

## **New Arrangements to Passport Services for British Nationals Living Overseas**

On 16<sup>th</sup> June 2011, new arrangements were underway in a phased roll out programme which will see the responsibility of printing passports be transferred to the Identity Passport Service (IPS) in the UK. This will include applications from British Military personnel serving overseas.

### **How will these changes affect the customer?**

British nationals living overseas should still send their passport application to the relevant Regional Passport Processing Centre (RPPC), who in turn, will forward it to the UK to be printed. The key difference is that the supporting documents which were sent with the application will be returned separate to the new passport. This new arrangement mirrors the process in place for passport application in the UK.

### **Why are these changes going to be better for British citizens overseas?**

Changes had to be made in order to continue to provide a passport service to British nationals living overseas whilst keeping the cost of the passport as low as possible.

The new passport has a more sophisticated security feature which meets international quality and security standards. It is designed to reduce the likelihood of identity theft and passport fraud as well as protecting British Nationals.

### **What will this cost?**

There will be no change to the Passport fee, however, customers will be charged a courier fee (which must be included along with the passport application fee) for the return of the supporting documents from the RPPC and the return of the passport from the UK.

**Personnel should be aware that submitting an incomplete passport application or sending incorrect fees will only add to a delay in the passport. Fees are set in Sterling but are paid in currencies accepted at different locations and are subject to currency fluctuations. Therefore, personnel are strongly advised to check the website (see link below) for changes to fees before submitting a passport application.**

More information on Courier fee and delivery time can be found at: <http://www.fco.gov.uk/en/travel-and-living-abroad/passports1/>

### **When should I renew my passport?**

Passports can be renewed up to nine months before they expire. Any remaining time within this period will be added to the new passport validity.

Dusseldorf RPPC is experiencing a significant increase in demand for passports which may affect processing time for applicants by up to 8 weeks. Additional staff and resources have been implemented to reduce the process time as quickly as possible.

### **What happens if I need to travel urgently?**

Diplomatic missions overseas will still be able to assist in emergencies by issuing an Emergency Travel document. Details can be found at: <http://www.fco.gov.uk/en/travel-and-living-abroad/passports1/passports-a-to-z/e-topics/emergency-travel>