

Kaelynn Narita

DECS Reference: TRO/1473987/26

07 April 2026

Dear Kaelynn,

Thank you for your email of 3 March 2026 about physical legacy documents, ETA enforcement, and eVisa transition. I am sorry for the delay in this response. I have addressed each of your enquiries below:

Carrier refusal of legacy documentation for boarding

As you are aware, indefinite leave to remain (ILR) or legacy document holders can prove their rights, as they do today, using their physical documents where these are permitted. This includes for proving permission to travel to the UK.

We have informed carriers that some passengers may only be in possession of a physical document providing proof of their indefinite leave to remain, and that, in those cases, carriers will not receive a 'permission to travel' response via automated digital checks with the Home Office. We are also clear that, in those circumstances, presentation of a valid, genuine physical proof of permission remains satisfactory evidence of a passenger's permission to travel to the UK.

We are continuing a programme of engagement with carriers to raise awareness and inform as we continue to embed the 'permission to travel' enforcement introduced on 25 February 2026. We also plan to communicate directly with Gulf Air to ensure they fully understand the guidance related to holders of legacy documents.

Legacy document holders in possession of an expired passport which evidences their permission in the UK are encouraged to submit a 'No Time Limit' (NTL) application. This is a free service and once their NTL application is considered, they will receive an eVisa, which they can use to prove their right to work, right to rent and permission to travel. Applicants will be provided with information on how to access their eVisa in their decision letter or email.

Using physical legacy documents to prove status to financial institutions

As mentioned above, people who have lived here for a long time and have settlement (sometimes called indefinite leave to remain (ILR)) can continue to use legacy paper documents, such as a wet in stamp in their passport, a vignette visa sticker or a letter from

the Home Office conferring ILR, but we encourage them to obtain an eVisa via a free 'No Time Limit' application, to make proving rights easier over time.

There is no requirement on the financial sector to make immigration status checks by examining status documents, although such documents may assist with identity checks. Banks and building societies must check the details of prospective customers to prevent fraud and money laundering. When applying for banking services everyone must provide proof of their identity as part of anti-money laundering, regulatory 'Know Your Customer' checks (KYC).

Immigration documents can assist with necessary identity checks required under anti-money laundering regulations and other legislation. Each firm or body is free to adopt its own commercial policies around these checks; however, flexibility is encouraged by the Joint Money Laundering Steering Group. There has also been ongoing engagement with banks to ensure their policies for KYC incorporate customers who may have difficulty proving their status.

For Home Office guidance on using eVisas for Know Your Customer checks, see: [Residence documents: information for financial providers - GOV.UK](#)

Consequences for dual British nationals who have erroneously used an Electronic Travel Authorisation (ETA) to travel to the UK.

The multiple ways in which British citizenship can be gained means that there is no register of everyone who is a British citizen. The onus is on the individual to establish their status and apply for the appropriate permission.

Under UK immigration legislation, a dual British citizen is not eligible for an ETA. Immigration products such as ETAs and visas are not compatible with the status of British citizens.

However, the intention of the ETA scheme is not to penalise people who unwittingly travel without the correct permission, or with a permission to which they are not eligible. It is about securing the UK border. In terms of specific 'penalties' for British dual nationals, you may be aware that s.24A (1) of the Immigration Act 1971 disapplies the offence of obtaining an ETA by deception to British nationals.

Obtaining a British passport when other nationality passport name is not identical due to respective national legislations

Where differences in name across passports arise because of national law or recognised cultural naming conventions, HM Passport Office can support exceptions to the usual name alignment requirements. Individuals are not required to align their foreign passports where this is not legally possible.

In these cases, HMPO records the differing names by adding observations to the case record and continues to process applications in line with existing guidance. This applies where a person holds multiple nationalities and their passports reflect different naming conventions. The published policy is as follows ([Use and change of names guidance - GOV.UK](#)):

Linking digital Certificate of Entitlement (CoE) to other nationality passports with different naming conventions

For CoE holders, a digital CoE can be linked to a foreign passport via a UKVI account, and

customers can link and update passports without needing to reapply or pay another fee.

They simply need to ensure their passport details are kept up to date in their UKVI account so carriers can verify their right of abode. To update a name using the Update My Details (UMD) service, a person must provide appropriate evidence to demonstrate the change of name so the Home Office can verify and update the details held on the UKVI account.

Provision of support for people to transition to eVisa

Grant funded support for the transition to eVisas ended on 31 March 2026.

This transitional support model was initially planned to run for one year but was extended to 31 March 2026 in recognition of the scale of change and the need for continued assistance. By that point, the Home Office had provided 19 months of enhanced transitional support to help people move from physical documents to digital status.

More than 5 million people accessed their eVisa by creating a UKVI account between March 2024 and January 2026. At the end of January 2026, there are estimated to be approximately 200,000 remaining people who had an immigration status at the end of 2024 who still need to create a UKVI account. Most of these people are those whose BRP expired at the end of 2024.

From 1 April 2026, we continue to encourage and support people who have not created a UKVI account to do so. However, as the majority of people have transitioned to eVisas, we are now reverting to our standard support model.

Support will continue through:

- **GOV.UK guidance and stepbystep content**, including instructional videos.
- **The UKVI Resolution Centre**, which will continue to provide support via webchat and telephone for technical eVisa issues, including account access, updating details, proving status and error correction.
- **Wider community support**, including Local Authorities, Citizens Advice and other organisations that routinely support people with digital access and complex needs. These organisations will **retain a dedicated escalation route into the Resolution Centre** for complex technical cases that cannot be resolved through standard channels.

Thank you once again for taking the time to raise these issues,

Yours sincerely,



Ros Blundell
Delivery Director – Digital Permissions
Future Border & Immigration System Programme