

VIDEO THREE: EU or EEA EFTA citizens with an EUSS family permit

- If you are an **EU or EEA EFTA citizen** with an **EUSS family permit** and travelling with your **national ID card**, you will **not be able** to use the eGates:
 - In this circumstance you will be referred to a Border Force Officer.
- Similarly, if you are travelling with your **passport** and encounter an issue using the eGates, you may be referred to a Border Force Officer also.
- If you are travelling with a **passport**, you will be requested to **hand your passport** to the Border Force Officer at the Border Force desk, where they will check the **vignette** in your passport and will scan the document:
 - The vignette is the **physical visa** that is added to your passport, after being granted an **EUSS family permit**.
- If you are travelling with a **national ID card**, you will need to **provide the form** that your **EUSS family permit vignette** was attached to.
- Once the Border Force Officer has **verified your EUSS family permit**, your passport or ID card **will be returned** to you, and you will be granted entry to the UK.
- There **may be** circumstances where "**further checks**" are required – in this circumstance another Border Force Officer will **take your passport or ID card** 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 an **'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 an EUSS family permit, your passport or ID card **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 and 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 it is possible 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.
- 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 relating to your travels to the UK and family members currently residing in the UK:
 - 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 or ID card 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**.