



12 May 2022

Changes to contact methods

We write further to the changes made on 1 December to replace the ASCorrespondence@ inbox with designated, specific inboxes.

We are pleased to report that this change has been successful, and most clients, and their representatives, are using these efficiently, and we are able to respond in a quick and timely manner. However, we have seen some challenges with the S95@ inbox and, as a result, we will be making some further changes in this area. This letter is to provide a little more clarity around the types of issues that we can and can't support with via this email route.

We would like to remind all partners and clients that the primary route to contacting Migrant Help - to seek Advice and Guidance, Raise an Issue, Asylum Payment concerns, log a lost or stolen Aspen, Maintenance Request, HC2 request, Request for Assistance, Complaints or to provide feedback on individual cases - is to use our [Webchat](#), [Raise an Issue](#) or call our freephone helpline on 0808 8010503. These services are available 24 hours a day, 7 days a week and offer full interpreting services.

In addition to these routes, we also have email inboxes, managed by our Submissions team, which can be used to send documents, new application forms, request copy letters etc. The Submissions team will respond and confirm when an ASF/COC/Proof of Support request has been submitted.

However, we must emphasize that these channels are only managed Monday-Friday 9am-5pm and they are not for general queries.

The role of the Submissions team is to quality check applications and documents and submit them to the Home Office, they cannot provide Advice and Guidance and any such queries need to be directed to the helpline or webchat. We are seeing many queries coming into the S95 inbox which should be directed to one of the routes above as they need urgent responses or action, something that is not possible via the email inbox.

Due to the types of queries coming through, we have made the decision to separate out the S95 inbox further into the 3 areas below. If your query does not relate to these issues then please call the helpline, use webchat or Raise an Issue.

S95NewApplications@migranthehelpuk.org - For new self-completed ASF1 applications only.

S95SupportingDocuments@migranthehelpuk.org - For documents to support an application for S95 that Migrant Help is supporting with.

Registered address:

Migrant Helpline Limited

(trading as Migrant Help),

Kemp House 160, City Road

London EC1V 2NX

www.migranthehelpuk.org

Tel: 01304 203977

Email: info@migranthehelpuk.org

Free asylum helpline: 0808 8010 503

Registered Charity (England and Wales): 1088631.

Registered Charity (Scotland): SC041022.

Company No (England and Wales): 4172880.

OISC Authorisation No. N200100480





SupportTerminationRequests@migranhelpuk.org - To cancel an application for asylum support or request for support to be terminated

As from 1 June 2022, we will be turning off the S95@migranhelpuk.org inbox and would ask that all queries are directed to one of the new inboxes. Any emails sent after this will be sent an auto reply requesting that the query is redirected.

We would like to remind all partners that the below inboxes are also still operational and should be used for queries related to the specific areas listed. These are also managed Monday-Friday 9am-5pm, so if the query is urgent, please use one of the three routes as set out above - call the freephone helpline, use Webchat or Raise an Issue.

Please note that queries relating to eligibility, change of circumstances or outstanding applications for support will require support from our Eligibility Advice and Guidance Line (EAGL), which operates Monday-Friday 8am-8pm.

S4@migranhelpuk.org

Should 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.

S98@migranhelpuk.org

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

CoC@migranhelpuk.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 or further information relating to any of the above Change of Circumstances.

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consent@migranthehelpuk.org

For third party consent forms.

ProofOfSupport@migranthehelpuk.org

To request proof of support from the Home Office.

CopySupportDecisions@migranthehelpuk.org

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

Finally, we would like to remind all partners that the complaints@migranthehelpuk.org email inbox is monitored Monday to Friday, 9am-5pm excluding public bank holidays. This inbox is for complaints against Migrant Help only.

If the complaint is against the AASC provider (asylum accommodation), the asylum support payment provider (PFS) or asylum services provided by the Home Office, please make contact via one of the options below which are available 24 hours a day, 7 days a week.

1. [Webchat \(https://ellis.custhelp.com/app/chat/chat_launch\)](https://ellis.custhelp.com/app/chat/chat_launch)
2. [Raise an Issue via our website \(https://ellis.custhelp.com/app/ask/session\)](https://ellis.custhelp.com/app/ask/session)
3. [Freephone helpline 0808 8010503](tel:08088010503)

We would like to take this opportunity to thank you for your support, we remain committed to providing an efficient and effective AIRE service.

Sincerely,

Helen Bransfield
Director of Asylum Services

Registered address:

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