

By email to: Director to the Future Border and Immigration System

03 March 2026

To follow up from Friday, I wanted to pass along some recent examples of people with legacy documents having issues proving their status.

We had a report of a woman with ILR being denied boarding when flying with her family from Islamabad, Pakistan, initially with Gulf Air and a second time with Qatar Airways. Gulf Airlines refused her boarding, asking for a share code and not accepting the stamp in her old passport. After reaching out to a lawyer who sent the family the carrier guidance showing that legacy documents are permitted, they were still denied boarding. From this report it appears to have been a no share code, no boarding situation. She was able to fly back to the UK on Qatar Airways but again struggled to prove her status, was only allowed to fly after the airline staff could not log onto the UKVI website so allowed her family to board.

We had another report of someone who was trying to prove their status to their bank but only has legacy ILR documents. They were struggling to set up their eVisa account because they are not digitally confident. I wanted to confirm that legacy ILR documents can be used to prove immigration status to financial institutions.

The [guidance available online](#) is not clear on the types of documents that are accepted. The available webpage for Guidance for Banks has a broken hyperlink for the 'Biometric residence documents: information for financial providers guidance'.

As I mentioned on Friday, we sent a letter to Mike Tapp about the concerns we had regarding the ETA rollout and our recommendations. We would be grateful for further engagement confirming there will be no negative consequences for dual nationals who used an ETA to travel into the UK. Thank you for confirming that a digital CoE will be able to be linked to two passports. If you were also able to tell us more about the solution in progress for people trying to get a CoE but with passports that have different naming conventions, that would be appreciated. Specifically we have a report of someone who is British and has two other nationalities, and is struggling to get a British passport because their two non-British passports don't have identical names to each other (due to their respective national legislations).

I wanted to also confirm in your ETA mailer the guidance stated "From 1 April 2026, we will revert to our standard eVisa support model. People should use [GOV.UK](#) guidance and the Resolution Centre for help creating and accessing UKVI accounts, updating details and proving immigration status." Does this mean funding for organisations helping people set up their eVisa will stop at the end of this month?

All the best,

Kaelynn