



**UK Visas
& Immigration**

Process to request a refund for services relating to an immigration application or service

UK Visas & Immigration

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Who are UK Visas & Immigration (UKVI)

UK Visas and Immigration (UKVI) is responsible for making millions of decisions every year about who has the right to visit or stay in the country, with a firm emphasis on national security and a culture of customer satisfaction for people who come here legally.

We have a workforce of 7,500 people based in locations around the UK and overseas whose responsibilities include: running the UK's visa service managing around 3 million applications a year from nationals outside of the European Economic Area (EEA) who wish to come to the UK to visit, study or work; considering applications for British citizenship; running the UK's asylum service offering protection to those eligible under the 1951 Geneva Convention; deciding applications from employers and educational establishments who want to join the register of sponsors and managing appeals from unsuccessful applicants.

Which immigration services are covered within this guidance

This guidance outlines the process for requesting a refund in relation to:

- your application for leave to remain, enter or settle in the UK
- your Immigration Health Surcharge (IHS) fee
- your Sponsorship application
- your Premium customer service fee
- priority change of circumstances fee
- your Immigration Skills Surcharge (ISC) fee
- your Nationality and Citizenship application
- your Citizenship ceremony fee
- EU, EEA and Commonwealth citizens application/registration
- User Pays Visa Application Centre (VAC) fee
- Priority Visas (PV) or Super Priority Visas (SPV)
- added value services purchased through our commercial partners
- Life in the UK test fee purchased through our commercial partner
- Secure English Language Test fee purchased through our commercial partners

1. How can I request a refund of my application fee?

Requesting a refund of your visa application fee for leave to remain (customers inside the UK); visa application fee to enter or settle in the UK (customers outside the UK); the Immigration Health Surcharge (IHS) fee; EU, EEA and Commonwealth citizens application/registration; User Pays Visa Application Centre (VAC) fee; Priority Visa (PV) or Super Priority Visa (SPV) fee

If you are outside the UK and:

- you want to cancel (withdraw) your applications and you applied and paid the original fee through:
 - Access UK: you should log into your account and select the 'cancel your application' action within 'Section 6: further actions'

Process to request a refund for services relating to an immigration application or service

- Visa4UK: you should log into your account and select the refund link on the Payment Confirmation page, which can be seen by clicking on the View Payment button. Further details can be viewed through the website FAQs located [here](#)
- you want a refund of your fee but you do not want to cancel (withdraw) your applications (for example, it is a duplicate payment) you should contact us at: contact centre staff by telephone or email and provide the following information for you and any dependants:
 - name
 - date of birth
 - Nationality
 - passport number
 - IHS reference number (if applicable)
 - GWF (13 digit) reference number (if applicable)
 - visa application reference number
 - reason for your refund request

If you are inside the UK you should contact us at: [contact centre staff](#) by telephone or email and provide the following information for you and any dependants:

- name
- date of birth
- Nationality
- passport number
- IHS reference number (if applicable)
- GWF (13 digit) reference number (if applicable)
- visa application reference number
- reason for your refund request

Sponsors who have subscribed to the [Tier 2/5](#) or [Tier4](#) premium customer service may wish to contact their account manager, to request a refund on behalf of their applicant.

Requesting a refund of your Sponsorship fee (Points Based System)

Employers who are Tier 2/5 sponsors should contact us by email at:

BusinessHelpdesk@homeoffice.gov.uk.

Educational institutions who are Tier 4 sponsors should contact us by email at:

EducatorsHelpdesk@homeoffice.gov.uk.

Sponsors who have subscribed to the [Tier 2/5](#) or [Tier4](#) premium customer service can contact their account manager.

You will be required to provide the following information:

- your company/organisation name
- sponsor licence number (if applicable)
- reason for your refund request
- original payment transaction ID (taken from the payer's bank account/statement)

Requesting a refund of the fee paid for our premium customer service

Employers who are Tier 2/5 sponsors should contact our premium customer service team by email at: T25PremiumService@homeoffice.gov.uk (Monday to Friday, 9am to 5pm).

Educational institutions who are Tier 4 sponsors should contact our premium customer service team by email at: Tier4PremiumCustomerService@homeoffice.gsi.gov.uk or by telephone: 07824 551239 or 07824 840191 (Monday to Friday, 9am to 5pm).

Requesting a refund of your priority change of circumstances fee for sponsors

If you are requesting a refund of your priority change of circumstances fee you should contact us by email at: BusinessHelpdesk@homeoffice.gov.uk and provide the following information:

- your company/organisation name
- sponsor licence number
- authorisation code (that you were given when you paid the fee)

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- details of your change of circumstances request
- reason for your refund request

Requesting a refund of your Immigration Skills Charge (ISC)

You should contact us by email at: BusinessHelpdesk@homeoffice.gov.uk and provide the following information:

- your company/organisation name
- sponsor licence number
- certificate of sponsorship reference
- name of the individual for whom you are requesting a refund
- reason for your refund request

Requesting a refund of the fee for your Nationality and Citizenship application fee and/or your citizenship ceremony fee

You should email or telephone our [contact centre staff](#) and provide the following information for you and any dependants:

- name
- date of birth
- Nationality
- passport number
- Nationality / citizenship application reference
- reason for your refund request

Process to request a refund for services relating to an immigration application or service

Requesting a refund of added value services purchased through TLScontact (customers outside the UK)

You should complete the Feedback and Complaints form which can be found through the following link: [TLScontact](#). You should insert the reason for contact as 'AVS: Refund request'.

Full details of the refund policy can be viewed through the following link: [Terms and conditions of sale](#).

Requesting a refund of added value services purchased through VFS Global (customers outside the UK)

You should complete a 'Refund Request Form' which can be done either:

- online from your online account. You should log in or create an account through the following link: [Register or log into my account](#) and follow the link to 'Refund'
- in person by requesting a 'Refund Request Form' from a VAC. Once completed the form should be sent to the VAC where your visa application was made

Full details of the refund policy can be found through the following link: [VFS Global refund policy](#).

Requesting a refund of added value services purchased through Sopra Steria (customers inside the UK)

You should complete the 'contact us' form which can be found through the following link: [UKVCAS general enquiry form](#).

Full details on the refund policy can be viewed through the following link: [Sopra Steria T&Cs](#).

Requesting a refund of your Life in the UK test fee purchased through PSI Service (UK) Ltd

You should complete the 'Refund Request or Complaint' form which can be found through the following link: [Life in the UK test: Refund request or complaint](#).

Full details of the refund policy can be found through the following link: [Life in the UK test: Cancellations, refunds and complaints](#)

Requesting a refund of your Secure English Language Test fee purchased through Trinity College London

You should complete the 'Cancellation Form' which can be found through the following link: [Trinity Secure English Language Test Cancellation form](#)

Full details of the refund policy can be found through the following link:

<https://seltbooking.trinitycollege.co.uk/OEWeb/seltTnC.do>

Requesting a refund of your Secure English Language Test fee purchased through IELTS SELT Consortium

For details of their refund policy you should contact the test centre where you have booked to take your test.

2. How long will it take to receive my refund?

If your refund request is approved, how long it will take for you to receive the money will depend on the immigration application / service you paid for and the payment method. In most cases, we will aim to process your refund within the following timeframes:-

Refund of your visa application fee for leave to remain (customers inside the UK), entry to or settle in the UK (customers outside the UK); Sponsorship (Points Based System (PBS)); premium customer service fee; priority change of circumstances fee for sponsors; Nationality and Citizenship application fee / Citizenship Ceremony fees; EU, EEA and Commonwealth Citizens application/registration

We aim to process requests within 10 working days. Once authorised by us, you will receive a refund within 30 calendar days.

Refund of your IHS fee

You usually get your refund within six weeks of getting a decision on your visa application. The money will be refunded back to your original method of payment.

It can take longer if you appeal or ask for an administrative review after your visa application is refused. If you appeal or ask for an administrative review and you applied from:

- inside the UK: you'll get your refund up to six weeks after your appeal or administrative review is dismissed

Process to request a refund for services relating to an immigration application or service

- outside the UK: you'll get your refund up to six weeks after your visa application is refused. If your appeal or administrative review is successful and you've already got your IHS refund, we will contact you and ask you to repay the IHS fee before we grant your visa

Refund of your ISC

You will usually receive a decision on your refund request:

- within 90 calendar days of you notifying UKVI via the sponsor management system that the individual didn't come to the UK to start work
- within 90 calendar days after the certificate of sponsorship expiry date if no valid visa application is made by the individual
- within 90 calendar days after the deadline date for making an administrative review application and no application for administrative review has been made
- within 90 calendar days of the individual's administrative review being dismissed

The money will be refunded back to your original method of payment.

Refund of your User Pays Visa VAC fee; PV fee and/or SPV fee

We aim to process your refund within 10 working days of the date we receive your request. This may take longer if we experience higher than expected requests. Once authorised by us, you should receive your refund within 30 calendar days. The money will be refunded back to your original method of payment.

Refund of added value services purchased through TLScontact (customers outside the UK)

Once authorised by TLSContact, they will aim to process your refund within 30 calendar days from the date they notified you of their decision.

Refund of added value services purchased through VFS Global (customers outside the UK)

Once authorised by VFS Global, they will aim to process your refund within 15 working days from the date they notified you of their decision.

Refund of added value services purchased through Sopra Steria (customers inside the UK)

Once authorised by Sopra Steria, they will aim to process your refund within 5 - 10 working days. The money can only be refunded back to your original method of payment.

Refund of Life in the UK test fee purchased through PSI Services (UK) Ltd

PSI Services (UK) Ltd will respond to your refund request within 10 working days from the date of receipt.

Refund of Secure English Language Test fee purchased through Trinity College London

Trinity College London will respond to your refund request within 14 calendar days from the date of receipt.

Refund of Secure English Language Test fee purchased through IELTS SELT Consortium

IELTS SELT Consortium will respond to your refund request within four to six weeks from the date of receipt.

3. Why haven't I received my refund?

If you have not received your refund after a period of 30 calendar days (or six weeks for IHS refunds and 90 calendar days for ISC refunds) have elapsed from our/commercial partner's confirmation email you can contact us or our commercial partners using the details provided in *Section 2: How long will it take to receive my refund?*

Any contact made before the specified period has elapsed will not be investigated.

Process to request a refund for services relating to an immigration application or service

If enquiring about a refund of your visa application fee for leave to remain (customers inside the UK), entry to or settle in the UK (customers outside the UK); IHS; User Pays VAC fee; PV fee; SPV fee; and EU, EEA and Commonwealth citizens application/registration

You should provide the following information for you and any dependants:

- name
- date of birth
- Nationality
- passport number
- IHS reference number (if applicable)
- GWF (13 digit) reference number (if applicable)
- visa application reference number (if applicable)
- reason for your refund request
- evidence you have not received your refund e.g. bank statements

If enquiring about a refund of a fee relating to Sponsorship (Points Based System); priority change of circumstances fee for sponsors; premium customer service

You should provide the following information:

- your company/organisation name
- sponsor licence number (where applicable)
- authorisation code (that you were given when you paid the priority change of circumstances fee, where applicable)
- details of your change of circumstances request (where applicable)
- reason for your refund request
- original payment transaction ID (taken from the payer's bank account/statement, where applicable)
- evidence you have not received your refund (for example, bank statements)

If enquiring about a refund of your ISC fee

You should provide the following information:

- your company/organisation name
- sponsor licence number
- certificate of sponsorship reference
- name of the individual for whom you are requesting a refund
- reason for your refund request / unused certificate of sponsorship
- evidence you have not received your refund (for example, bank statements)

If enquiring about a refund of your Nationality and Citizenship application fee and/or the Citizenship ceremony fee

You should provide the following information for you and any dependants:

- name
- date of birth
- Nationality
- passport number
- Nationality / citizenship application reference
- time/location of the booked ceremony (if applicable)
- reason for your refund request
- evidence you have not received your refund (for example, bank statements)

Process to request a refund for services relating to an immigration application or service

If enquiring about a refund of added value services purchased through TLScontact; VFSGlobal (customers outside the UK) or Sopra Steria (inside the UK)

You should provide the following information for you and any dependants:

- name
- date of birth
- email address (if applicable)
- VAC location where your visa application was made
- GWF (13 digit) reference number / visa application reference number (if applicable)
- Added value service purchased
- Reason for your refund request

If enquiring about a refund of your Life in the UK test fee purchased through PSI Services (UK) Ltd

You should provide the following information:

- name
- date of birth
- address
- Nationality
- email address
- name of test centre, date and time of test
- reason for your refund request

If enquiring about a refund of your Secure English Language Test fee purchased through Trinity College London

You should provide the following information:

- your name
- your candidate ID number
- the date your test was ordered on

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- the name of your exam

If enquiring about a refund of your Secure English Language Test fee purchased through IELTS SELT Consortium

The test centre where you booked to take your test will tell you what information you need to provide.

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