

VIDEO FOUR: Non-EU or EEA EFTA citizens (Joining Family Member) with EUSS status, a valid pending EUSS application or an EUSS family permit

- If you're a **non-EU or EEA EFTA** national from **Australia, Canada, Japan, New Zealand, Singapore, South Korea, or USA**, you **may be** able to use the eGates to enter the UK:
 - If you are from a **different** non-EU or EEA EFTA country, or you encountered an issue using the eGates and are referred to a Border Force Officer, then please **continue** to watch this video
- When you arrive at the Border Force desk, you will be requested to **hand your passport** to the Border Force Officer
 - If you have **EUSS status** or a **valid EUSS pending application**, the Border Force Officer will scan your passport to verify this
 - To avoid delays, your passport **MUST** be linked to your EUSS status or pending application via your UKVI account. Information on how to update your UKVI account details and the identity document connected to your account is available on GOV.UK.
 - As a **joining family member** with a **valid pending EUSS application**, it is **recommended** that you arrive with '**entry clearance**', unless you have an **in date** or **expired EUSS Family Permit**
 - If you have an **EUSS family permit**, the Border Force Officer will check the **vignette** in your passport:
 - The vignette is the **physical visa** that is added to your passport after being granted an **EUSS family permit**.
- Once the Border Force Officer has **verified your EUSS Family Permit, EUSS status or valid pending EUSS application**, your passport **will be returned** to you, and you will be granted entry to the UK.
- If the Border Force Officer is able to verify that you have EUSS status **right away** whilst scanning your passport, you are **not required** to provide your **biometric residence card**.

- There **may be** circumstances where “**further checks**” are required – in this case another Border Force Officer will **take your passport** to perform further checks.
 - During this time, you **may be** asked to wait at the Border Force desk.
 - Alternatively, you could be handed a **pre-filled form** (titled ‘**IS81 form**’) and asked to wait in the “**Controlled Waiting Area**” whilst the checks take place.
 - It is worth noting here that **despite** the pre-filled form referring to “**detainment whilst further inquiries are undertaken**”, you may only be waiting in this area for a **short period of time** and could **still** gain entry to the UK once the further checks have been completed.
 - Once the Border Force Officer is able to **verify** that you have **EUSS status**, a **valid pending application** or an **EUSS family permit**, your passport **will be returned** to you, and you will be granted entry to the UK.
 - This process can take **on average** between **10-30 minutes** – but it may take longer in some exceptional circumstances.

- If the Border Force Officer is **unable** to make a decision – then it will be escalated to a caseworker (located within the airport)
 - If you haven’t already been given a **pre-filled IS81 form** and asked to take a seat in the **Controlled Waiting Area** – the Border Force Officer will now provide you with this and ask you to do so.
 - Whilst in the waiting area you **may be asked** some follow-up questions as well as for documentation (physical or digital) so that the caseworker can understand your case fully.
 - There is **no average timeframe** for this particular process, but in exceptional circumstances you **could be waiting** for over an hour
 - Once the caseworker is satisfied with the **additional information and/or documents**, you will be escorted from the waiting area to gain entry to the UK:
 - It is possible that you **may** have your passport stamped by a Border Force Officer to grant you **temporary** entry to the UK:
 - The stamp **may** state that you can only enter the UK for **3-6 months** and that you are **unable to work** during that time. However, if you are able to prove your **EUSS status** or **Certificate of Application** whilst in the UK, this will **supersede** the stamp in your passport.

- If the caseworker is **unable** to make a decision after obtaining additional information from you, then you could be escorted to one of the interview rooms:
 - Here a Border Force Officer will ask you a series of **detailed** questions:
 - A translation service will be provided if needed.
 - There is no average timeframe for how long this particular interview process can take.
 - If the Border Force Officer is satisfied with the information obtained during the interview process, your passport will be returned to you, and you will be granted entry to the UK.
 - However, if, after all further examination, there is **still** not enough evidence to prove your right to enter, you will be refused entry to the UK.
- In this situation, you will be removed from the UK.

If you have experienced issues at the border that you feel that a Border Force Officer has **not followed** the processes outlined in this video, then please visit the IMA's website where you can report a complaint via our **portal**, send a complaint via **post** or contact us via **telephone**.