

VIDEO ONE: EU and EEA EFTA citizens with EUSS status or a valid pending application and travelling with a passport

- If you're an **EU or EEA EFTA** citizen travelling **with your passport** and encounter an issue using the eGates, you could be referred to a Border Force Officer.
- At the Border Force desk, you will be asked to **hand your passport** to the Border Force Officer – where they will scan your passport to verify your **EU Settlement Scheme (EUSS) status** or **pending EUSS application**.
 - To avoid delays, your passport **MUST** be connected to your EUSS status or pending application via your UKVI account. Information on how to update your UKVI account details and the identity document connected to your account is available on GOV.UK.
- If you have a valid **pending application** to the EUSS, made **on or after 1 July 2021**, you **may** also be asked for proof that you were resident in the UK **before 31 December 2020**.
- Once the Border Force Officer has **verified** your **EUSS status** or **valid pending application**, your passport **will be returned to you**, and you will be granted entry to the UK.
- There **may be** circumstances where **“further checks”** are required. In this scenario another Border Force Officer **will take your passport** to perform further checks.
 - During this time, you **may be** asked to wait at the Border Force desk.
 - Alternatively, you could be handed a **pre-filled form** – titled an **'IS81' form**, and asked to wait in the **“Controlled Waiting Area”** whilst the checks take place.
 - It is worth noting here that **despite** the pre-filled form referring to **“detainment whilst further inquiries are undertaken”**, you may only be waiting in this area for a **short period of time** and could **still** gain entry to the UK once the further checks have been completed.

- Once the Border Force Officer is able to **verify** that you have EUSS status or a valid pending application – your passport **will be returned to you** and you will be granted entry to the UK.
 - This process can take between **10-30 minutes on average** – but it might take longer in some exceptional circumstances.
- If the Border Force Officer is **unable** to make a decision – then it will be escalated to a caseworker (located within the airport)
 - If you haven't already been given a **pre-filled IS81 form** and asked to take a seat in the **Controlled Waiting Area** – the Border Force Officer will now provide you with this and ask you to do so.
 - Whilst in the waiting area you **may be asked** some follow-up questions and for documentation (physical or digital) so that the caseworker can understand your case fully.
 - There is **no average timeframe** for this particular process, but in exceptional circumstances you **could be waiting** for over an hour.
 - Once the caseworker is satisfied with the **additional information and/or documents**, you will be **escorted from the waiting area** to gain entry to the UK.
 - It is possible that due to issues in finding your EUSS status or pending application, your passport **may be stamped** to grant you **temporary** entry to the UK:
 - The stamp may state you can only enter the UK for **3-6 months** and that you are **unable to work** during that time. However, if you are able to prove your **EUSS status** or **Certificate of Application** whilst in the UK, this will **supersede** the stamp in your passport.
- If the caseworker is **unable** to make a decision after obtaining additional information from you, then you could be escorted to one of the interview rooms, away from the airport floor:
 - Here a Border Force Officer will ask you a series of **detailed** questions relating to your travel to the UK and your current residency:
 - A translation service can be provided if needed.
 - There is no average timeframe for how long this particular interview process can take:
 - If the Border Force Officer is satisfied with the information obtained during the interview process, your passport will be returned to you, and you will be granted entry to the UK.

- However, if, after all further examination, there is **still** not enough evidence to prove your right to enter, you will be refused entry to the UK:
 - In this situation, you will be removed from the UK.
- If you have experienced issues at the border where you feel that a Border Force Officer has **not followed** the processes outlined in this video, then please visit the IMA's website where you can report a complaint **via our portal**, send a complaint **via post** or contact us **via telephone**.