



Department
for Work &
Pensions

Title, Initial, Surname
Address Line 1
Address line 2
Address line 3
Address line 4
Postcode

Building or Office location
Office type
Street
Town
Postcode

www.gov.uk

Telephone: 0000 000 0000
Textphone: 0000 000 0000

Your reference:

About your [Select option]

We need some information

Dear

We have tried to contact you about your EU Settlement Scheme status.

Home Office records show that your EU Settlement Scheme application has been refused.

To get United Kingdom (UK) benefits, access free healthcare and have the right to work, you need a valid UK immigration status.

What you need to do

Please contact us within 14 days, on the number at the top of this letter. We want to talk to you to find out if:

- you have reapplied to the EU Settlement Scheme, and you are waiting for a decision, or you have been granted status
- you have applied for an administrative review, or you have appealed against an EU Settlement Scheme decision
- you have Indefinite Leave to Remain or any other valid UK immigration status, or
- you are a British or Irish citizen.

We have many different ways we can communicate with you.

If you would like braille, British Sign Language, a hearing loop, translations, large print, audio or something else please tell us using the phone number at the top of this letter.

Please turn over

You will need to provide us with evidence so we can update our records, such as your share code, or your British or Irish passport.

Applying for children

If you have children who are not British or Irish citizens, they also need a valid UK immigration status.

For more information about applying to the EU Settlement Scheme for children, go to **www.gov.uk/settled-status-eu-citizens-families/apply-settled-status-for-child**

If you are unsure if your children are British citizens, please go to **www.gov.uk/check-british-citizenship**

What happens next

If you do not contact us within 14 days from the date of this letter, we may suspend your benefit payments. This means your benefit payments would stop. You cannot get benefit payments for any period of time you do not have a valid UK immigration status.

More Information

If you have any questions about the EU Settlement Scheme, please go to **www.gov.uk/eusettlementscheme** or contact the Home Office Resolution Centre on **0300 123 7379**. The Home Office will not be able to provide information on benefits.

Yours sincerely,

Office manager

Treating people fairly

We are committed to the Equality Act 2010 and treating people fairly. To find out more about this law, search 'Equality' on www.gov.uk

Call charges

Calls to 0800 numbers are free from personal mobiles and landlines.

Why DWP needs personal information and how we treat it

We treat personal information carefully. We may use it for any of our purposes. To learn more about information rights and how we use information, please see our DWP Personal Information Charter at www.gov.uk/dwp/personal-information-charter