

Frequently Asked Questions – Royal Mail BRP Delivery Service

When will I receive my biometric residence permit (BRP)?

Royal Mail delivery hours are Monday to Saturday 8am to 6pm. Royal Mail cannot give specific time slots for deliveries.

As a signature is not required, nobody will need to be at the delivery address and the BRP will be posted through the letterbox or mailbox.

If Royal Mail is unable to deliver your BRP, a 'Something for you' card will be left. A second delivery attempt will be automatically made the following delivery day unless you ask Royal Mail to change the delivery day. If Royal Mail has been unable to deliver your BRP you will need to collect this from your local delivery office or arrange for a redelivery.

How will I track the delivery of my BRP?

To track your BRP, you will need to use the tracking number which will have been sent to you by Royal Mail or UK Visas and Immigration's BRP courier delivery team either by email or text message.

To track the delivery of your BRP please click [here](#)

What is the Royal Mail Tracking number?

This is the reference number in the email or SMS text message sent by Royal Mail or UK Visas and Immigration's BRP courier delivery team. You may also have received a red 'Something for you card' if Royal Mail was unable to deliver your BRP.

Can I have a specific timed delivery of my biometric card?

Royal Mail is unable to offer specific time slots for the delivery of your BRP. All deliveries are made between 8am and 6pm Monday to Saturday.

What if I am not at home on delivery attempt of my biometric card?

As a signature is not required, nobody will need to be at the delivery address and the BRP will be posted through the letterbox or mailbox.

Royal Mail will not be able to leave your BRP in a SafePlace or with a neighbour.

How do I re-arrange the delivery of my BRP?

All deliveries are made between 8am and 6pm Monday to Saturday, Royal Mail is not able to offer a timed delivery slot.

Can you deliver to my work address instead?

No, Royal Mail can only deliver to the address on the BRP package.

I have received a BRP which was not addressed for me?

Please contact Royal Mail Customer Services on 03452 680234 or write 'return to sender' on the envelope and post in any Royal Mail postbox.

I have not received my BRP, who should I contact?

For more details on the BRP delivery process, included what to do if you have not received your BRP please click [here](#)

(Please note that the updated webpage is expected to be available from 18/19 September 2023).