

# Preventing your asylum claim from being treated as withdrawn

## Important information for asylum seekers

A recent change in immigration law means that it is much easier for your asylum application to be treated as withdrawn. This means that your asylum application will end: you will not be granted refugee status and could lose your asylum support and MEARS accommodation.

To prevent your asylum application being treated withdrawn you must:

**1.** Notify the Home Office of any change in your contact details. This now includes your telephone number or email address as well as your address. You can do this by:

- Updating the Home Office at a reporting event
- Notifying Migrant Help – see more detail on next page
- Notifying your solicitor

**2.** Do not leave UK before your asylum claim is granted. This means you should not visit the Republic of Ireland. In addition to potentially getting into trouble with the Irish immigration authorities, a brief visit to Dublin could result in your asylum claim being withdrawn in the UK.

**3.** Notify your solicitor immediately if you receive an asylum questionnaire or an interview date.

**4.** Respond to all scheduled telephone calls with the Home Office.

**5.** Attend all Home Office interviews and reporting events such as ‘signing’ appointments at Drumkeen House.

**6.** If you miss any reporting events, interviews or deadlines, notify the Home Office immediately of why you could not attend and provide evidence such as medical evidence confirming sickness. Speak to a support organisation for help in compiling the necessary evidence.



# Report Changes to Migrant Help

You can report changes in circumstances to Migrant Help in different ways:

- Freephone asylum helpline: 0808 8010 503
- webchat
- online enquiry form
- By emailing CoC@migranthelpuk.org

When contacting Migrant Help you must provide your reference numbers. You will find reference numbers on your letters from Home Office, you should provide them if you can. If an organisation is supporting you, they will need to upload a consent form signed by you giving permission to discuss your case.

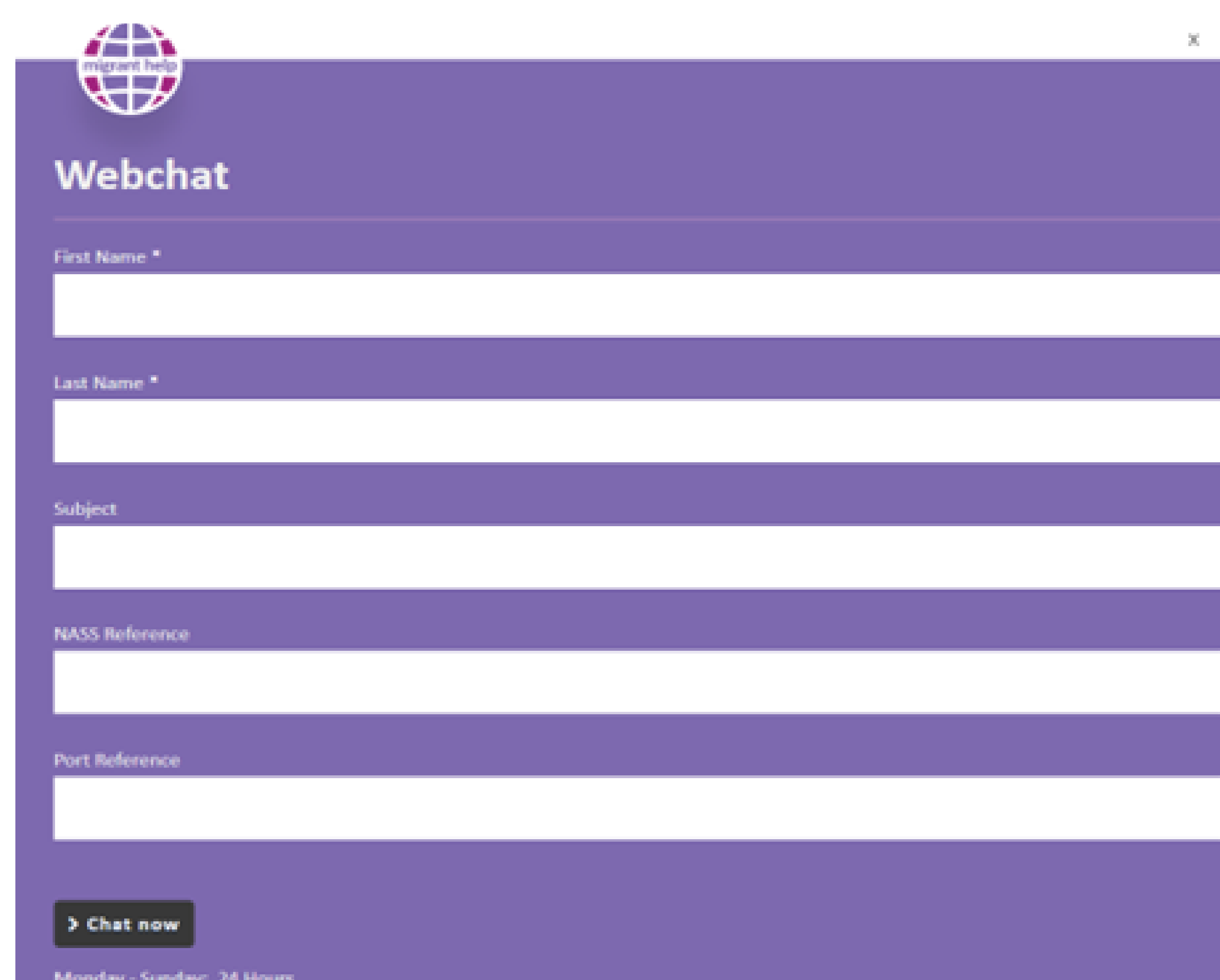
## **Freephone Asylum Helpline 0808 8010 503**

This service can be very busy and sometimes takes a long time to get a response. The helpline is available 24 hours a day, 7 days a week. It is advised that you call outside office hours when the lines are not as busy, some people find it easier to get through at night time.

## **Webchat**

Migrant Help's Webchat is a good way to raise issues and is available 24 hours a day, 7 days a week. Once you connect with an operator, ask them to update your details and wait for them to confirm it. You might also wish to download and save the chat, or screengrab the conversation and keep it for your records.

**Scan for Webchat:**



[https://ellis.custhelp.com/app/chat/chat\\_launch](https://ellis.custhelp.com/app/chat/chat_launch)

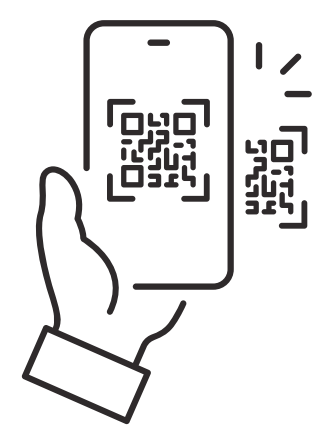


# Report Changes to Migrant Help

## Online Enquiry Form

You can use this link to inform Migrant Help of a change in circumstances for yourself, or someone else. You must select the correct Product and Category to ensure your enquiry is dealt with by the right department. You should provide the required information and a brief outline of your query i.e. *“please update my phone number/address from X to X”*

**Scan for Enquiry Form:**



<https://ellis.custhelp.com/app/ask>

## Email CoC@MigrantHelpUk.org

If you choose to email Migrant Help, you should use the email address the Home Office already have on file for you. You should save a copy of the email for your records. If available you should provide at least one reference number. Your personal details should be the same as they appear on your Home Office documentation. You can use this template as an example of what to say.

**Product \***

Advice and Guidance ▼

[Unsure about which Product to select?](#)

**Category**

Asylum Support Advice  
How to Apply for Asylum Support  
Change of Circumstance (COC) ▼

**Subject \***

Please provide as much details as possible. Failure to provide relevant information could delay the resolution of your query. If you are completing this form on behalf of another person, don't forget to upload a signed consent form. The mandatory fields need to be completed with the service user's details but please include your details in the notes.

### New Message

To

Subject

Port Ref:  
NASS Ref:  
HO Ref:

Name:  
Date of Birth:  
Address:  
Nationality:

Dear Migrant Help,

I would like to update my address/phone number on file.

My previous phone number was 07XXXXXXXXXX, my new phone number is 07XXXXXXXXXX.

or

My previous address was XXX, my new address is XXX.

Please update my records accordingly.