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**SMITH
STONE
WALTERS**

Immigration Practice

INSIGHT

IMMIGRATION NEWS & VIEWS
FROM SMITH STONE WALTERS
SUMMER 2020



EU Settlement Scheme;
don't miss the boat

EU SETTLEMENT SCHEME –

MISS THE BOAT AT YOUR PERIL



At the time of writing, EU nationals living in the UK have just one year left to apply under the EU Settlement Scheme and secure their residency status. With this looming deadline running alongside an acute global pandemic, the chances of some vulnerable citizens overlooking the need to register in time increases by the day. For those who miss the boat: who will be to blame?

Whilst the Coronavirus pandemic continues to dominate headlines and cause a distraction from everyday life across the globe, in the background the clock is counting down to the EU Settlement Scheme application deadline of 30 June 2021. So far, the government has maintained a firm stance on sticking to this deadline regardless of the current world situation.

By standing stubbornly behind entrenched policy and strategy, the Home Office runs the risk of losing sight of specific groups of citizens and the impact the COVID-19 crisis will have on their obligation to apply.

The government's self-proclaimed 'simple and straightforward' scheme has already met with widespread criticism and warnings from thought leaders and campaign

groups who draw startling comparisons to the Windrush scandal and fear worse is to come.

In contrast to Windrush victims, who were never expected to record their UK residency, EU nationals are compelled to register to the settlement scheme in order to prove their UK status. Since the government does not know the number of EU nationals living in the UK, it will also never be able to determine if the scheme successfully captures every eligible European - both young and old. By closing the door on new application submissions next June, the government prevents potentially thousands of eligible Europeans from applying.

THE STATISTICS SO FAR

According to the latest available statistics published by the government on 31

March 2020, the EU Settlement Scheme has received over 3.4 million applications so far. It may seem as though progress is being made but, as mentioned, no one knows what the final total should be.

The breakdown of applications by age group shows the highest percentage of applications were from people aged between 18 and 64, making up 83% of the total figure. These statistics come as no surprise given this particular age group is more likely to be tech-savvy and therefore more proficient at applying to the online scheme. They are also more likely to have the support and guidance of an employer to help ensure they are successful in applying to the scheme.

What is of greater significance is the fact that those under the age of 18 only account for 14% of applications received to date and over 65s make up just 2% of the 3.4 million applications received to date.

SLIPPING THROUGH THE NET

These demographics draw questions about vulnerable groups at risk of "slipping through the net" and failing to apply for settled status before the

2021 deadline. But what will happen to those EU nationals who don't have a support network in place? For example, the elderly self-isolating at home without the technological equipment or know-how to file an online application, or children in the care system?

As it stands, the responsibility to apply lies ultimately with the individual or their legal guardian if they are under 18. Certain support and government resources have been made available for these vulnerable groups, but it remains to be seen what additional steps will be taken to specifically reach out to those at risk as the clock counts down.

NO LONGER FRONT PAGE NEWS

With the COVID-19 crisis continuing to take precedence in media coverage, the focus has shifted away from Brexit and the EU Settlement Scheme, gradually pushing this key requirement to the back of people's minds. Without the media drip-feeding the message to the public, the government runs further risks of leaving behind those who are already in danger of missing the deadline.

Although many European nationals may miss the application deadline, the young and the old are most

at risk of being left behind. And in the current climate, who could blame them if filing a complex application was the last thing on their mind whilst in self-isolation or a care home?

Whilst the current crisis could never have been fully anticipated by the government, the pandemic has desensitised the need for Europeans to act. The government therefore has a moral duty to place greater emphasis on this important issue in the coming months to ensure no eligible European misses out on applying.

BEYOND THE DEADLINE

What will happen in reality to those that have not submitted an application by the deadline is still unclear. The government has stated that where a person is eligible to apply to the scheme and has "reasonable grounds" for missing the deadline, they will be given another chance to apply.

However, guidance from the Home Office on the extenuating circumstances they will accept has so far been vague. Although the government has made assurances that it will not simply turn its back on those who fail to apply, there will eventually be a requirement for all Europeans living and working in the UK to

evidence their status before accessing public services. The notorious 'hostile environment' will be waiting in the shadows to pounce on those who failed to apply.

As the government places increasing pressure on employers, education and healthcare providers to check individuals' residency status, it is in the best interests of EU nationals to engage with the scheme sooner rather than later. EU citizens who ignore the settlement scheme will ultimately face 'Windrush-type' barriers to living and working in the UK.

Despite the public being bombarded by requests from the government to 'stay home and save lives', it is clear the current world situation will not delay the EU Settlement Scheme. The deadline of 30 June 2021 still applies, therefore EU nationals, both young and old, should apply within the next 12 months.

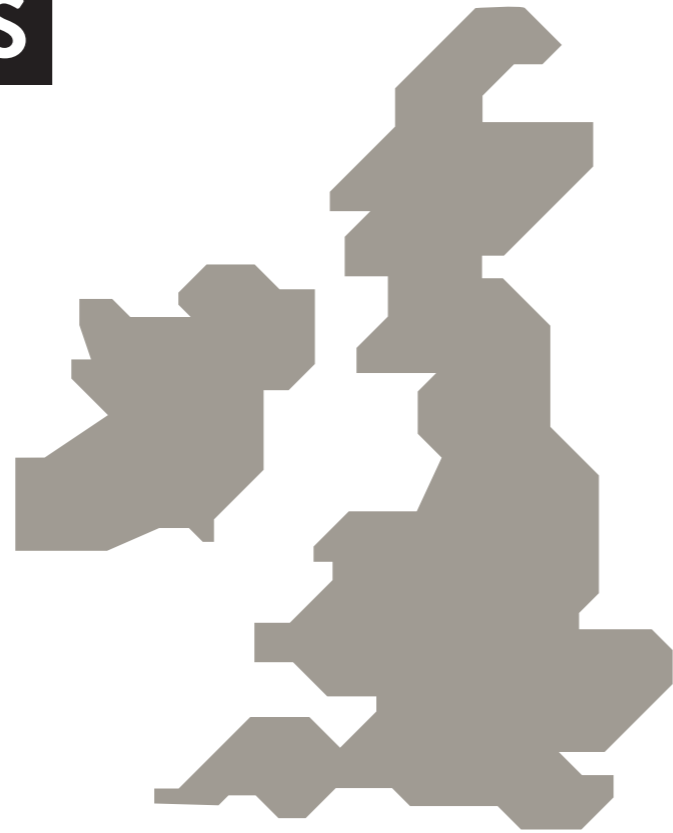
This edition of Insight looks at how COVID-19 has impacted global immigration, and includes an update on the UK Immigration Bill. For regular updates on all immigration matters, make sure you subscribe to our free Immigration News Service!

www.smithstonewalters.com/signup

IMMIGRATION IN NUMBERS

In May, the Office of National Statistics published its quarterly report on the latest official migration statistics for the UK. These latest figures drawn from Home Office data provide the most up to date estimates on people crossing the UK border under UK immigration controls.

The statistics presented here are estimates relating to the year ending 31 December 2019 and are therefore unaffected by the recent developments relating to COVID-19.



FAMILY

There were 194,746 visas and permits granted for family reasons in the year ending March 2020, 21% more than the previous year.

↑
21%

CITIZENSHIP

In the year to March 2020, there were 165,693 applications for British citizenship, down 6% from the previous year.

↓
6%

SKILLED WORK

The number of Tier 2 skilled work visas granted has been steadily increasing since July 2018 when doctors and nurses were removed from the Tier 2 visa cap.

Home Office data shows that a majority (59%) of non-EU work migrants came to the UK for skilled work, which has increased by 9% to 115,434 in the year ending March 2020, the highest level on record.

115,434

STUDY

The overall number of people arriving in the UK long-term for formal study is 221,000 this period, the highest level since 2011.

Home Office data shows 40% of all Tier 4 sponsored study visas granted in the year ending March 2020 went to Chinese nationals, with Indian nationals accounting for a further 17%.

221,000

NET MIGRATION

Net migration is the difference between the number of people arriving and those leaving the country. In the year ending December 2019, this figure was estimated to be 270,000. Long-term net migration has remained broadly stable since the end of 2016. However, there are different patterns recorded for EU and non-EU migration.

270,000

← **ARRIVING**
677,000

LEAVING →
407,000

MIGRANTS WORKING IN THE UK

These figures from the Labour Force Survey show the estimated number of EU and non-EU nationals working in the UK labour market for the period October to December 2019.

Long-term, the number of EU nationals working in the UK has increased, but has been broadly flat since the second half of 2016. The number of non-EU nationals working in the UK remained broadly stable until early 2019, but has since increased slightly.

EU 
2.34 M

NON-EU
1.36 M

COVID-19 VISA EXTENSIONS

The Home Office has released updated guidance on provisions for overseas nationals in the UK who cannot return home due to COVID-19 related travel restrictions.

The government has confirmed further visa extensions will be granted to give foreign nationals peace of mind that they can stay in the UK until it is safe to travel.

The extension will last until 31 July and applies to anyone whose leave expired after 24 January and cannot leave the country due to travel bans or

self-isolation. To get the extension, those affected should contact the dedicated coronavirus immigration team via an online form. Those who have already had their visa extended to 31 May 2020 will now have their visa automatically extended to 31 July 2020.

For overseas nationals planning to stay in the UK long-term, the Home Office is also extending in-country switching provisions until 31 July.

The latest statement from the Home Office confirms that although extensions will be granted, people

currently in the UK on temporary visas, such as visitor visas, should still make arrangements to return home as soon as it is possible to do so.

Smith Stone Walters will continue to provide updates on the latest government advice for UK visa applicants and temporary UK residents affected by COVID-19. Please check our website for the most up to date information.



UK IMMIGRATION BILL LATEST

The UK's controversial Immigration Bill has been given initial backing by MPs, making the UK one step closer to ending free movement and implementing a new points-based immigration system.

The Immigration and Social Security Co-ordination (EU Withdrawal) Bill returned to the House of Commons on Monday 18 May for its second reading debate and passed easily with 351 votes to 252.

The Bill will now go on to receive further parliamentary scrutiny, but this is a significant move forward for the government, paving the way to deliver

its goal of introducing a 'firm and fair points-based immigration system'.

Details of the new framework are yet to be established, but the system will align with the government's pledge to 'take back control of the UK borders' and deliver an immigration system that attracts workers based on the skills they can bring, not where they are from. Critically, the new system will put EU citizens and non-EU citizens on an equal footing when it comes to immigration. Ending free movement will pose challenges for businesses recruiting skilled workers from the EU, and companies must therefore be prepared to adapt to this change.

'The UK is now one step closer to ending free movement and implementing a new points-based immigration system.'



IHS SCRAPPED FOR NHS STAFF

In a major U-turn, the government has announced overseas NHS staff and care workers will be exempt from paying the Immigration Health Surcharge to use the NHS.

The Immigration Health Surcharge is a fee that non-EU migrants must pay in order to access healthcare from the NHS when staying in the UK for longer than six months. The fee currently stands at £400 per year, but is set to increase to £624 in October.

The unexpected policy change comes after mounting pressure from MPs and

campaigners for the fee to be lifted, following the outstanding contribution migrant healthcare workers have made in the fight against Coronavirus.

All workers in the NHS ranging from medics to porters and cleaners will now be exempt from paying. The charge will also be scrapped for social care workers and health workers within independent healthcare providers.



SOLE REPRESENTATIVE VISA CHANGES

The Home Office issued a Statement of Changes in Immigration Rules in May, with a number of amendments to the rules surrounding the Representatives of Overseas Businesses visa category, otherwise known as the 'Sole Representative visa'.

Many of the changes appear to clamp down on what the Home Office perceives as abuse of the Sole Representative route. Updated wording in the rules states that businesses must not establish a UK branch or subsidiary "solely for the purpose of facilitating the entry and stay of the applicant".

Under the stricter rules, applicants must now be able to prove they have the skills, experience, knowledge and authority to represent the overseas company in the UK, and must have a 'genuine intention' to establish a branch or subsidiary in the UK. Tighter restrictions will also be applied to prevent majority stakeholders in the overseas business from using this route as a main applicant or a dependent.

The amendments would appear to suggest that future applications will be subject to increased Home Office scrutiny and more stringent evidence

requirements to prove applicants are not using this route as a personal means of gaining entry to the UK.

These changes take effect from 4 June 2020 and could make this popular route into the UK more challenging for overseas companies to touchdown in the UK.

Is your overseas business planning to expand into the UK? Our team of immigration experts at Smith Stone Walters can provide up to date advice on the best route for your business. Call us today!





'At Smith Stone Walters, moving people across borders is our business. Our team of immigration experts manage and support immigration moves throughout the UK, Europe and the rest of the world.'

MANAGING YOUR WORLDWIDE IMMIGRATION NEEDS

At Smith Stone Walters, moving people across borders is our business. Our team of immigration experts manage and support immigration moves throughout the UK, Europe and the rest of the world.

We have spent years refining our global immigration capability, with a carefully selected choice of local partners to meet every client need. We excel at delivering strategic solutions and streamlined applications to guide you through complex immigration procedures in

your business's destination countries. From conducting initial feasibility assessments, to managing work permit applications and providing subsequent post arrival assistance, our outstanding immigration team is primed to support your business.

If you need advice or support in reaching your business's global immigration goals, Smith Stone Walters would be delighted to help. Contact us today to discuss your requirements – we are immigration experts.

BEWARE! FURTHER EVIDENCE REQUIRED



Greater scrutiny over US visa processing leads to delays.

For the second quarter of the 2020 Financial Year, the U.S. Citizenship and Immigration Services (USCIS) have shown increased rates of requests for evidence (RFEs) in employer-sponsored visa routes. An RFE is where further documentation must be provided in relation to a particular area of the application. This could concern the duties to be performed by the visa applicant, their prior experience, or any other aspect of their employment.

Of concern for employers, the RFE rate for H-1B applicants is 35%, only a minor increase of 0.5% since 2019 but a significant 13% rise since 2015. After an RFE, approval rates fall to 68%, nearly 30% behind the category-wide level

of 2015. Therefore, not only does this process delay the individual obtaining a visa but it often results in the visa being refused altogether.

This is in-line with the Trump Administration's directive to restrict employment visa eligibility under the Buy American, Hire American Executive Order and it is not just the H-1B category that has seen such change. The RFE rate for L-1 Applicants is circa 50% and rising with a similar story in the O-1 and TN categories too.

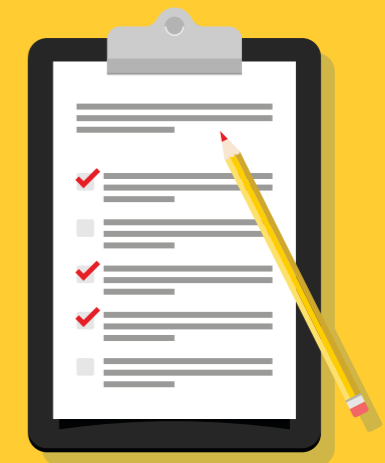
Although the increased RFE rates can be seen as a negative, approval rates in these categories have improved, with

H-1B successes up almost 4% since the same period in 2019. These figures do go some way towards masking the general downward trend in positive outcomes though, with approval rates nearly 10% less than they were in 2015 for the H-1B category alone.

What this means for employers, is the need to plan around a potentially even lengthier process. An RFE can drag an application out by months and although it doesn't mean a refusal is forthcoming, it significantly increases the chances.

If you need guidance on moving your staff internationally, we'd be delighted to help. Call us today.

'For the second quarter of the 2020 Financial Year, the U.S. Citizenship and Immigration Services (USCIS) have shown increased rates of requests for evidence.'



COVID-19 AND GLOBAL IMMIGRATION



The impact of COVID-19 on the immigration industry has been significant, but countries have dealt with it in different ways. At one end of the scale we have seen borders closed, visa processing terminated and a protectionist approach to home economies resulting in complete cessation of application routes. At the other end, biometric centres may be shut, but otherwise visa applications are still being submitted and a work-around has been found for in-person processes.

What we have seen globally is an adoption of remote working in Government Departments and the propensity to give applicants a degree

of flexibility in their application format. For some, this has also necessitated a relaxation of Immigration Law. Some of these changes, such as form digitisation might have taken years to come about if they hadn't been forced upon authorities and we hope they will be kept going forward. The pandemic has certainly driven innovation in the industry from all sides!

Conversely, there are negatives that have been borne out of the current situation. With biometric centres shut, backlogs are growing by the day and this will undoubtedly result in significant delays when systems do restart in full. There has also been a lack of clarity from many Governments

as to how visa processing will be managed post-lockdown.

We anticipate a bumpy road ahead, with quarantining, social distancing and longer processing times all possible hurdles. However, with sufficient planning and an acknowledgment that things may take longer than normal, employers, applicants and representatives will be able to navigate the challenges posed.

Is your business facing immigration challenges due to COVID-19 related restrictions? Smith Stone Walters can provide up to date, practical advice on a range of global immigration areas.



SCHENGEN CHANGES ROLLED OUT

What should be a relatively simple visa application to travel into the Schengen Area is often not. You cannot apply more than three months in advance, and hard copy forms and little known requirements make it an application fraught with potential pitfalls. In a bid to simplify the process, an updated Visa Code is now in force.

This has come at a cost with fees increasing to 80 Euros for most adult applicants, but it is designed to be

justified by the benefits that accompany it. First and foremost, applicants can now submit applications up to six months before their anticipated travel date; a change that provides far more flexibility than the previous system allowed.

In a bid to streamline the process, forms and declarations are now moving online. Said forms are also explicitly detailing the need for travel insurance. These two changes are designed to not only make it easier to apply, but also to make clear what an applicant must do to be successful with the application.

The Schengen Area is also aiming to give greater consideration towards an applicant's past travel history. If they

show past compliance and a strong footing in their home country then decision makers are urged to grant Schengen Visas of greater duration. Such an approach is already in place to a degree but these changes see it being pushed for the benefit of the applicant. It remains to be seen how long it will take authorities to filter these changes down to individual applications, but it is certainly a step in the right direction.

Smith Stone Walters' immigration specialists are on hand to provide travel advice and guidance to you and your staff. Call us today.



REMOTE... BUT STILL HERE

As businesses across the globe continue to adjust to new ways of working in light of COVID-19, Smith Stone Walters has joined millions of other companies worldwide in the transition to remote working.

The health and wellbeing of our staff and clients is our primary concern; therefore we have swiftly implemented our business continuity plan to ensure we can carry on supporting our clients through this difficult time whilst ensuring the safety of our staff.

Our team of immigration advisers in London, New York, Hong Kong and Mumbai have quickly adjusted to the 'new normal', working from home and harnessing the power of technology to stay in touch with clients and colleagues. Regular phone catch-ups and video calls have helped keep Team SSW in good spirits during social distancing, bringing us together whilst we must stay apart.

During lockdown, our team of immigration advisers have been going the extra mile to help our clients in some complex cases impacted by COVID-19 restrictions. We have successfully provided solutions in some very time-sensitive situations, helping our clients work around barriers and focus on what matters most – their employees. We would therefore like to assure our clients that the team at Smith Stone Walters is still here to support you with your immigration needs, no matter how complex.

From all of us in Team SSW, we would like to thank our clients for their continued support and we hope you, your employees and your families remain safe and healthy.

SSW COFFEE CLUB

Staff at Smith Stone Walters have joined together this month to launch the SSW Coffee Club, a new fundraising initiative in support of our chosen charity, the Rainbow Trust.

As we have all settled nicely into new ways of working, many of us have found ourselves with some spare change left over from not having to shell out on our daily commute, lunches and of course takeaway coffees!

So for the month of June, Smith Stone Walters staff are invited to make a pledge and donate the money they are saving each week by swapping Nero for Nescafe, to the Rainbow Trust.

Whatever staff can afford to give, Smith Stone Walters will be matching each donation. In its first two weeks, the SSW Coffee Club has already raised over £250.



WHAT OUR CLIENTS SAY ABOUT US!

We always strive to deliver a WOW service to our clients. During these challenging times, our team has been working hard to provide successful solutions and swift results. Here is just some of the feedback we have been proud to receive over the last three months:

"I cannot recommend Phillip highly enough. Phillip held our hands through this entire process for myself and my family. He was professional, kind, very responsive and walked us through 100 questions in the most patient way. I will recommend the firm internally and externally to anyone I can because of the extraordinary service."

JK, International law firm

"Excellent work by Magdalena and Ragini in filing my visa application, they helped me from start to finish. I appreciate all the hard work and brilliance. Thanks for everything!"

FT, Investment bank

"Kaming has been a brilliant support throughout the whole process, from getting my first visa to ILR and citizenship. Professional yet personable, he's always gone the extra mile to make sure things are done right and that information is clear and

concise. I can't stress how happy I've been throughout this entire journey. Would highly recommend SSW for immigration needs.'

RB, Private client

"Susan Scott was extremely helpful throughout the process, especially in these difficult circumstances. We were always at ease as we knew she was on the case."

CD, Investment bank

"It was a pleasure to work with SSW during this process. I must say a special thanks for being able to ensure that I received my new BRP even during the quarantine period. It's a rare commitment and it's very much appreciated!"

MK, Investment bank

"Great interaction and support all through the process, highly recommended! Keep up the good work!"

MB, Computer software company

“
COURTEOUS
EXTRAORDINARY
PERSONABLE
CONCISE
PROFESSIONAL
EXCELLENT
”

“
CLEAR
AND
CONCISE
”



FOCUS

In this month's Focus, we caught up with Ming Peng, Team Lead at Smith Stone Walters' Hong Kong Office, to explore the impact COVID-19 has had on international travel and immigration in the Asia Pacific region.

Despite being one of the first places to be hit by the virus outside mainland China, Hong Kong has been praised by the World Health Organisation for its 'very effective' measures in controlling the spread of the disease. Thanks to such efficient responses, a sense of normality is slowly returning for Hong Kong residents, with restrictions gradually lifting and public venues beginning to re-open. From 1 June 2020, UK Visas and Immigration is beginning a phased resumption of services in certain Visa Application Centres, and Hong Kong is among the first batch of locations to resume service. However, as a large number of visa centres still remain closed, the processing of immigration applications in the Asia Pacific region has been largely placed on hold.

Can you describe the current lockdown measures that are in place in Hong Kong?

To delay the spread of the virus, the Hong Kong government initially implemented a Prevention and Control of Disease Regulation which took effect for a three month period from 28 March. These measures mainly applied to public gathering hotspots such as restaurants and bars. Like in the UK, strict social distancing rules meant that most of Hong Kong's hospitality businesses were forced to close.

On 8 May, the government eased these restrictions, gradually lifting certain measures as the infection rate declined. Many of Hong Kong's gyms, bars and eateries have steadily begun to re-open, although maximum capacity limits for these venues are still in place.

What is the latest travel advice for people in the Hong Kong region?

The government has urged members of the public to avoid any non-essential travel outside of Hong Kong. For unavoidable trips outside of the country, travelers are advised to observe strict hygiene practices and wear a surgical mask for the duration of their travels.

What conditions are being placed on passengers arriving into Hong Kong?

From 25 March until further notice, Hong Kong has banned foreign visitors from entering the country by plane from overseas. For Hong Kong residents permitted to enter the country, a compulsory quarantine period of 14 days is enforced, where inbound travelers must self-isolate at home or in designated accommodation unless exempted. Other Asia Pacific countries including mainland China have similar policies in place, requiring inbound passengers to quarantine upon arrival, especially if they show symptoms or are arriving from any of the high risk epidemic areas.



How is this affecting businesses that need to move their staff across borders?

Due to worldwide border, travel and public health restrictions, businesses must currently not move their staff internationally unless unavoidable. Many companies have cancelled all business trips and paused any cross-border transfers for a period of up to six months. Several Smith Stone Walters' clients intending to set up their wholly owned subsidiaries in the UK have been forced to put these plans on hold.

How have your pending cases been impacted by the virus and what are the most common problems your clients are facing?

Lockdown measures have led to many in-progress applications in the Asia Pacific regions being put on hold until visa centres re-open. As a result, we have a large quantity of pending cases to file

which will be a challenge when normal service resumes as we expect severe delays and limited appointment slots. Some clients who were fortunate enough to obtain a visa before lockdown found themselves unable to travel and their visas have since expired. It is a very stressful time for all our clients with increasing uncertainty surrounding immigration and little clarity about when we may see the light at the end of the tunnel.

When do you expect UK visa centres in the Asia Pacific region to reopen?

We are currently seeing the phased re-opening of visa centres in the region, and service points in Hong Kong, Beijing, Shanghai and Sydney are among the first selected locations beginning to offer appointments from 1 June. This will be increased to 19 locations in 8 countries from 22 June 2020.

There are also reduced premium services being offered, including the most popular Priority Processing service and Walk-In without Appointment services. Applicants are advised to file their applications as soon as possible and not book any travel until their visa has been issued.

The timeline for returning to full service in all locations depends heavily on the situation in the UK. We would expect the local visa centres to follow the UK's lead and only resume services in more locations once lockdown measures have been lifted further.

Do you anticipate a flood of UK visa applications being submitted once the processing centres re-open?

Absolutely. The Smith Stone Walters Hong Kong office alone currently has more than 80 pending UK visa cases in the pipeline ready to file as soon as the visa centres re-open. Summer has always been the peak season for UK visa applications due to the amount of students filing

applications in time for September, the start of term for most UK universities. The longer the processing centres remain closed, the bigger the backlog of pending cases, which will inevitably cause severe delay in processing.

Prior to the lockdown, what were the general UK visa processing times in the Asia Pacific region?

In normal circumstances, non-settlement applications usually take three to four weeks for standard processing. This timeframe can be reduced to one to two weeks if the applicant opts for a priority service. It is difficult to estimate how long the application process will take when the centres re-open, although delays are extremely likely. We therefore highly recommend visa applicants use this time to prepare their application documents as far as they can, double check documents are valid and up to date to avoid any unnecessary delays in processing.

What single piece of advice would you give to someone seeking to secure a UK visa at the earliest opportunity?

With so much uncertainty surrounding immigration at the moment, it's important for visa applicants to stay on top of the latest developments. Legislation and restrictions are changing by the day, so make sure you are checking the government advice and SSW announcements regularly to keep yourself in the loop. In the meantime, preparation is key to ensuring you are in the best position to file your application and get to the front of the queue when visa centres re-open.

In relation to immigration, what changes do you expect to see as a result of the pandemic?

As soon as the lockdown is lifted and 15 all the visa application centres dotted around the Asia Pacific region begin to open their doors, they will be greeted with a flood of new applications. If they are not prepared or equipped to meet this sudden increase in demand, then the biggest change we will face will be substantially longer processing times. Longer term, we hope advancements in technology will facilitate end-to-end digital application processing on a wider scale and reduce the cumbersome need for applicants to personally attend visa centres. Any improvement in this area would increase the opportunity for visa application processing to be maintained during any future lockdown.

How can SSW help businesses prepare for unexpected immigration challenges in future?

The COVID-19 pandemic spread rapidly around the globe with no nation spared. It is now even clearer that businesses must be able to adapt quickly to unexpected changes like this. Here at Smith Stone Walters, we provide a global network of support to handle our clients' needs around the clock in any location. Our team of immigration advisers in London, Mumbai, New York and Hong Kong, cover different regions and time zones in order to ensure our customers are fully supported. Going forward, this will be expected as the way to go when it comes to immigration. None of us are alone in this challenge and we must work collaboratively at times like this to cope with uncertainties and changes.

Thank you to Ming and the Hong Kong team for their continued hard work during these uncertain times, and we hope you all stay safe and healthy.



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