

## Explain the Application Registration Card (ARC)

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### **You will be given an Application Registration Card (ARC)**

- The card is an important document that shows that you have made an application for asylum. If you have not been issued with an ARC you will be given a standard letter of acknowledgement (SAL).
- This will contain your personal details and photograph and confirm that you have claimed asylum. You should receive a letter telling you when and where you can exchange your SAL for an ARC. If you do not receive information regarding this appointment please call the Central Events Booking Unit (CEBU) on 0300 123 2235 - lines are open Monday to Friday 9.30am - 3pm.

### **Your ARC contains your personal details and photograph**

- It is important that you check that your personal details on your ARC are correct. You need to ensure that your name, date of birth (D.O.B) and country of origin have been recorded correctly. It is difficult to change these once they have been recorded.
- Your card will confirm any conditions Prior to Screening Interview 23 that are attached to your status. Your ARC will confirm whether you are allowed to work. If you did not have permission to work before you claimed asylum, you will not be given permission to work when you make your claim.
- Your card will say that you are forbidden from taking employment.

### **Your ARC does not prove your identity**

- Your ARC records the identity you gave when you claimed asylum.
- You will be given an ARC for each member of your family. It is important that you keep this safe.
- If you are an asylum seeker or failed asylum seeker over 18 and you and your dependants' ARC has been lost, stolen or damaged please contact Asylum Help who will assist you to report it to the Home Office.
- If you have status in the UK or are a minor, please contact the Home Office directly on 0300 123 2235 to report your card lost, stolen or damaged.
- If you are getting weekly support from the Post Office using your ARC, you will also need to notify the asylum support section. When you call Asylum

Advice UK on 0808 8000 630 please have this information available. You can find the details of the team dealing with your support on any Home Office letter regarding your money and housing support. They can arrange emergency money to be sent out to you while a new ARC is arranged. An appointment is likely to be arranged at your local reporting centre to collect your new ARC.

- You will need to pay your own travel costs to attend this appointment. If you need further advice and guidance regarding this you can contact Asylum Advice UK on 0808 8000 630. Once you have received your new ARC your regular support will be set up again on your ARC.
- You can read more about asylum support and section 95 here: [ASAP resources](#)