

What you should do if you have problems with your ARC

April 2010

Your Application Registration Card or 'ARC' is important. It shows you have made an application for asylum and contains your personal details and photograph. It can only be used by you. Your ARC proves your identity and allows you to access the cash support provided by the Home Office at a designated post office.

This leaflet identifies what to do if your ARC stops working or is lost or stolen, and how we can help.

What should I do if my ARC does not work at the post office when I try to collect my cash support?

If, for any reason, your ARC does not work, obtain a receipt from the post office staff and try to use your card again at a later time. It is important that you ask the post office to try your card twice. You can try later that same day or the next day. *If your card is rejected twice, make sure that the post office gives you a second receipt.*

Once you have both receipts, you can bring them to our office where we will then be able to help you report your problem to the Home Office. It is important that you bring both receipts with you because the Home Office will require proof that you have attempted to obtain your cash support on two different occasions without success. Please bring the receipts as early in the week as possible. *If you only report the problem after a week has passed, the Home Office will not pay back any money you have missed.*

What should I do if my ARC is lost or stolen?

If you have lost your ARC or someone has stolen it, you must first report this to the police before contacting us. You will need to obtain a police report with the:

- crime reference number provided by the police station (if you were given one);
- name or number of the police officer who recorded your report; and
- name of the police station where you reported it.

Contact the Strathclyde Police on 0141 532 2000 and they will identify your local police contact who will be able to help you file a report.

You can then bring the report to our office and we will help you inform the Home Office of your loss or theft. Please note that it can take several weeks to issue a new ARC. While you are waiting for a new card, we can request that the Home Office send you Emergency Support Tokens. These will be delivered to your home address by a courier company called DX.

What should I do if I am not able to access my support using my ARC because I am in hospital?

If you have been admitted to the hospital and will be unable to go the post office to collect your cash support using your ARC, ask your social worker, if you have one, or the nurse to contact us so that we can notify the Home Office immediately. It is important that you do this as soon as possible so that the Home Office is aware of your circumstances. You can telephone our **free phone: 0800 085 6087** and speak to the duty caseworker. Note that our free phone is only accessible from a landline telephone.

If you do not let us know so that we can tell the Home Office of your change in circumstances, your support can be stopped; cash support cannot be carried over and accessed at a later date.

I want to apply for a provisional driver's licence. Can I send my ARC as proof of identity to the Driver and Vehicle Licensing Agency (DVLA)?

Do **not** send your ARC to the DVLA as part of your application to obtain a provisional driver's licence. You need your ARC to collect your cash support from the post office each week. Without it, you will not be able to collect any money.

As of 25 March 2010, if you have applied for asylum in the UK and have **not** yet received leave to remain, you will no longer be able to apply for a UK driver's licence.

Recent changes to government rules mean that only those who have been granted some form of leave to remain in the UK **for a period of at least 185 days** will be eligible to apply for a UK driver's licence.

This change does not affect those who applied for a UK driver's licence before the 25 March 2010.