

Applying for a passport from outside the UK



HM Passport
Office

Important information

We want to help you get your application right first time and avoid your passport being delayed. These are the 3 most common mistakes, please read the guidance carefully before filling in your form.

Supporting documents

See pages 15-16

2 recent photos

See pages 17-18

Correct fee

See page 19

Write your reference number below. This can be found on the top of your application form under the barcode.

Visit www.gov.uk/overseas-passports

Contents

Important information before you start 1

How to fill in each section of the application form 2

Section 1: Which type of passport do you need and sections to complete 2

R Renewal 2

F First British passport 3

RP Replacement 3

C Changes 3

E Extension 4

Section 2: Who is the passport for? 5

Section 3: Details of previous and current passports held 6

Section 4: Parent's details 7

Section 5: Certificate of registration or naturalisation 9

Section 6: Children aged 12 to 15 9

Section 7: 10

Section 8: More information 10

Section 9: Declaration 11

Section 10: Countersignature 13

Accepted occupations for countersignatories 14

Documents you need to send us 15

Change of name table 16

Photo guidance 17

Getting your photos right 18

Once you've filled in your application 19

Passport fee 19

Passport ownership 19

How much 19

How to pay 19

Where to send 19

Delivery information 19

Contact us 20

Other information 20

Protecting your personal information 20

Service standards 20

Complaints about passports 21

Identity interviews 22

A checklist before you send in your application Back cover

To help you **find information quicker** throughout this booklet we've given **each type of passport a logo**.

If you look through this booklet you'll see the logo at sections that you need to be aware of. Pages 2-4 tell you which passport you need to apply for.

Look out for these helpful boxes throughout this **guidance booklet**.

TOP TIP

For additional help and advice, please visit our website at www.gov.uk

AVOID DELAYS

Important information before you start

IMPORTANT:

Please don't book travel until you've received your new passport, as we can't accept responsibility for any travel that you book. To avoid delays, we'll need a fully completed form, 2 suitable photos, the right documents and fee.

- This guidance is for British applicants from certain countries applying for a passport from outside the UK, using the OS application form.
- 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/overseas-passports to find out how long it is likely to take for your passport to arrive.
- We do not send form or document acknowledgements.
- If you want to check progress with your application, please leave at least 4 weeks from when you submitted your application before contacting us. For some countries this may be longer, please check the guidance at www.gov.uk/overseas-passports
- If there isn't enough space in the boxes provided please use section 8 of the application form to give us full details.

AVOID DELAYS

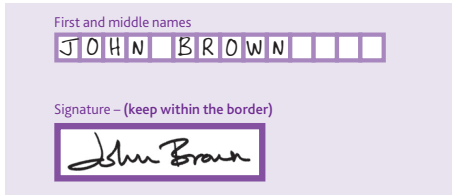
- Give us an email address and telephone number so we can contact you quickly if needed. This will help us to continue with your application.
- To make sure our emails don't get missed, check your spam or junk folder regularly, or adjust your spam filter settings.
- We will contact you on your mobile phone number if we have any queries about delivery.

IMPORTANT:

Once we have considered your application, we may still need to ask you for more information.

How to fill in each section of the paper application form

Top tips before you fill in your form



- Complete your paper form in CAPITAL LETTERS and BLACK ballpoint pen only.
- Do not write outside the white boxes or outside the signature borders.

AVOID DELAYS

If you make a mistake, cross it out. Do not use correction fluid. If you make more than 3 mistakes on any line or do not provide a clear signature in sections 6 or 9, you will need to fill out a new form.

If your form needs countersigning, your countersignatory must also write in the white boxes and sign within the signature box at section 10.

Section 1: Which type of passport do you need and sections to complete

Read the information in this section to find out which type of passport you need to apply for and what sections you need to fill in. There are 5 different types of application; these are explained on pages 2-4.

- The Child box is for under 16s.
- The Adult box is for those 16 or over and those turning 16 within the next 3 weeks.
- Adult passports are normally valid for 10 years and child passports are normally valid for 5 years.

TOP TIP

To help you find information quicker throughout this booklet, we have given each type of passport a logo. If you look through this booklet you will see the logo at sections that you need to be aware of.

R Renewal

This applies if:

- your existing British passport is not damaged AND
- your name, date of birth, place of birth, gender, appearance and nationality has not changed

	Renewal					
	Sections to complete					
Adult 16 or above*	1	2	3	9		
Child Under 16	1	2	3	4	6 If aged 12-15**	9

* Or about to turn 16 in the next 3 weeks
** Or about to turn 12 in the next 3 weeks

Section 10 must be completed for:

- all children aged 11 or under
- everyone who is not recognisable from their previous passport photo.

The countersignatory must complete section 10 and correctly certify one of your photos. See countersignatory section on pages 13-14.

F First British passport

This applies if you:

- have never had a British passport before
- were included as a child on someone else's passport
- are renewing a passport that is handwritten
- have become a British national by naturalisation or registration

		First British passport						
		Sections to complete						
Adult 16 or above*		1	2	3	4	5	9	
Child Under 16		1	2	3	4	5	6 If aged 12-15**	9
* Or about to turn 16 in the next 3 weeks ** Or about to turn 12 in the next 3 weeks								

Section 10 must be completed for: all adult and child applications

The countersignatory must complete section 10 and correctly certify one of your photos. See countersignatory section on page 13-14.

RP Replacement

This applies if:

- you want to replace a British passport that has been lost, stolen or damaged

		Replacement						
		Sections to complete						
Adult 16 or above*		1	2	3	4	8 if passport damaged	9	
Child Under 16		1	2	3	4	6 If aged 12-15**	8 if passport damaged	9
* Or about to turn 16 in the next 3 weeks ** Or about to turn 12 in the next 3 weeks								

Section 10 must be completed for: all adult and child applications

The countersignatory must complete section 10 and correctly certify one of your photos. See countersignatory section on page 13-14.

C Changes

This applies if you want to **change your current British passport. You're changing:**

- your name, date of birth, place of birth, gender or nationality
- your photo (including where you cannot be recognised from your current passport photo)

		Changes						
		Sections to complete						
Adult 16 or above*		1	2	3	4	5	9	
Child Under 16		1	2	3	4	5	6 If aged 12-15**	9
* Or about to turn 16 in the next 3 weeks ** Or about to turn 12 in the next 3 weeks								

Section 10 must be completed for:

- all children aged 11 or under
- everyone who is not recognisable from their previous passport photo.

The countersignatory must complete section 10 and correctly certify one of your photos. See countersignatory section on pages 13-14.

E Extension

This applies if your last passport was issued for one year or less.

Extension						
Sections to complete						
Adult 16 or above*	1	2	3	4	9	
Child Under 16	1	2	3	4	6 If aged 12-15**	9

* Or about to turn 16 in the next 3 weeks
** Or about to turn 12 in the next 3 weeks

Section 10 must be completed for:

- all children aged 11 or under
- everyone who is not recognisable from their previous passport photo.

The countersignatory must complete section 10 and correctly certify one of your photos.
See countersignatory section on page 13-14

Need a 50-page passport?

A standard passport is 34 pages. If you are a frequent traveller and need extra space for visas, select '50-page passport' on the application form. This costs more than a 34-page passport.

Need a Braille sticker on your new passport?

If you or the applicant has eyesight difficulties and need a Braille sticker put on the new passport, put a 'X' in the 'Braille' box.

Section 2: Who is the passport for?



Use the logos to find information quicker. See page 2-4

AVOID DELAYS

- The name you enter on the form should fully match your previous British passport or the documents you send us. For example your birth or adoption certificate, marriage certificate, nationality certificate.
- If there isn't enough space in the boxes provided please use section 8 of the application form to give us your full name.

Names to be shown on your passport

- We can add a limited number of titles to your British passport if you ask. See www.gov.uk/changing-passport-information for details.
- Please give the name of the person who the passport is for under 'surname' and 'first and middle names'
- The name that is shown on the passport should be the name that you use for all purposes – that is, the name on your new passport should match the name that appears on your supporting documents (such as your birth certificate or previous passport). If you're a dual national and hold a non-British passport in a different name, you must change it to match the name you want on your British passport. You must do this before you make your application.
- We can only show up to 30 characters (including spaces) on your passport for first and middle names and a further 30 characters for surnames. If your names don't fit in the boxes provided, shorten them in a way you would want them to be shown on your passport. You should then write your full name in section 8 of the form. We will add your full name on the observation page in your passport.
- If you have 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.
- 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 and provide evidence of the change. See the change of name table on page 16 for details. If you don't, we will add your name to match what is in your previous passport.

- If you spell your name differently, change the order of your names or add a new name compared to what is in your previous passport, then you will need to provide evidence of the name change. See the change of name table on page 16 for more details.
- 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. See the change of name table on page 16 for more details.
- List all of your maiden or previous names that you have been known by (surname first then first and middle names). Leave a space between each name. 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 form.
- We won't normally return your passport to an address that is different from your current address, please explain why and give the other address in section 8. We may contact you for evidence of your connection to that address.
- If you live in a country where we deliver directly to your address please ensure there is someone available to sign for receipt of the passport and documents.

Gender

- Put a cross in the relevant box to say whether the person the passport is for is 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/changing-passport-information.

Date of birth

- Give your date of birth as shown on your birth, registration or naturalisation certificate or previous British passport.

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

AVOID DELAYS

- 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.
- To make sure our emails don't get missed in your spam folder, check your spam or junk folder regularly, or adjust your spam filter settings.
- We will contact you on your mobile phone number if we have any queries about delivery.

Section 3: Details of previous and current passports held



Use the logos to find information quicker. See page 2-4

AVOID DELAYS

Everyone must fill in section 3A.

Uncancelled passports

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

A British 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 (one that has run out)
- passports you are or were included on (for example, as a child), and
- passports issued to you by other countries.

Lost or stolen

We strongly recommend you report your passport as lost or stolen as soon as possible to prevent someone misusing your passport and your identity.

Do this online at www.gov.uk/report-a-lost-or-stolen-passport. You can ask a trusted friend or relative to help you. The sooner you report it, the sooner you will be protected against the passport being misused.

If your passport has been lost or stolen, but you haven't reported it yet, fill in part C. Give us as many details as you can and tell us how the passport was lost or stolen. Please use section 8 if there is not enough space in the boxes provided. If your passport was stolen, report the theft to the local police and include the crime reference number at section 8. We will cancel your lost or stolen passport when we receive your application.

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 be held by the immigration authorities or the police if you try to do so.

For security reasons, any passport which is found should be returned to us or to a third party such as the Police so it can be returned to us for cancellation.

Section 4: Parent's details



Use the logos to find information quicker. See page 2-4

AVOID DELAYS

You need to fill in this section if:

- the passport is for someone under 16
- you are applying for your first adult passport
- you are applying to replace a passport that has been lost, stolen or damaged
- 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 the 'mother' and 'father' are entered in the correct boxes.

If both parents were born on or after 1 January 1983, 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.

If your 'mother' is married to someone else (not your biological father) at the time of your birth your 'biological father' is not your 'father' for nationality purposes. Please see gov.uk for more information.

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.

TOP TIP

For more nationality information please visit www.gov.uk

Adoption

When a child is adopted in the UK, British 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. For further guidance on adoptions outside the UK visit www.gov.uk/child-adoption/adopting-a-child-from-overseas

Children conceived through sperm donation

If your child was conceived through sperm donation and born in the UK, you should complete the form in the normal way. You do not need to tell us your child was conceived through sperm donation. If the parents are of the same sex, the mother who gave birth should enter their details in the box 'mother or parent 1' and the parent named second on the child's birth certificate should enter their details in the box 'father or parent 2'.

If your child was conceived through sperm donation and born outside the UK see www.gov.uk/government/publications/how-to-get-a-passport-if-your-child-was-conceived-through-sperm-donation for information on what documents you'll need to send.

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 before applying for a passport for the child. The child will not be British until this step is taken. For further information on entering into surrogacy arrangements in foreign countries please visit www.gov.uk/government/publications/surrogacy-overseas

It may be possible to apply for a passport before a parental order has been granted. 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 or such applications to be processed – we recommend submitting an application involving surrogacy at least 4 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 conceived through sperm donation and so on).

For more information on the circumstances in which nationality is decided please visit www.gov.uk/british-passport-eligibility

Section 5: Certificate of registration or naturalisation



Use the logos to find information quicker. See page 2-4

AVOID DELAYS

- You must put a cross in the 'No' or 'Yes' box if you are applying for your first British passport.
- You must put a cross in the 'No' or 'Yes' box if you are changing your national status to British citizen.
- Don't include birth/adoption certificate or passport details in this section.

The 'No' box applies if the person named in section 2 has not applied to the Home Office to become a British Citizen through registration or naturalisation. A registration or naturalisation certificate is only issued by the Home Office when the applicant has satisfied all legislation requirements. Put a 'X' in the 'No' box..

The 'Yes' box applies if the person named in section 2 applied to the Home Office to become a British Citizen through registration or naturalisation. If the Home Office granted British citizenship the Home Office will have issued a certificate of registration or naturalisation. Put a 'X' in the 'Yes' box and give certificate details.

Section 6: Children aged 12 to 15



Use the logos to find information quicker. See page 2-4

AVOID DELAYS

A child aged 12 to 15, or a child who will turn 12 within the next 3 weeks, needs to sign this declaration.

A date must be put in the date section.

A person with parental responsibility must sign the declaration at 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:

Don't write in this section. This area is intentionally blank.

Section 8: More information



Use the logos to find information quicker. See page 2-4

AVOID DELAYS

Most people don't need to fill in this section. The sections below show when you should give us extra information using this section.

Names

- Names that you were not able to fit in the boxes in section 2.
- 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.
- to keep an observation in your new passport.

Addresses

- Tell us why you need to have your passport sent to another address and give us the other address.

Damaged passport

- If your passport is damaged, explain briefly how it was damaged.

Parental responsibility

- You must disclose and give us any court orders relating to the child, which might impact the passport application.

If you have a disability

- If you have a disability that means you can't meet the passport photo requirements. Please include a letter from your doctor, and tell us if it's a permanent or temporary disability.

- If you have a mental or physical condition that would prevent you from taking part in an identity interview. Please include a letter from your doctor, and tell us if it's a permanent or temporary condition.
- If a signature could not be provided in section 6 or 9, tell us in section 8 and include a letter of explanation from an appropriate person such as a parent (for section 6) or a doctor, carer or social worker. They will need to sign the application on your behalf.
- Your Typetalk phone number or your preferred method of communication if you are blind or partially sighted (for example, by phone or in large print).

Grandparents and surrogacy details

- Grandparents' details if both parents named in section 4 were born after 1 January 1983 or were born abroad.
- If the applicant was born of a surrogacy arrangement.

NOTE: Please give full name(s), date of birth, and place of birth in addition to any British passport details; for example a British passport number and its place of issue. If grandparents were ever married we will also need to know their date of marriage for nationality purposes.

Not enough space in Section 8

- 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.

British National (Overseas) passport

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.

Section 9: Declaration



Use the logos to find information quicker. See page 2-4

AVOID DELAYS

- 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 sign and date the form.**
 - If you are applying for a child, give your full name and relationship to the child.

People applying aged 16 and over

If you are 16 and over, or you will turn 16 within 3 weeks, sign the declaration yourself. You don't need permission from a person with parental responsibility. Your 'adult' passport can't be issued before you turn 16.

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.

The mother automatically has parental responsibility for her child from birth, and can give permission, providing the court has not taken parental responsibility away.

The father can give permission if he:

- was married to the mother at the time of the child's birth (or, for those living in Scotland, when the mother became pregnant)
- was married to the mother at any time after the child's birth
- has a parental responsibility order or agreement (which must be sent with the application)
- has a child arrangements order which grants parental responsibility (this must be sent with the application), or
- is named on the birth certificate (this 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.

For children born to female same-sex partners who conceived through sperm donation, the second female parent can give permission if she:

- was married or in a civil partnership at the time of the child's conception and consented to the conception
- has a parental responsibility order or agreement (which must be sent with the application)
- has a child arrangements order which grants parental responsibility (this must be sent with the application), or
- is named on the birth certificate (this 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 the child's parent is under 16, they can sign the declaration on behalf of the child.

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

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

If a child has been born of a surrogacy arrangement, either parent named on the parental order or birth certificate can give permission. If the application is made before the parental order is granted, the rules are more complex. Please contact us for guidance if this applies to you.

Step-parents (adults who enter into a marriage or civil partnership with someone who is already defined as a parent as explained above) can give permission, only if they have parental responsibility by a parental responsibility order, a child arrangements order giving parental responsibility or parental responsibility agreement.

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.gov.uk/ government/ publications](http://www.gov.uk/government/publications)

If the court has made an order about who the child should live with, or about the child having a passport, this must be sent in with the application. If someone has made an objection to the child having the passport, we may refuse to issue the passport.

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

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.

If you cannot sign the application form:

- get someone else to sign on your behalf, and
- tell us in section 8 and include 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 20 for ways to contact us.



Apply for birth, marriage, death and adoption certificates online.

Visit the website:
[www.gov.uk/ bmdcertificates](http://www.gov.uk/bmdcertificates)

Section 10: Countersignature



Use the logos to find information quicker. See page 2-4

AVOID DELAYS

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
- renew a child passport (if the child is aged 11 or under)
- 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.

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 photo is of you.

For child applications (aged under 16) it is also to confirm that they have known, for at least 2 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 is a true likeness.

The countersignatory must:

- have known you personally for at least 2 years (for example, a friend, neighbour or colleague, and not someone who is related to you or only knows you professionally)
- be a professional person (please see occupations for countersignatories on page 14)
- hold a British, Irish, EU, US or Commonwealth passport which has not run out
- send us a colour photocopy of their passport details page

The countersignatory needs to:

- read through the completed application form to make sure the information is accurate
- fill in section 10 of the form, giving their passport number, and then sign the box

- give their full address and contact details, including their email address. This can be a business address or home address, but should be one that we can contact them at. The countersignatory can give an email address on a separate piece of paper if this is more convenient.
- for an adult application, 'certify' one (not both) of your photos – signing and dating one of the photos 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 form for at least 2 years, and certify one photo (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.



The countersignatory must not:

- be related to you by birth or marriage (including in-laws or partners of family members)
- be in a personal relationship with you
- live at your address, or
- work for us at HM Passport Office.

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

Accepted occupations for countersignatories

AVOID DELAYS

You'll be asked to find someone else if your countersignatory doesn't meet the requirements

Your countersignatory must either:

- work in (or be retired from) a recognised profession
- be 'a person of good standing in their community'

Recognised professions

Examples of recognised professions include:

- accountant
- articulated clerk of a limited company
- assurance agent of recognised company
- bank/building society official
- barrister
- chairman/director of limited company
- chiropodist
- councillor, eg local or county
- civil servant (permanent)
- dentist
- director/manager/personnel officer of a VAT-registered company
- engineer – with professional qualifications
- financial services intermediary, eg a stockbroker or insurance broker
- fire service official
- funeral director
- insurance agent (full time) of a recognised company
- journalist
- legal secretary – fellow or associate member of the Institute of Legal Secretaries and PAs
- licensee of public house
- local government officer
- manager/personnel officer of a limited company
- member, associate or fellow of a professional body
- Member of Parliament
- Merchant Navy officer
- minister of a recognised religion – including Christian Science

- nurse – RGN or RMN
- officer of the armed services
- optician
- paralegal – certified paralegal, qualified paralegal or associate member of the Institute of Paralegals
- person with honours, eg an OBE or MBE
- pharmacist
- photographer – professional
- police officer
- Post Office official
- president/secretary of a recognised organisation
- Salvation Army officer
- social worker
- solicitor
- surveyor
- teacher, lecturer
- trade union officer
- travel agent – qualified
- valuer or auctioneer – fellows and associate members of the incorporated society
- Warrant Officers and Chief Petty Officers

People who aren't accepted

Your countersignatory can't:

- be related to you by birth or marriage (including in-laws or partners of family members)
- be in a personal relationship with you
- work for HM Passport Office
- be a doctor or General Practitioner (GP), unless they state that they know you well (eg good friend) and that they recognise you easily from your photo

You can find more information at www.gov.uk/countersigning-passport-applications

Documents you need to send us



Use the logos to find information quicker. See page 2-4

You must:

Check the supporting documents guidance at www.gov.uk/overseas-passports. Your application will be delayed if you do not send us all the right documents.



All applications need:

2 recent identical photos (which meet photo guidelines – see photo guidance section)



Your last British passport or any valid passports that were issued in another country



Change of name

If you have changed your name since the issue of your last British passport to get your passport in a new name you will need to send us documents that show the name change. If you are applying for your first British passport and have changed your name from birth, you will need to send us documents that show your name change. See page 16 for more information.

AVOID DELAYS

- Send us **original or replacement** documents. Unless stated, we do not accept photocopies or documents that have been laminated. If you were born in the UK, documents must have been issued by the General Register Office for England and Wales or Scotland or Northern Ireland, or the local registration service.
- If you need to send a UK birth certificate and were born on or after 01/01/1983:
 - it must be a full birth certificate. (This is the 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.
- We can't accept damaged documents. You'll need to send us a replacement document.

Replacement certificates

- To get copies of birth, marriage or death certificates issued in England or Wales, go to www.gov.uk/bmdcertificates
- To replace documents issued in Northern Ireland, go to www.nidirect.gov.uk and for Scotland go to www.gro-scotland.gov.uk
- To replace documents issued abroad, get advice from the relevant embassy or consulate of that country.

We may contact you for more information if you don't provide original documents.

IMPORTANT:

Once we have considered your application, we may still need to ask you for more information.



Use the logos to find information quicker. See page 2-4

Change of name table

You will have either changed your name from birth or have changed your name since the issue of your British passport. To get your passport in a new name you will need to send us documents that show the name change.

Questions for person named at section 2 of the form	Tick box if yes	Send all documents that apply (if box ticked)
Q1. Have you changed your name by marriage or civil partnership?	<input type="checkbox"/>	<ul style="list-style-type: none"> • Marriage certificate, or • Civil partnership certificate
Q2. Are you are going back to your maiden or unmarried name? Or to a previous name once used?	<input type="checkbox"/>	<ul style="list-style-type: none"> • one document from List A • a signed statement saying that you now use your maiden name for all purposes • your birth certificate • your marriage certificate showing both names • your decree absolute (if applicable) • evidence of all previous names from List B
Q3. Do you want to travel in your new name shortly after getting married or forming a civil partnership?	<input type="checkbox"/>	<ul style="list-style-type: none"> • Completed PD2 form (post dated form) • See www.gov.uk/changing-passport-information for advice and to download the PD2 form.
Q4. Are you changing the name on a child passport?	<input type="checkbox"/>	<ul style="list-style-type: none"> • a signed statement from everyone that has parental responsibility for the child saying they give permission to the name change, or • a court order allowing the change of name <p>and both of the following:</p> <ul style="list-style-type: none"> • one piece of evidence from List A • at least one piece of evidence from List B
Q5. Are you are changing the spelling of your name slightly? e.g. Bryan to Brian, changing the order your forenames appear in your passport or dropping a forename?	<input type="checkbox"/>	<p>You must provide either:</p> <ul style="list-style-type: none"> • one document from List A and one document from List B, or • two documents from List A
Q6. Are you changing your name following gender re-assignment?	<input type="checkbox"/>	<ul style="list-style-type: none"> • Gender recognition certificate or re-registered birth certificate <p>Or alternatively a letter from your doctor or medical consultant together with:</p> <ul style="list-style-type: none"> • one document from List A, and • at least one document from List B
Q7. Are you changing your name for any other reason?	<input type="checkbox"/>	<ul style="list-style-type: none"> • one document from List A, and • at least one document from List B

List A – please provide one document which confirms your name in current use

- Tax record eg a letter from a tax authority
- National identity card or equivalent
- Employment record eg an official letter from your employer
- Visa or residence permit
- Educational record eg a school report
- Letter sent to you from a central, regional or local government department
- Driving Licence
- Medical/health card
- Voter's card
- Bank statement
- Baptism/Confirmation certificate

List B – please provide at least one document for each name change that has taken place

- Marriage certificate
- Civil partnership certificate
- Gender recognition certificate
- Enrolled deed poll
- Change of name deed signed in both your old and new names
- Certificate of naturalisation or registration
- Statutory declaration or affidavit signed in your new name
- Birth certificate (upon re-registration)
- Certificate from the Court of the Lord Lyon of Scotland
- Adoption order/certificate

Photo guidance



Use the logos to find information quicker. See page 2-4

AVOID DELAYS

- Every paper application needs **2 printed identical photos** – don't attach them to the form.
- You must get **one photo certified** (see section 10 Countersignature) if you are applying:
 - for a first British passport (adult or child)
 - to replace a lost, stolen or damaged passport (adult or child)
 - to renew a child passport (if the child is aged 11 or under)
 - to renew a passport (adult, or child aged 12 to 15 years) if you cannot be recognised from the photograph in your current British passport, or
 - to extend a passport (adult or child)

For all other applications, you don't need to get a photo certified **unless your appearance has significantly changed** from your last British passport.

AVOID DELAYS

Passport photos are a vital part of your application. If the photos you supply are not suitable, your passport will be delayed.

Follow the instructions carefully so you can get it right first time.

Photo style

The photo must be of the applicant (named at section 2):

- facing forward and looking straight at the camera
- in close-up of their face, head and shoulders with a recommended head height (the distance between the bottom of the chin and the crown of the head) of between 29 and 34 millimetres
- with a neutral expression and with the mouth closed (no smiling, frowning or raised eyebrows)
- with their eyes open and clearly visible (no sunglasses or tinted glasses and no hair across the eyes)
- free from reflection or glare on glasses, and frames must not cover eyes (we recommend,

- if possible, glasses are removed for the photo)
- showing their full head, without any head covering, unless they wear one for religious beliefs or medical reasons
- with no other objects or people in the photo (this also applies to a photo of a baby or young child and babies should not have toys or a dummy in the photo)
- without shadows on the picture
- without anything covering the face – nothing should cover the outline of the eyes, nose or mouth, and
- not showing any 'red-eye'.

Photo size must:

- be the size of a standard passport photograph taken in a photo booth or studio, 45 millimetres high x 35 millimetres wide, and not be trimmed or cut down from a larger photograph to the size of a standard passport photograph.

Photo quality must:

- be taken against a plain cream or plain light-grey background
- be printed to a high quality, such as photos printed by a booth or studio (photographs printed at home are unlikely to be of a high enough quality)
- be clear and in sharp focus
- be taken within the last month
- be in colour on plain white photographic paper
- not be torn, creased, or marked, and
- not have any writing on the front or back except when one of the photos needs to be certified.

Children

Children aged 5 and under:

- don't need to have a neutral expression
- don't have to look directly at the camera.

All other photograph standards must be met.

Babies under one year:

- don't need to have their eyes open.

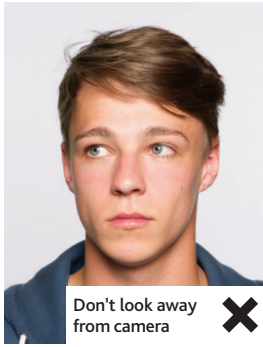
If the baby's head needs to be supported, the supporting hand must not be seen. You could lay the baby down on a light cream blanket.

All other photograph standards must be met.

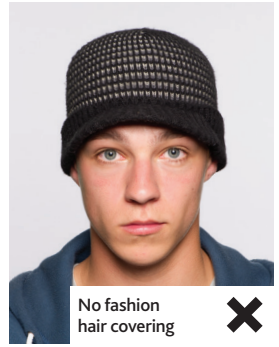
Get more advice at www.gov.uk/photos-for-passports



Approved



Don't look away from camera



No fashion hair covering



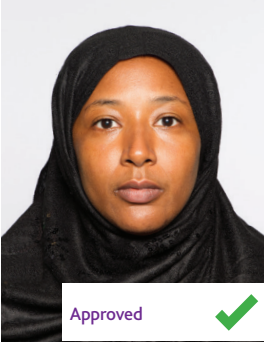
Approved



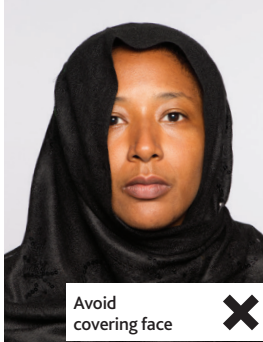
No dummies



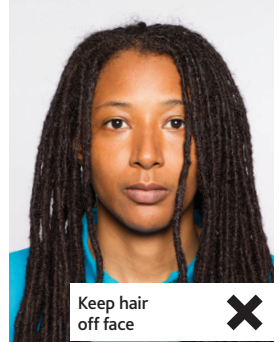
1 person only in photo



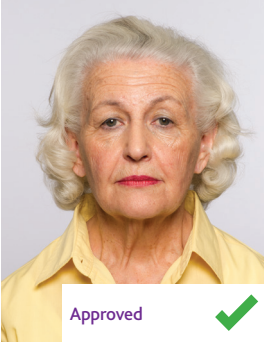
Approved



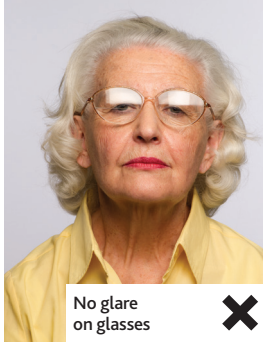
Avoid covering face



Keep hair off face



Approved



No glare on glasses



Don't smile



Once you've filled in your application



Use the logos to find information quicker. See page 2-4

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.

You will have to pay a courier fee to cover the cost of the return of your new passport and supporting documents.

In some countries where you have to apply in person, the courier fee will cover the cost of forwarding your application to the UK for processing and the cost of returning the new passport to a local office, for you to collect.

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.

Passport Ownership

The passport remains the property of the Crown at all times and can be cancelled at any time.

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/overseas-passports

If you were born on or before 2 September 1929, you don't have to pay for a standard 34-page passport. The passport and delivery to you will be free of charge.

How to pay

You must pay in pounds sterling by credit card or debit card using the payment instruction form which you can download from www.gov.uk/overseas-passports. The cards we accept are Mastercard, Visa, Electron, Diners Club and JCB.

Where to send

For details of where to send your application visit www.gov.uk/overseas-passports

In some countries you will have to apply in person. For specific advice on where you need to go and what you need to bring with you visit www.gov.uk/overseas-passports

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.

In some countries you will have to collect your new passport from a local office. For specific advice on where you need to go and what you need to bring with you visit www.gov.uk/overseas-passports

If our courier has got your package you can track it, or find full delivery information at: www.logistics.dhl/gb-en/hmpo

If you need to have your passport and supporting documents delivered to the UK please contact the Passport Adviceline for further information.

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 6 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

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 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

HM Passport Office cannot answer questions about passport entry requirements for individual countries. Information about this can be found on the FCO Travel Advice website at www.gov.uk/foreign-traveladvice.

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 data protection legislation including the General Data Protection Regulation. 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 other government departments and a credit-reference agency to help us check your identity. We may also pass the information you give us to UK 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 and other rights in our Privacy Information Notice (PIN) on our website. You may be contacted by HM Passport Office for additional information or to ask you about our service at a later stage. For more information or to find out how to opt out please visit www.gov.uk/government/publications/hmpo-privacy-information-notice

You can get a printed copy of the information by writing to us at:

**Disclosure of Information Section,
Her Majesty's Passport Office, Aragon Court,
Northminster Road, Peterborough, PE1 1QG**

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 to us, please contact us by phone, letter, or email if you have any ideas or suggestions to help us improve.

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 using the delivery method you choose.
- 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

Step one

If you have a complaint about how we handled your passport application, please contact our Customer Service Management Team by phone, in writing or by using our online enquiry form.

Phone: 0300 222 0000

Textphone: 0300 222 0222

Text Relay: 18001 0300 222 0000

Write to:

HM Passport Office
PO Box 767
SOUTHPORT
PR8 9PW

Online: visit www.gov.uk/passport-advice-line and complete our online enquiry form

When you write to 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
- which of our offices the application form was sent to
- the barcode number from the application form, if you have a note of it
- the passport number, if you have one
- information so we can contact you (name, address, postcode, day and evening phone numbers, and email address if you have these), and
- the date and time of your appointment and an appointment reference number if you visited one of our offices to get your passport.

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.

Step two

If you have followed step one and are not satisfied with our response, you can ask us to review your complaint.

Step three

If you have followed steps one and two and are still not satisfied, you may ask your Member of Parliament (MP) to raise the matter with our Director General.

Follow the advice at <https://www.parliament.uk/mps-lords-and-offices/mps/> to find an MP where you were last living in the UK. If you have never lived in the UK, or you are having difficulty contacting an MP, you can write to our Director General using our general enquiry address available at www.gov.uk/passport-advice-line or a Home Office Minister via the Direct Communications Unit by email: public.enquiries@homeoffice.gsi.gov.uk.

Step four

If you are still not satisfied, you can ask your MP to request an investigation by the Parliamentary and Health Service Ombudsman (the Ombudsman). You can only do this through your 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).

We only normally offer compensation for financial loss as a result of delays in our guaranteed (Fast-track and Premium) services.

Identity Interviews

If you are 16 or over, or likely to become 16 before we can issue your passport, you may need to have an identity interview. However we may ask anyone to attend an identity interview. The interview will help us to confirm your identity and that the passport application we have checked actually belongs to you. 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. This process will increase the time it takes for us to process your application.

We will contact you if you need to have an identity interview. Our email/letter will explain how to make an appointment, and give options on where your interview can take place. Interviews can be held in the UK or overseas over a video link connection. Your interview will be carried out in English and your email/letter will give important information so you know what to expect and what you need to do next. This includes what you need to bring such as any additional documents.

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.

If you would like to learn more about identity interviews you can find out at www.gov.uk/apply-first-adult-passport

A checklist before you send in your application



Use the logos to find information quicker. See page 2-4

Make a note of your application number on the front page of this guidance booklet. Your application number can be found on the front of your form under the barcode number.

You must send us	Use the tick box to confirm
<p>A correctly filled-in application form</p> <p>All sections should be completed as detailed in 'Which type of passport are you applying for and what sections to complete'. See pages 2-4.</p> <p>The form has been signed and dated at section 9, and 6 if applicant is aged 12-15.</p> <p>If the application is for a child, the adult signing the declaration must have parental responsibility for the child.</p> <p>If a countersignatory is needed they have fully completed section 10 and correctly certified, signed and dated one photo. See countersignatory section on pages 13-14.</p>	<input type="checkbox"/>
<p>2 recent identical photos</p> <p>(which meet photo guidelines, see page 17-18)</p>	<input type="checkbox"/>
<p>The correct documents</p> <p>See page 15 to find out what documents you need to send us.</p>	<input type="checkbox"/>
<p>The correct fee</p> <p>For information on passport fees visit www.gov.uk/overseas-passports</p>	<input type="checkbox"/>
<p>The correct address to send your form</p> <p>In some countries you will have to apply in person, visit www.gov.uk/overseas-passports to find out where you need to take your form or where you need to send it.</p>	<input type="checkbox"/>