



ENTRUST



Entrust selected for EU Settlement Scheme Identity Verification Service

Challenge

To support the United Kingdom's exit from the European Union, the EUSS was established by the Home Office to allow EEA nationals living in the UK to apply for a UK immigration status. The Home Office sought out new capabilities to include an optional end-to-end digital application channel for applicants.

Solution

Entrust (formerly WorldReach) was selected with its partners InnoValor and iProov to support the identity and document verification (IDV) components of the EUSS through the development, integration, and testing phases.

Results

- More than 85 percent of applicants chose the digital route to prove their identity
- More than 5 million applications were concluded as of June 30, 2021
- A high percentage of applicants completed their application with a high level of identity assurance in under 10 minutes

CUSTOMER PROFILE

The UK Home Office is a ministerial department of the Government of the United Kingdom. It is the lead government department for immigration and passports, drug policy, crime, fire, counter-terrorism, and police. It established the EU Settlement Scheme (EUSS) to support the United Kingdom's exit from the European Union.

Objectives

- Simplify the application process for EEA nationals applying for a UK immigration status
- Include an optional end-to-end digital application channel

Technology

- Entrust Identity Verification as a Service





EU Settlement Scheme Case Study

« The scheme is the biggest of its kind in British history. »

Kevin Foster

Minister for Future Borders and Immigration, UK Home Office

THE TRANSFORMATION

Implementing remote identity verification

Applicants for a UK immigration status only need to complete three key steps – prove their identity, show that they live in the UK, and declare any criminal convictions. The Home Office sought to include an optional end-to-end digital application channel to make the process easier for applicants applying to the EUSS.

Following a competitive procurement process, the Home Office selected Entrust in October 2017 with its partners InnoValor and iProov to support the identity components of the EUSS through the development, integration, and testing phases.

This remote IDV digital service is based on Entrust's Identity Verification as a Service platform. It allows an eligible applicant to read and authenticate their e-Passport remotely, using a smartphone app to read the passport chip, validating the cryptographic security controls embedded in the chip, and avoiding reliance on scanned pictures. Biometric facial matching and genuine presence (also known as liveness) are used to verify that the applicant is the rightful holder of the validated ID document. This is similar to

the functionality of border eGates.

In September 2018, Entrust was awarded a multi-year contract with the Home Office for the operation and management of the digital verification capability supporting the EUSS.

MEASURES OF SUCCESS

Millions of applications processed

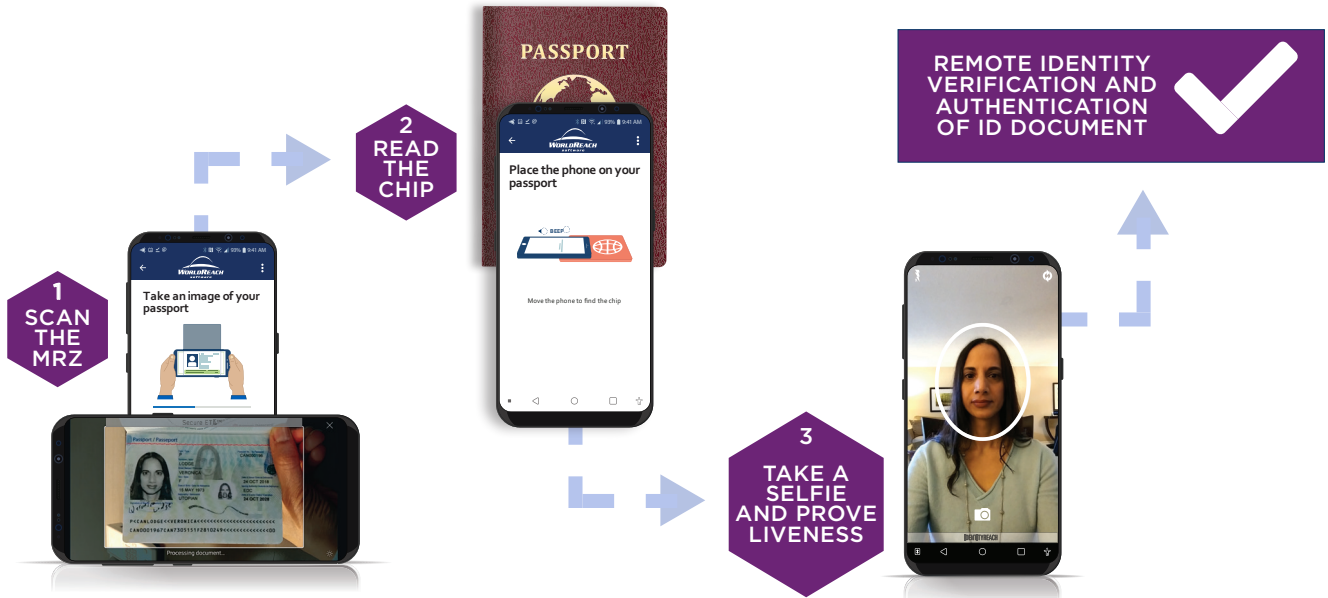
As of June 30, 2021, more than 5 million applications were concluded, according to Home Office statistics.

There are three optional paths for EEA nationals to prove their identity in applying for status: mail-in; visit a local service; or use a completely digital route. The vast majority, more than 85%, chose the digital channel and completed the process successfully, including during COVID-19 closures.

For the over 5 million applicants using the EU Exit: ID Document Check app, a very high percentage were able to complete this step in under 10 minutes, with a high level of identity assurance.



EU Settlement Scheme Case Study



IDENTITY AND DOCUMENT VERIFICATION

Identity Verification as a Service

Identity Verification reads the e-Passport chip’s security features to authenticate the legitimacy of the document. Facial matching is achieved by comparing the secure reference image from the ePassport chip to a live selfie captured by smartphone camera. Genuine presence technology is applied to mitigate attempts at identity fraud.

The “EU Exit: ID Document Check” app, on Android or iOS smartphone, assists applicants in promptly and securely

confirming their identity without the need to submit documents to the Home Office by mail or in person. The service supports multiple eIDs, including ePassports, UK biometric residence permits, and EU citizen eID cards, all using ICAO standards.

The public beta phase of the EU Settlement Scheme took place from January 21, 2019, until March 29, 2019. The full public launch commenced on March 30, 2019.

Learn more at
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