

Applying for a passport from outside the UK

Helping you fill in
the application form


Home Office

**Identity &
Passport Service**

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Things you need to know

✓ Get it right

- Don't book travel or visas until you have your passport.
- We cannot accept responsibility for travel you book before it arrives. We do our best, but cannot guarantee to return your passport within a certain time.
- Go to **www.gov.uk** to find out how long it is likely to take for your passport to arrive.
- We won't send you an acknowledgement of your form.
- If you want to check progress with your application, please leave at least 4 weeks from when you sent off your application before contacting us. For some countries this may be longer; please check the guidance on **www.gov.uk**
- Provide an email address and contact telephone number so that we can contact you quickly if we need extra information to help us progress your application.
- Please remember to put your initials in the box at the bottom of pages 1-3 of the application form.
- If there are any details that you are not able to fit in the boxes on the application form, use the boxes in section 8 of the form to provide the information in full.

When can I renew my passport?

You can renew your passport whenever you want. You do not have to wait for it to run out. We will add any period that your passport has left to run (in whole months up to nine months), to your new passport.

Some of the boxes are small, can I write outside them?

No. See the example below

First and middle names

J	O	H	N		J	A	M	E	S				
---	---	---	---	--	---	---	---	---	---	--	--	--	--

Signature - (keep within the border)


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I've made a mistake on the form, what should I do?

Cross out any mistakes. Do not use correction fluid. If you make more than three mistakes on any line or do not provide a clear signature in section 9, you will need to fill in a new form.

Do I need to provide photos?

Yes, two photos. If your photos don't meet our guidelines your passport will be delayed. See the guidance at **www.gov.uk** for more advice.

Will I need an interview?

Please see page 16 for more details.

Do all applications need a countersignatory?

No. Check page 11 to find out if you need one.

How to fill in each section of your application form

Section I: What type of passport are you applying for?

Get it right

- If you have previously held a British passport as an adult or child that was issued for five or ten years, it isn't damaged and you don't need to change any personal details, you need to apply for a renewal.
- You can't renew an expired 'old blue' style passport. This is a passport with a dark blue cover that was issued in the UK up until 1989 or outside the UK up until 1994. You must apply as a first-time applicant and send the blue passport to us with your supporting documents.
- Put a cross in the Child box for under 16s. Put a cross in the Adult box if you are 16 or going to turn 16 within two weeks.
- Put a cross in the Adult or Child box in the Extension option if you are applying for a full five- or 10-year passport to replace a passport that was issued for one year or less.
- Put a cross in the relevant 'Changes to your existing passport' box. We will send you a new passport and you should pay the same as if you were renewing your passport.

Adult application

An adult is 16 or over. If you are going to turn 16 within two weeks, put a cross in the Adult box. Adult passports are normally valid for 10 years.

Child application

A child is under 16. Child passports are normally valid for five years.

Renewal

This applies if your existing undamaged British passport, your name and British national status have not changed. If you are renewing a Child's passport, put a cross in the Child box if they are under 16 or Adult box if they are 16 or over. (Please see 'Changes' below if your appearance has changed.)

First British passport

This applies if you have never had a British passport before or you were previously only included as a child on someone else's passport. This includes those who were not British at birth but have gained naturalisation or registration as a British national and are applying for their first British passport.

Replacement

This applies if you want to replace a British passport that has been lost, stolen or damaged.

Extension

If your last passport was issued for one year or less, put a cross in the Extension box.

Changes

This applies to a change in your name, photo (including where you cannot be recognised from your current passport photo) or British national status.

What is a 48-page passport?

A standard passport is 32 pages. If you are a frequent traveller and need extra space for visas, select '48-page passport' on the application form. This is not available for children. A 48-page passport will cost more than a 32-page passport.

Sections to fill in

Type of customer	Sections of the form to fill in
Everyone	Sections 1, 2, 3, 5, and 9
Renewal – Adult	<p>Fill in sections 1, 2, 3, 5 and 9.</p> <p>The countersignatory must fill in section 10 only if you can't be recognised from the photograph in your current passport and they must sign one of your passport photos.</p>
Renewal – Child	<p>Sections 1, 2, 3, 4, 5 and 9.</p> <p>Section 6 if the child is aged 12 to 15.</p> <p>The countersignatory must fill in section 10 if the child is aged 11 or under or if the child can't be recognised from the photograph in their current passport and they must sign one of your child's passport photos.</p>
First British passport – Adult	<p>Sections 1, 2, 3, 4, 5 and 9.</p> <p>The countersignatory must fill in section 10 and sign one of your passport photos.</p>
First British passport – Child	<p>Sections 1, 2, 3, 4, 5 and 9.</p> <p>Section 6 if it applies.</p> <p>The countersignatory must fill in section 10 and sign one of your child's passport photos.</p>
Replacement – Adult or Child	<p>Sections 1, 2, 3, 4, 5 and 9.</p> <p>Section 6 if it applies</p> <p>The countersignatory must fill in section 10 and sign one of your passport photos.</p>
Extension – Adult or Child	<p>Sections 1, 2, 3, 4, 5 and 9.</p> <p>Section 6 if it applies.</p> <p>The countersignatory must fill in section 10 if you can't be recognised from the photograph in your current passport and they must sign one of your passport photos.</p>
Changes to your existing passport	<p>Sections 1, 2, 3, 5 and 9.</p> <p>Sections 4 and 6 if they apply.</p>

Section 2: Who is the passport for?

Get it right

- Include middle names in the name section – the name you enter should match your birth certificate or previous passport. If it doesn't, it could delay your application.
- If you do not have enough space to write your name or contact details (for example, you have a long surname, or a long address, postcode, telephone number or email address), please use section 8 of the application form.

Names to be shown on your passport

- Please enter the name of the person who the passport is for.
- The name that is shown on the passport should be the name that is used for all purposes.
- We can add a limited number of titles to your British passport if you ask. Visit www.gov.uk for more information.
- Enter names under 'surname' and 'first and middle names' that appear on your supporting documents such as your birth certificate and/or previous passport.
- The personal details section of the passport can only include up to 30 characters (including spaces) for first and middle names and a further 30 characters for surnames. If your names are longer, please shorten them in a way you would want them to be shown on your passport. You should then write your full name in the space in section 8 of the form. We will add your full name on the observation page on your passport.
- If you have recently changed your name, enter your name as it is now.

Change of name in passport

- If you are changing your name, put your new name in the 'Surname' and 'First and middle names' boxes and put your previous names in the 'Maiden or all previous names boxes'.
- Provide proof of your change of name if this is different from your supporting documents. Send proof to support every name change. This applies if you are getting married or forming a civil partnership and you want your passport to be in your new name. For more details see the guidance relating to supporting documents from the country that you are applying from at www.gov.uk.

- If you no longer want your middle name to be included in your new passport when it has been on previous passports, tell us in section 8 of the application form. You will also have to provide supporting documents that show that you no longer use your middle name.
- List all of your maiden or previous names that you have been known by (surname first and then first and middle names). Leave a space between each name and if they won't fit in the boxes, you should write them in full in section 8.
- You cannot change a child's name unless you have the permission of everyone who has parental responsibility for the child. Please see section 9 on parental responsibility for more information.

Current address

- Give your full residential address (where you live) including state or province, and postcode (where applicable).
- We may check you live at the address you give. If you don't, it may delay your application unless you explain the circumstances in section 8 of the application form.
- We will not normally return your passport to an address that is different from your current address. If you want it delivered to a different address, please explain why you want us to do this and give the other address in section 8.
- If you reside in a country where we shall be delivering directly to your address please ensure that you provide an address where there is someone available to sign for receipt of the passport and documentation.

Gender

- Put a cross in the relevant box to say whether you (or your child) are male or female.
- If you are transgender (live as a different gender to that shown on your birth certificate) or if you have changed or are in the process of changing your gender, you can get more guidance at www.gov.uk

Place of birth

- Give the names of the town and country you were born in as shown on your birth, registration or naturalisation certificate or previous British passport.

Contact details

- Please give as many contact details as possible and make sure the information is accurate as we may need to contact you about your application. If you don't include an email address and mobile phone number, it may delay your application.
- We will contact you on your daytime phone number if we have any queries about delivery.

Initials box

- Put your initials in the initials box at the bottom left hand corner of the page, before completing the next page.

Section 3: Details of previous and current passports held

Get it right

Everyone must fill in Part A

Uncancelled passports

In part B, enter details of all uncancelled passports that you are sending us.

A cancelled passport has the top right-hand corner of the cover cut off. An uncancelled passport has not been cancelled by its issuing authority (British or another country). This may include:

- an expired passport (in other words one that has run out, see below);
- passports you are or were included on (for example, as a child); and
- passports issued to you by other countries.

There are a few exceptions to the requirement to submit uncancelled passports, depending on the country from which you are applying. Where this exception applies, specific guidance is provided at www.gov.uk.

Lost or stolen

You must only fill in part C if your or your child's current passport has been lost or stolen.

- Give us the details that you can about your or your child's lost or stolen passport, even if you have already told us that your passport has been lost or stolen.
- You do not have to fill this section in full if you don't know some of the details.

You must report the loss or theft of your passport as soon as possible, even if you don't want to replace it immediately. If your passport is lost or stolen you should:

- Report it to the local police so you can get a police report. You will need the report for insurance purposes and to obtain a replacement travel document. Some police authorities will not issue a report for lost passports. In such cases you need to demonstrate that you have at least tried to report the loss.
- Complete an LS01 form (see below) and return it to IPS (the address is on the form) or, take it to your nearest British Embassy, High Commission or Consulate, details are at www.fco.gov.uk.
- Submit the LS01 form with a passport application form if you want to apply for a replacement passport at the same time as reporting it lost or stolen.

Getting the Lost or Stolen (LS01) Notification Form:

- at www.gov.uk
- from your nearest British Embassy, High Commission or Consulate.

If you later find the passport which you reported lost or stolen, you must return it to us. You will no longer be able to use the passport. You may also be held by the immigration authorities or the police if you try to do so.

Section 4: Parents' details

Get it right

You need to fill in this section if:

- you are applying for your first adult passport
- you are applying to replace a passport that has been lost, stolen or damaged
- the passport you are applying for is for someone aged 16 or under, or
- you are applying to extend your passport.

Give all the details for both parents of the person named at section 2 of the application form.

For nationality purposes, parents are defined in law as 'mother' and 'father'. Nationality by birth cannot always be gained through either parent's national status. This includes parents who are of the same sex. Because of this, it is important that details of both parents are entered on the form.

If both parents were born after 31 December 1982, or were both born outside the UK, please give the following details in section 8 of the application form. Either:

- the full name, town, country of birth and date of marriage of your mother's or parent 1's parents and your father's or parent 2's parents, or
- details of your parents' claim to British nationality.

Step-parents and others taking a parental role that are not defined as either a 'mother' or a 'father' for nationality purposes must not fill in their details in section 4.

Adoption

When a child is adopted in the UK, nationality can be gained through either parent. If adoptive parents are of the same sex, the parent who appears first on the adoption certificate should enter their details in the box 'mother or parent 1' and the parent named second on the adoption certificate should enter their details in the box 'father or parent 2' regardless of sex.

If a child is adopted outside the UK under The Hague Convention, nationality may be gained through the adoptive parents depending on when the adoption took place, the nationality and residence of the adopters at the time of the adoption. For passport purposes an adoption order or certificate issued by the relevant foreign authority is required, validly certified under Article 23 of the Hague Convention. Until a full adoption order is made, whether in the State of origin or in the UK, an Article 23 certificate will not be issued. Further guidance on adoptions outside the UK may be found on www.education.gov.uk

Assisted reproduction

When a child is born of assisted reproduction treatment performed by a licensed practitioner and a parental order has been granted in the UK after 6 April 2010, nationality can be gained through either parent named on the order. If these parents are of the same sex, the parent who appears first on the parental order (or a birth certificate issued after this) should enter their details in the box 'mother or parent 1' and the parent named second on the parental order should enter their details in the box 'father or parent 2'.

When a child is born of assisted reproduction treatment performed by a licensed practitioner to a female couple that are in a civil partnership and the female giving birth has the agreement of her civil partner to have this treatment, nationality can be gained through the partner who gave birth to the child if the conception took place before 6 April 2009. If the conception took place on or after 6 April 2009, nationality can be gained through either female parent named on the birth certificate. The partner who appears first on the birth certificate should enter their details in the box 'mother or parent 1' and the parent named second on the birth certificate should enter their details in the box 'father or parent 2'.

Surrogacy

When a child is born of a surrogacy arrangement and a parental order has been granted in the UK after 6 April 2010, nationality can be taken through either parent named on the order. Where these parents are of the same sex, the parent who appears first on the parental order should enter their details in the box 'mother or parent 1' and the parent named second on the parental order should enter their details in the box 'father or parent 2'.

Where a child is born as a result of a surrogacy arrangement outside the UK to a man and a woman and a passport is being sought before a parental order has been granted, the child may have an automatic claim to British nationality as long as:

- (a) the child is biologically related to the British father and,
- (b) the British father is not British by descent and,
- (c) the birth mother is not married at the time of the birth.

If the child is biologically related to the father but he is British by descent and/or the birth mother is married at the time of the birth, the commissioning surrogate parents must seek to register the child as a British Citizen with UKBA before applying for a passport for the child. The child will not be British until this step is taken. Potential parents should seek further advice from the UK Border Agency (UKBA) website at **www.ukba.homeoffice.gov.uk**

Passport applications involving surrogacy are often highly complex and we may need to ask for further documentation or to talk to you in person after you have sent us your application. Please allow a lot more time than our average processing times for such applications to be processed – we recommend submitting an application involving surrogacy at least 3 months before you need the passport. We are not in a position to guarantee a specific processing time for these cases.

No mention of parent's details or 'mother or parent 1' and 'father or parent 2' will appear on the passport. This information is used simply to gather the information we need to issue a passport.

Child with one parent

If you are the only parent of your child, fill in either the 'Mother or Parent 1' or 'Father or Parent 2' sections of the form, whichever applies to you and leave the spaces for an additional parent blank.

Add a note in section 8 to show that you are the only parent and why (whether you do not know the other parent of the child, are an individual adopter, or an individual parent whose child was born of assisted reproduction treatment and so on).

Initials box

- Put your initials in the initials box on the left hand side at the end of section 4, before completing the next page.

For more information on the circumstances in which nationality is decided please visit **www.ukba.homeoffice.gov.uk**

Section 5: Certificate of registration or naturalisation

Get it right

You must put a cross in the 'No' or 'Yes' box.

The **No box** applies if the person named in section 2 has been British since birth. You do not need to fill in any more details in this section.

The **Yes box** applies if the person named in section 2 has been granted a certificate of registration or naturalisation by the Home Office. Provide details from the certificate of registration or naturalisation here.

Section 6: Children aged 12 to 15

Get it right

A child applicant aged 12 to 15, or a child who will turn 12 within two weeks, needs to sign this section. This signature will appear in the passport. The person giving permission as a parent must still sign section 9 of the form.

If your child is not able to sign the form, you should:

- leave this section blank; and
- use section 8 or send a covering letter confirming why the child cannot sign. This can be written by the parent or the child's carer or doctor.

Section 7

Please do not write in this section. We have left it blank deliberately.

Section 8: More information

Get it right

Most people will not need to fill in this section. The examples below show when you should give us extra information using this section.

- Names or contact details, including email address and telephone number that you were not able to fit in the boxes in section 2.
- Tell us which country's passport your countersignatory holds, and his or her email address.
- If you have changed your name as a result of getting married but you want to continue to use your maiden name for professional purposes. You should make a statement in section 8 of the application form and we will add a note on the observation page of your passport showing your maiden name.
- Grandparents' details if both parents named in section 4 were born after 31 December 1982 or were born abroad.
- If your passport is lost or stolen and you have already submitted a Lost and Stolen Notification form LS01, tell us here that you have already submitted the form.
- Tell us why you need to have your passport sent to another address and give us the other address.
- If you have a mental or physical condition that you believe would prevent you from coming to, or taking part in, an identity interview. (See page 16)
- If your passport is damaged, explain briefly how it was damaged.
- If a signature could not be provided in section 6 or 9, you should explain why and attach a letter of explanation from an appropriate person such as a parent (for section 6) or a doctor, carer or social worker.

- If the application is for a child and you have parental responsibility, you should say if you have enclosed any court orders that relate to the child's residence in, contact with or removal from a country.
- If the applicant was born of a surrogacy arrangement.
- If you are applying for a British National (Overseas) Passport you should enter the number of your Hong Kong permanent identity card and enclose a colour photocopy with your application.
- If the address you have given in section 2 is not where you live, please explain why.

If you need more space

- If there is not enough space in section 8, please include any extra information on a blank sheet of paper. You should sign this and include it with your application form.

Initials box

- Put your initials in the initials box on the left hand side at the end of section 8, before completing the next page

Section 9: Declaration

Get it right

- Before you fill in and sign the declaration, read the form again to make sure that the information you have given is correct.
- Fill in this section if you are 16 or over and are applying for:
 - your own passport
 - a passport for the child named in section 2,

or

- someone who cannot sign and you are signing on their behalf.

- Read points 1 to 9 in the declaration section of the form before you date and sign. The signature you put on the passport form will appear on the passport.
- If you are applying for a child, give your full name.

People applying under age 18

If you are 16 and over, or you will turn 16 within two weeks, sign the declaration yourself. You don't need permission from a person with parental responsibility. For applicants with a learning disability who cannot understand the consequences of signing the declaration in section 9, someone with parental responsibility should give their permission. Please use section 8 of the form to explain why the applicant cannot sign the declaration.

Parental responsibility

A child under 16 must have permission from a person with parental responsibility. If a child's parents are married, either parent can give permission if they were:

- married at the time of the child's birth (or, for those living in Scotland, when the mother became pregnant), or
- married at any time after the child's birth.

If the child's parent is under 16, they can also sign the declaration on behalf of the child.

If the child's parents are not married, the mother can give permission. The father can sometimes give permission but usually only if he:

- has a parental responsibility order or agreement (which must be sent with the application)
- has a residency order
- is named on the birth certificate (which must be sent with the application), and the birth was jointly registered on or after:
 - 15 April 2002 in Northern Ireland
 - 1 December 2003 in England and Wales, or
 - 4 May 2006 in Scotland.

If a child has been adopted, either adoptive parent can give permission.

If parents are divorced, a custody order or maintenance order will not automatically take away the parent's parental responsibility.

If a child has been born of assisted reproduction treatment, the birth mother, or if this does not apply, either parent named on a parental order or court order granting parental responsibility, can give permission. If both parents are females in a civil partnership and the partner not giving birth agreed to the treatment, either partner can give permission.

If a child has been born of a surrogacy arrangement, the birth mother or, if this does not apply, either parent named on the parental order or birth certificate (following a parental agreement or court order giving them parental responsibility), can give permission.

Step parents (adults who enter into a marriage or civil partnership with someone that is already defined as a parent as explained above) can give permission only if they are named on a parental order or parental responsibility agreement or have adopted the child.

If the child is in care or is living with foster parents, we will need permission from the local authority before we can issue a passport to the child. For separate guidance notes for social services, please visit www.homeoffice.gov.uk

If the court has made an order about custody of the child, or about the child having a passport, this must be sent in with the application.

If an adult is acting as a parent in a situation other than one described in this section, please explain the circumstances in an accompanying letter to your application. We will also need documentary proof of your responsibility for the child.

If there is an ongoing custody case or a dispute about parental responsibility of the child, we may refuse to deal with the application if someone with parental responsibility has made an objection to the child having the passport. If the child is the subject of an ongoing custody case, we are unlikely to issue a passport without the express permission of both parents or on the direction of a UK court, or equivalent court order outside the UK. If we have already issued a passport to a child after an application has been made by one parent, the other parent or anyone else with parental responsibility cannot apply for a separate passport for that child – consent of the parent who originally applied must be provided before a replacement passport application can be considered.

Again, if we have issued a passport in good faith, we would not usually cancel that passport without the permission of both parents or a Court Order.

If you cannot sign the application form:

- ask the person filling in the application form on your behalf to sign the declaration; and
- provide a covering letter to explain why you cannot sign. This is normally done by the person filling in the application form on your behalf. Your passport will note that the holder does not have to sign.

For more advice or if the person with parental responsibility is not able to give permission, please see page 14 for ways to contact us.

Section 10: Countersignature

✓ Get it right

A 'countersignatory' will need to fill in this section if you are applying:

- for a first British passport
- to replace a lost, stolen or damaged passport
- to renew a child passport (if the child is aged 11 or under), or
- to renew a passport (adult, or child aged 12 to 15 years) if you cannot be recognised from the photograph in your current passport, or to extend a passport.

- fill in section 10 of the form, giving their passport number, and then sign the box
- give their business address (or private address if this does not apply) and contact details
- for an adult application, 'certify' one (not both) of your photographs – signing and dating one of the photographs as shown in the example below
- for a child application under 16, confirm that they have known the adult who signed the declaration in section 9 of the application form for at least two years, and certify the photograph (giving the child's full name), signing and dating it as shown in the example below and
- put their initials next to any mistakes they may make in section 10.

Countersignatories

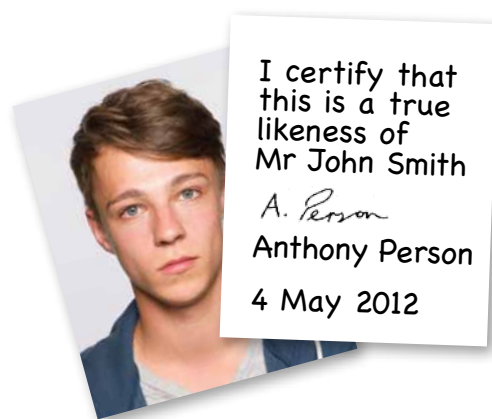
- A countersignatory is someone who can confirm your identity. They need to confirm that, to the best of their knowledge, the details you have given in your application are correct, and they must also confirm that the photograph is of you.
- For child applications (aged under 16) it is also to confirm that they have known, for at least two years, the adult who signed the declaration in section 9 of the application form. They must also confirm that the person has parental responsibility for the child and confirm the child's photo.

The countersignatory must:

- be a professional person (including those who are retired) for example, bank or building-society officials, police officers, civil servants, ministers of religion and people with professional qualifications like teachers, accountants, engineers and solicitors – you can find a full list on www.gov.uk
- not be a commercially employed agent helping the applicant to apply for a passport
- have known you personally for at least two years, and
- hold a UK, Irish or other EU, US, or Commonwealth passport (in that order of preference) which has not run out. We will be able to process applications more quickly where the countersignatory has a UK or Irish passport.

The countersignatory needs to:

- read through the completed application form to make sure the information is accurate



The countersignatory must not:

- be related to you (by birth or marriage)
- be in a personal relationship with you
- live at your address, or
- work for us at the Identity and Passport Service

What we do with the details of the countersignatory

As part of our work we will check that the countersignatory is genuine. This may include checking their passport and other records to confirm their identity and their profession or professional qualification.

Please make sure that your countersignatory knows that we may contact them and carry out these checks.

We may ask you to provide another application form with a different countersignatory if we are not satisfied with your choice of countersignatory or if we cannot contact them.

What you need to include with your form

Please see the detailed guidance at www.gov.uk on the supporting documents to be provided. Please study this guidance carefully to make sure that you submit the right documents.

Get it right

- Unless stated, we do not accept photocopies or certified copies of documents, or documents that have been laminated.
- If you need to send a birth certificate, it must be a full birth certificate. (This is one that contains the details of both you and your parents).
- If any document you are providing is in a language other than English or Welsh, also provide an official translation. This must be signed and stamped by a translator who is a member of a recognised professional organisation to prove it is genuine.

If you want to replace documents issued in England and Wales, or your birth was registered abroad at a British Embassy, Consulate or High Commission or HM Forces Unit, go to www.gov.uk

To replace documents issued in Northern Ireland, go to www.nidirect.gov.uk and for Scotland go to www.gro-scotland.gov.uk

Change of name for newly-weds and new civil partners

- If you are getting married or forming a civil partnership and will be changing your name, and you plan to go abroad shortly after the ceremony, we can issue a passport in your new name up to three months beforehand.
- The passport will only be valid from the date of the wedding/civil partnership, and so can be used after the date of your ceremony. Your old passport will be cancelled and you will no longer be able to use it for travelling. It can be returned to you to be used as an identity document, but you must be sure that the authorities in the country where you are living are content for you to have a cancelled passport as your identity document which may also contain your current residence permit or work visa. You must consider the consequences of cancelling your current passport in your existing name and not having a valid document for a time.
- You will need to send a 'Post-date' form (PD2) with this application. The person who will carry out the ceremony should fill in part 1 and you should fill in part 2 (using your current – not future – name and signature). Get more details and a copy of the PD2 form from www.gov.uk or by contacting the passport advice line.

Questions and answers

I am renewing an adult passport. What supporting documents do I need to send?

Please send us your current passport and two photos. In some countries you will need to provide supporting documents. See the guidance at www.gov.uk

I am applying for a first British passport. What supporting documents do I need to send?

Please send us your current passport and two photos. Your application will need to be countersigned, and you will need to provide supporting documents. Please see the detailed guidance at www.gov.uk.

I am renewing a child passport. What supporting documents do I need to send?

Please send the child's current passport and two

photos. In some countries you will need to provide supporting documents. See the guidance at www.gov.uk. Please send us any court orders for the child that relate to parental responsibility, residence, contact or taking the child out of a country. Please ensure the application form is countersigned if the child is under 11 or under.

I am applying for changes to be made to an existing passport. What supporting documents do I need to send?

You will need to provide proof of your change of name or nationality. This also applies to those getting married or forming a civil partnership who want their passport to be in their new name. You will need to provide evidence of your name in current use, and if you have changed your name more than once, we will need to see proof to support every name change.

Once you've filled in your application

Passport fee

The passport fee when applying from outside the UK depends on the type of application you are making. The fee is set in pounds sterling and payable at the time of applying.

Each customer will be required to pay courier fees to cover the cost of the return of the new passport and the cost of returning the supporting documents.

We cannot usually refund the fee if your application is unsuccessful or withdrawn. This is because we will already have carried out a lot of work in processing it.

The British passport stays the property of the Crown, not the person who holds it. If payment is unsuccessful we will cancel the passport and you will not be able to travel with it or use it for identity purposes.

How much

For information on passport fees visit www.gov.uk

How to pay

You must pay in pounds sterling by credit card or debit card using the payment authorisation slip which you can download from www.gov.uk. The cards we accept are Visa, Mastercard, Maestro, Electron, Solo, Diners Club and JCB. We are unable to accept American Express.

Where to send

For details of where to send your application visit www.gov.uk

Delivery information

Your new passport and supporting documents will be returned to you separately.

Our courier will aim to deliver packages direct to customers. You should ensure that up to date, correct contact details are included in the passport application form.

We cannot:

- take responsibility for applications and supporting documentation which go missing on their way to us. We can only take responsibility once we have received the application and supporting documents into our care. Proof of posting is not proof of delivery.
- replace any documents that you report as missing six months after we have issued the passport; or
- accept responsibility for passports and supporting documents which are not delivered if you quote an incorrect address or do not tell us if you move house while we are processing your application.

Contact us

We will need to ask you personal information to verify your identity when you contact us to check the progress of your application form.

Passport advice

- Visit www.gov.uk
- For advice or to get a large print, Braille or audio version of this booklet, please call the Passport Adviceline on +44 (0)300 222 0000. (Call charges to this number vary by telephone provider).

Travel advice

IPS cannot answer questions about passport entry requirements for individual countries. Information about this can be found on the FCO Travel Advice website at www.fco.gov.uk. Advice includes information on when a passport is valid, visa information and requirements to enter certain countries, and information on health, insurance, and money when you travel.

Other information

Protecting your personal information

Your identity and personal information are valuable. We protect your privacy and process your personal information in line with the Data Protection Act 1998. Your personal information will only be seen by those who have a legitimate reason for seeing it. We will check the information you give us with the issuing authorities of your supporting documents, other government departments and a credit-reference agency to help us check your identity. We may also pass the information you give us to law-enforcement agencies or government departments involved in preventing fraud to help prevent or detect identity theft, fraud or other criminal activity. You can find details about the personal information we hold, how we protect it, who we pass it to and how you can get a copy of that information in our privacy statement on our website. You can get a printed copy of the information by writing to us at:

Disclosure of Information Section
Identity and Passport Service
Aragon Court
Northminster Road
Peterborough
PE1 1QG
United Kingdom

Service standards

Providing a high level of service to all our customers is very important to us. We sometimes make mistakes, or circumstances beyond our control affect the standards of service. When this happens, we will apologise and do everything we can to put things right. We welcome your feedback on any aspect of our service, including how we can improve in the future.

We have a disability equality scheme which sets out clear and specific aims about how we will promote equal opportunities for people with disabilities. Your views are important, so please contact us by phone, letter, email or fax if you have any ideas or suggestions that will help us to help you.

What you can expect from us

- Our staff will be polite, helpful and professional.
- The details in your passport (including the chip) will be correct and we will return your supporting documents by secure delivery.
- We will give you a clear and helpful explanation if you are refused a British passport because of citizenship or other reasons.

Complaints about passports

1 Step one

If you have a complaint about how we handled your passport application, please contact our Customer Contact Centre by phone, in writing (letter or fax) or by email.

Phone: +44 (0)300 222 0000

Write to:

Passport Customer Service Centre
PO Box 175
Newport
Gwent
NP20 1XA
United Kingdom

Fax: +44 (0)1633 473899

Email: Newport@ips.gov.uk

When you write to or email us, please provide:

- full details of the problem
- the name and date of birth of the person the passport was for
- the date the application form was sent to us and if you used a courier, the courier reference details
- which of our offices the application form was sent to
- the passport number, if you have one
- information so we can contact you (name, address, postcode, day and evening phone numbers, and a fax number and email address if you have these).

When we receive your complaint, we will investigate and let you know what went wrong and advise you what we are doing to put things right. We will write to you within 10 working days from receiving your complaint, either with a full reply or to let you know what is happening if we have not finished our investigation.

2 Step two

If you have followed step one and are not satisfied with our response, or if you have a more general complaint (for example, about a policy matter) that is not related to your specific application, please write to, fax or email:

Parliamentary & Correspondence Management Team
IPS Chief Executive's Office
2 Marsham Street
4th Floor
Peel Building, London
SW1P 4DF
United Kingdom

Fax: +44 (0)207 035 8421

Email: hqenquiries@ips.gsi.gov.uk

3 Step three

If you have followed steps one and two and are still not satisfied, you may ask a Member of Parliament (MP) to raise the matter with our Chief Executive or the Home Office minister responsible for us.

4 Step four

If you are still not satisfied, you can ask an MP to ask for an investigation by the Parliamentary Commissioner for Administration (the Ombudsman). You can only do this through an MP.

The Ombudsman's role is to investigate complaints by members of the public about the way government departments, and their executive agencies, have treated them.

Compensation

We realise that sometimes our mistakes may cause you expense or financial loss. In these cases, you should follow the instructions in step one and write us a letter. With the letter you should send any documents that prove your claim (for example, a

receipt to show a cancelled flight). If your claim for compensation is agreed, payment will be made by sterling cheque. Alternatively, payment can be made onto a chosen debit or credit card, but you will need to provide an email address so that we can contact you about your preferred card details.

Identity interviews

In some cases we may call you for an identity interview in order to verify details in your application. This will take place outside of the UK and, as far as is possible, we will attempt to secure a location that minimises inconvenience. In the case of child applications we may need to talk to one or both parents of the child. The interview will help us to confirm your identity and that the passport application we have checked belongs to you. You may also be asked to attend interview with additional documentation. This is an important part of our commitment to help to reduce identity fraud. It will help us to spot and prevent other people using your identity and committing fraud in your name.

You should send us your application form in the normal way. If an interview is considered necessary we will then contact you. This process will increase the time it takes for us to process your application.

If you have a mental or physical condition that would prevent you from taking part in an identity interview, please let us know in section 8 of the application form. You should also provide a letter from your doctor or hospital consultant explaining your condition and if this is likely to be permanent or if an improvement can be expected.

What we will ask you at the interview

We will ask you to confirm basic information about yourself or your child, including information that someone trying to steal your identity may not know. Our questions will also be based on information you give in your application form, your supporting documentation and from our searches against other public and private sector databases or records. The questions we ask will not be the same at every interview.

If you are invited to come for an interview, we will write or telephone with more information.