

CHANGES TO ASCORRESPONDENCE

November 2021



We wanted to let you know that ASCorrespondence is changing and being replaced by designated inboxes on the 1st of December.

We will have the below inboxes which will deal with incoming queries from service users and third party agencies.

S95@migranthelpuk.org

Will be used for completed applications, supporting documents, support termination requests and further information responses relating to S95 applications.

S4@migranthelpuk.org

Will be used for completed s4 applications, schedule 10 applications, supporting documents, support termination requests, further information responses and S4 booking forms relating to S4 applications.

CoC@migranthelpuk.org

For Change of Circumstance applications which include;

- Add Dependent Adult and Minor,
- Adjust Payment Hospitalisation,
- Adjust Payment Over Payment,
- Adjust Payment Back Payment,
- Adjust Payment Applicant Working,
- Destitution Payment,
- Pregnancy Payment,
- S96 Additional Support,
- Supplementary Payment,
- Request to Move Home Office to Home Office Accommodation,
- Request to Move Home Office to Private Accommodation,

- Request to Move Private Accommodation to Home Office Accommodation,
- Request to Move Private to Private.

As well as any supporting documents, further information relating to any of the above Change of Circumstances.

S98@migranthelpuk.org

For any requested evidence for S98 applications or requests from third party agencies to complete S98.

consent@migranthelpuk.org

For third party consent forms.

ProofOfSupport@migranthelpuk.org

To request proof of support from the Home Office.

CopySupportDecisions@migranthelpuk.org

To request a copy of an asylum support decision letter from the Home Office.

Anything not listed above is out of scope of the listed inboxes, if your enquiry relates to another service we provide under AIRE please contact us using the methods below.

If you wish to raise an Asylum Payment issue, Lost Aspen, Maintenance Request, Request for Assistance, Complaint or to provide feedback on individual cases please use our Webchat, Raise an Issue or use our helpline.

1. [Webchat](#)
2. [Raise an Issue via our website](#)
3. **0808 8010503**

You do not need to register to use our Webchat or Raise an Issue as they fall outside the service user portal.

All of the above routes are available 365 days a year.

Our helpline is also available 24 hours a day on 0808 8010 503. This can be used for all queries relating to our Asylum Services. Our First Response Centre will assist with issue reporting and asylum payment issues directly. It will direct calls that need advice from a specialist adviser to our Eligibility Advice and Guidance Line (EAGL) such as those who need assistance with S98 applications, ASF1s, or changes of circumstances.

We also have the below escalation routes;

Submissions@migranthehelpuk.org to escalate completed applications sent to Migrant Help directly from clients and third parties

positivemoveon@migranthehelpuk.org which can be used by third party agencies, our Positive Move On partners or Migrant Help colleagues to escalate an urgent issue with Positive Move On.

Outreach@migranthehelpuk.org to be used by third party agencies or Migrant Help colleagues to request outreach, for outreach enquiries, for commissioning outreach enquiries and for any other issues or queries relating to Outreach.

regionalescalations@migranthehelpuk.org for any escalations for service users currently in receipt of S98 support, regardless of location, core Initial Accommodation or Hotels. As a general guide, if someone has an ASPEN card and is receiving weekly support of £8 then they are likely to have been granted support and no longer S98.

Escalations@migranthehelpuk.org for third parties to escalate Advice and Guidance /Eligibility enquires/ Issue Reporting also to raise any safeguarding concerns.

Please only send an email to one inbox.

If your query relates to another matter please check [GOV UK Visas and immigration](https://www.gov.uk/visas-and-immigration) for guidance.

We have included a couple of additional documents that show the best ways to contact us.

