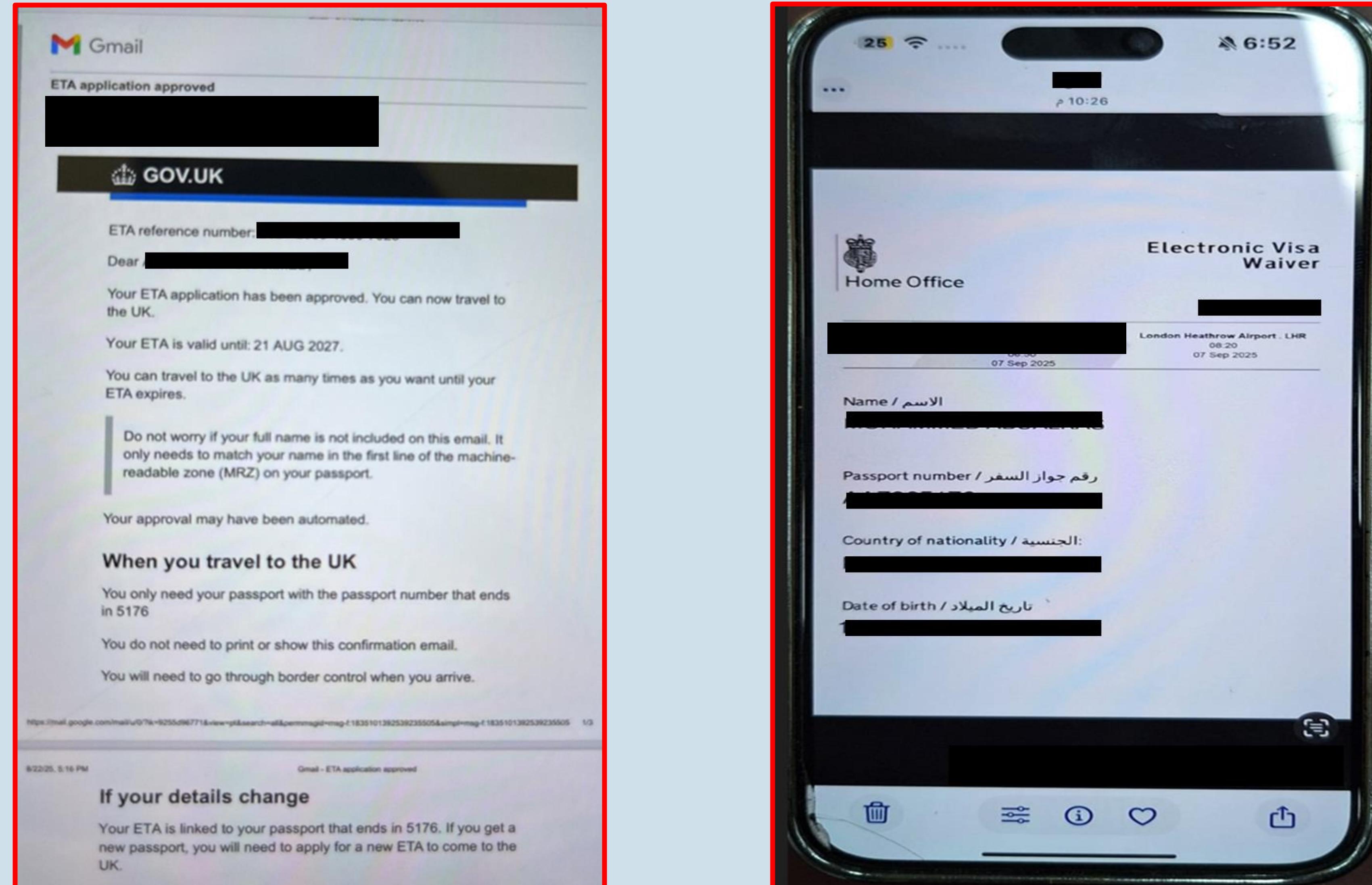




LOCAL CARRIER ALERT

Counterfeit Electronic Travel Authorisation (ETA) approvals and Electronic Visa Waivers (EVW)



Airports in our region have recently encountered passengers presenting **counterfeit Electronic Travel Authorisation (ETA) approvals** and **Electronic Visa Waivers (EVW)** when trying to board UK-bound flights. So far, the cases have involved Refugee Travel Document holders. The document on the left is a completely counterfeit ETA approval which was presented as a digital image/screenshot on a smartphone. The document on the right (Electronic Visa Waiver) was also presented as a digital image/screenshot on a smartphone. It is counterfeit and is an exact copy of an image on the internet. The Electronic Visa Waiver (EVW) programme does not exist anymore. It has been replaced by the UK Electronic Travel Authorisation (ETA) scheme. Passengers with a genuine visa or UK residency do not need an ETA. They can show you their status using the online view and prove method. **Do not accept any screenshots. Use View & Prove or Contact the Carrier Support Hub.**



How to use *View & Prove* to check a passenger's UK immigration status

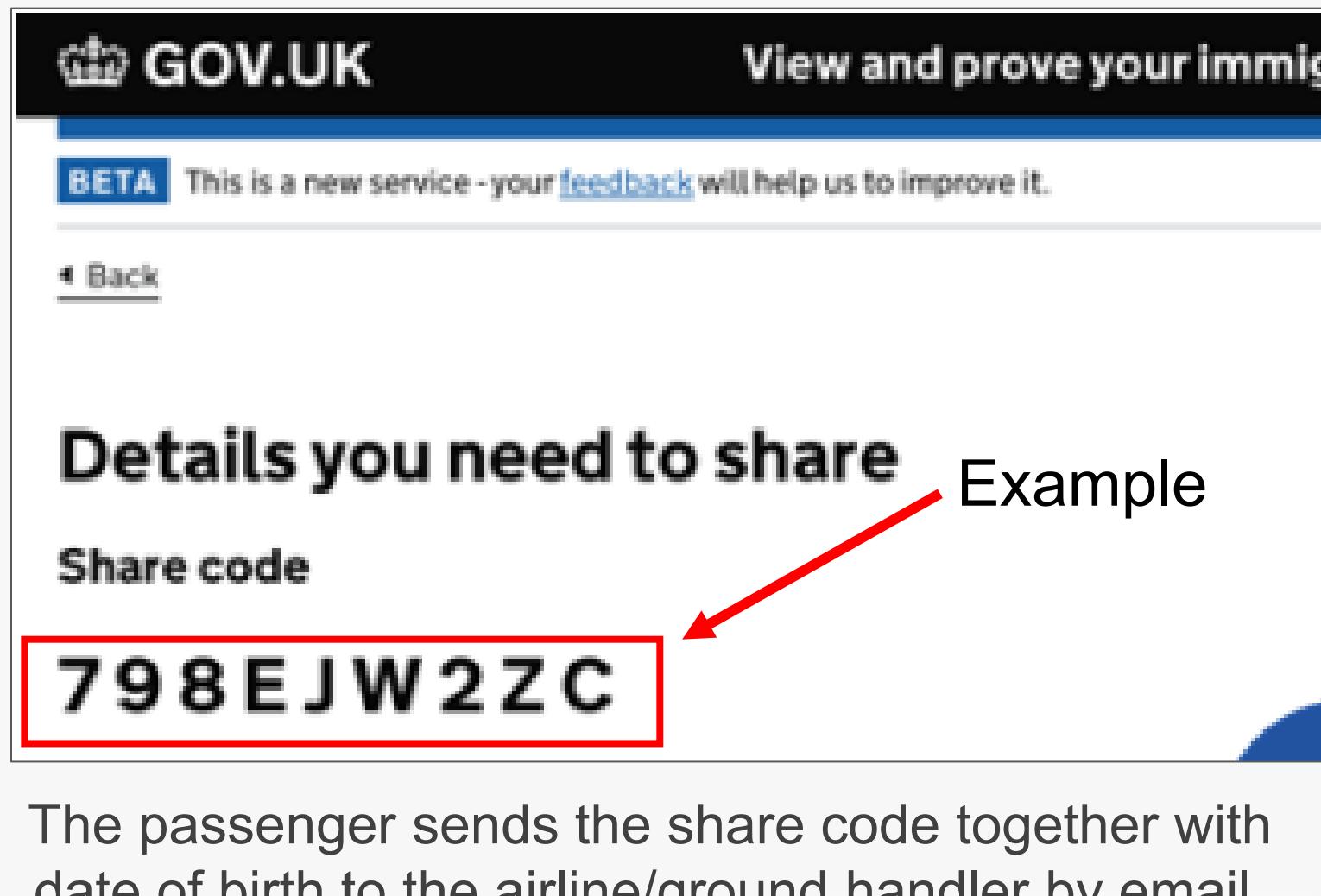
Step 1: Passenger



The passenger logs on to the UK's view and prove website using the details he/she used to create the account.

<https://www.gov.uk/view-prove-immigration-status>

The passenger then receives a share code.



GOV.UK

View and prove your immigr

BETA This is a new service - your [feedback](#) will help us to improve it.

[Back](#)

Details you need to share

Share code

798EJW2ZC

The passenger sends the share code together with date of birth to the airline/ground handler by email.

Step 2: Airline



The airline/ground handler uses the share code and passenger's date of birth to check the passenger's UK immigration status on this website.

<https://www.gov.uk/check-immigration-status>

Their immigration status

Name Deshabandu Muttiah Muralitharan

Status Settled status; also known as indefinite leave to remain



There is no limit on how long they can stay in the UK.

[Rotate](#)



How to contact the Carrier Support Hub



Carrier Support Hub (CSH)



If you have any concerns about a passenger's eligibility to travel to the UK, their documents or their intention for travel, please contact our Carrier Support Hub prior to boarding on this number:

**+44 300 369 0610 or
+44 204 619 6020**

(Please do not share these numbers with the public)

We are available to support you 24/7.

All calls to the Carrier Support Hub will be charged at your local rate.

Carriers / ground handlers can now submit appropriate enquiries to the Carrier Support Hub by email at **CSHenquiries@contactus.homeoffice.gov.uk**

Please provide a clear reason for the email referral and include relevant facts relating to your enquiry.