

IMPACT OF CORONAVIRUS ON EU SETTLEMENT SCHEME

In line with the latest Public Health England advice, Home Office support services and application routes have all fully reopened. There continues to be a [range of support](#) available online, by telephone and by email for those who have questions or need help applying.

The [EU Settlement Resolution Centre](#) continues to provide support 7 days a week by telephone and by email in line with public health guidance to work from home where possible.

Applicants can use the [EU Exit ID Document check app](#) to complete the identity stage of their application. The postal route for submitting identity evidence is also open for applicants who are unable to use the app to verify their identity.

Additional support is available for those who do not have the appropriate access, skills or confidence to apply online through [Assisted Digital](#), which can offer assistance over the telephone.

The [ID document scanner locations](#) are currently suspended following the latest public health guidance to protect staff. However, the Home Office is keeping this situation under constant review and will endeavour to reinstate ID document scanner locations to their original capacity in line with public health guidance.