

Coronavirus (Covid-19): impact on our services



Following the latest Government advice concerning social distancing and coronavirus, we are adapting the way we work to minimise disruption to our service.

We are temporarily operating a reduced level of telephony service. We apologise for any delay or disruption this may cause.

Our phone lines are currently open 10am until 3pm, Monday to Friday.

We are continuously reviewing the level of service we can provide. We will provide regular updates here and on Twitter.

Until further notice, if you are delayed in providing information to CICA due to the impact of coronavirus please be assured that your application will not be disadvantaged by this. In order to free up our customer support staff to help those who need our support most at this time, you do not need to contact us to let us know that evidence in support of your claim may be delayed.

You can find details about our service [here](#)

You can e-mail us at info@cica.gov.uk and we will respond to your enquiry as soon as possible.

Thank you for your patience during this period of disruption.

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1. 21 April 2020

Added new phone opening hours

2. 24 March 2020

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