

Once you have completed your application, and ISAT have checked your application and documents, you will then need to book an appointment with the UK Visa and Citizenship Application Services, based in the Library at the Forum in Norwich. There is an additional fee for this service. You may have to travel to another city to get an appointment.

Your new visa will be a Biometric Residence Permit (BRP) card. It looks like an ID card. Your new visa will be delivered to the Student Support Centre, if you use our office's correspondence address. We will email you to collect your visa as soon as we receive it. If you are using the premium service, your new visa will be sent within 5 working days to your correspondence address.

You can email for help to isat@uea.ac.uk