16 Quick Contact Reference & Essential Guide for Asylum Seekers

This information sheet provides a quick, clear guide on who to contact for common issues during your asylum journey in the UK. Whether you need to fix a spelling mistake on your official documents, explain why you have missed an appointment, or submit evidence, use the table below to find the correct contact details and necessary steps. Always include your full name, date of birth, Home Office reference number (or UAN), current address, and phone number whenever you send an email or letter.

Issue / Request	Details & What to Include	Who & How to Contact
Correcting Personal Information • Spelling mistake in name, • or wrong date of birth • or incorrect nationality **Correcting or adding information in your asylum interview transcript.** **Updating Your Address or Phone Number**	Start with following information first: • Name • Date of Birth • Nationality • Home office reference number and then mention the infomation you want to correct or to add.	AHRO Central Communication Hub Email: AHROcentralcommunicationshub@contactus.homeoffice.gov.uk
Missed Interview	Add your deatils and mention the reason why you could not attend. Provide evidence if possible. For example Hospital letter, transport disruption.	In your invitation letter you should have the Home office email on top of the letter to message. Also add AHROcentralcommunicationshub@contactus.homeoffice.gov.uk
Missed Reporting Date	Start with following information first: Name, Date of Birth Nationality, Home office reference number and then mention the reason why you could not attend the appointment	**Depending on your location (city)** in the UK and if you are required to sign in a reporting centre. find the relevent email from this link https://www.gov.uk/immigration-reporting-centres

UK Asylum Information	Last Updated: 27 October 2026	English

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UK

This information sheet provides a quick, clear guide on who to contact for common issues during your asylum journey in the UK. Whether you need to fix a spelling mistake on your official documents, request housing and financial support, update your address, or find free legal assistance, use the table below to find the correct contact details and necessary steps. Always include your full name, date of birth, Home Office reference number (or UAN), current address, and phone number whenever you send an email or letter.

Issue / Request	Details & What to Include	Who & How to Contact
Correct Information or report loss of your ARC Card	Fill out the online form with your information and details of the error e.g. spelling of name, place of birth.	submit an online request using the Application Registration Card (ARC) enquiry form
Lost ASPEN Card	Speak to Migrant Help on the phone and they will ask you to confirm your details	Call Migrant Help at **0808 8010 503** or submit a request on their website *https://selfserve.migranthelpuk.org/submit-issue/* to report the lost card and request a replacement. Telephone **0800 246 1327** to make sure the card is blocked and cannot be used by anybody else.
Submit Evidence before or after your asylum interview	• Send new medical reports, country evidence, or official documents to the Home Office as soon as you receive them. • Always include your full name, date of birth, and Home Office reference number. • Put "NEW EVIDENCE - [Your HO Ref Number]" in the email subject line.	**AHRO Central Communication Hub** **Email: AHROcentralcommunicationshub@contactus.homeoffice.gov.uk**
Request a copy of interview records	If you did not receive a transcript or audio recording of your screening or main interview, request it in writing	**AHRO Central Communications Hub** **Email: AHROcentralcommunicationshub@contactus.homeoffice.gov.uk**