# Applying for a British Overseas Territory – Turks and Caicos Islands passport

Helping you fill in the application form



**Turks and Caicos Islands** 

**Passport Office** 

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# Things you need to know

# Get it right

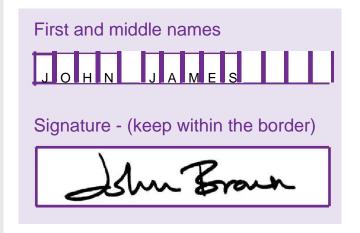
- This guidance is for British Overseas Territory Citizens – Turks and Caicos Islands passport applicants from outside the UK, using the OS application form.
- Don't book travel or visas until you have your passport.
- We cannot accept responsibility for travel you book before it arrives. We do our best, but cannot guarantee to return your passport within a certain time.
- Go to <u>www.gov.tc/passports</u> o 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 submitted your application before contacting us.
- 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.
- 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 anytime within twelve months that it is due to expire. 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



# 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/photos-for-passports or www.gov.tc/passports 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 1: What type of passport are you applying for?

# Get it right

- If you have previously held a British Turks and Caicos Islands 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 up until the early 1990s.
- 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 fiveor 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 – Turks and Caicos Islands passport and 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 –Turks and Caicos Islands passport before or you were previously only included as a child on someone else's passport. This includes those who were not British Overseas Territory Citizens at birth but have gained naturalisation or registration as a British Overseas Territory Citizen or through adoption and are applying for their first British Overseas Territory Citizen passport.

## Replacement

This applies if you want to replace a British –Turks and Caicos Islands 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.

# Sections to fill in

Type of customer	Sections of the form to fill in			
Everyone	Sections 1, 2, 3, 5, and 9			
Renewal – Adult	Fill in sections 1, 2, 3, 5 and 9.  The counter signatory 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.			
Renewal – Child	Sections 1, 2, 3, 4, 5 and 9.  Section 6 if the child is aged 12 to 15.  The counter signatory 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.			
First BOTC passport – Adult	Sections 1, 2, 3, 4, 5 and 9.  The countersignatory must fill in section 10 and sign one of your passport photos.			
First BOTC passport – Child	Sections 1, 2, 3, 4, 5 and 9. Section 6 if it applies. The countersignatory must fill in section 10 and sign one of your child's passport photos.			
Replacement – Adult or Child	Sections 1, 2, 3, 4, 5 and 9. Section 6 if it applies The counter signatory must fill in section 10 and sign one of your passport photos.			
Changes to your existing passport Sections 1, 2, 3, 5 and 9.  Sections 4 and 6 if they apply.				

# 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 Overseas Territory passport if you ask.
- 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.
- Special characters and accent marks on names cannot be included on British Overseas Territory passports. If your name has a special character or accent mark please enter your name using the alternative spelling.

## 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 and you want your passport to be in your new name.
- 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. If you don't, we will add your name to match what is in your previous passport.
- 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.
- · You should check the requirements for the country you are in for when and how a name can be changed as this may not meet TCI requirements.
- You should check the Registrar General's Office regarding the requirements for when and how a name can be changed. TCI Passport Office will issue your passport in the new name with an observation to say that the holder is also known by their original name.
- TCI Passport Office cannot accept responsibility for any problems encountered as a result of issuing a passport in a new name which is not recognised in the country you live in.

#### **Current address**

- Give your full residential address where you live.
- We may check to see if 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.

#### Gender

 Put a cross in the relevant box to say whether you (or your child) are male or female.

#### 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-Turks and Caicos Islands passport.

#### **Contact Details**

- Please give as many contact details as possible and make sure that the information is accurate as we may need to contact you about your application. If you don't include an email address and mobile 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 setting.
- We will contact you on your mobile phone number or email if we have any queries about collection of your passport.

# Section 3: Details of previous and current passports held



#### **Everyone must fill in Part A**

#### **Un-cancelled passports**

In part B, enter details of all un-cancelled passports that you are sending us.

A cancelled passport has the top right hand corner of the cover cut off. An un-cancelled passport has not been cancelled by its issuing authority. 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 un-cancelled passports.

Where this exception applies, specific advice is provided in the supporting documents guidance at <a href="https://www.gov.tc/passports.">www.gov.tc/passports.</a>

#### 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 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 to obtain a replacement travel document. In some countries 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 and return it to One Stop Shop in Grand Turk or Providenciales, or, take it to your nearest British Embassy, High Commission or Consulate. Get more details and the LS01 form at www.gov.tc/passports
- 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. Get more details and the LS01 form at www.gov.tc/passports.

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 Border Control Enforcement authorities or the police if you try to do so. For security reasons, any passport which is found by a third party such as the Police should be returned to us for cancellation and destruction.

# 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. 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 Turks and Caicos Islands, 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 both 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 Turks and Caicos Islands by a British Overseas Territory Citizen (TCI), nationality can be gained through either the qualifying mother of father.

## 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 or are an individual adopter).

# 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 Governor's Office. Provide details from the certificate of registration or naturalisation here.

# Section 6: Children aged 12 to 15



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
- tell us in section 8 and attach a covering letter explaining 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



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 counter signatory holds, and his or her email address.
- If you change your name after getting married but you want to continue to use your maiden name for professional purposes tell us 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.
- 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 18)
- If your passport is damaged, explain briefly how it was damaged.
- If a signature could not be provided in section 6 or 9, tell us in section 8 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 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.

## 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
- 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 agreement (which must be sent with the application)
- · is named on the birth certificate (which must be sent with the application), and the birth was jointly registered.

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.

Step parents 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.

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 TCI court. 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 declaration:

- ask the person filling in the application form on your behalf to sign the declaration; and
- tell us in section 8 and attach 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 16 for ways to contact us.

# Section 10: Countersignature



# Get it right

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

- · for a first British (TCI) 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.

## **Counter signatories**

- A counter signatory 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. If you cannot comply with the signatory requirements your application may be delayed. You must provide a full explanation in Section

## The counter signatory **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 solicitors.
- have known you personally for at least two years, and
- hold a British (TCI), British Citizen, EU or Commonwealth passport (in that order of preference) which has not run out. We will be able to process applications more quickly where the counter signatory has a British or passport.

If you cannot comply with the counter signatory requirement your application maybe delayed. You must provide a full explanation in Section 8.

## The counter signatory needs to:

- · tell us which country's passport your counter signatory holds, and his or her email address.
- 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 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.



I certify that this is a true likeness of Mr John Smith

Anthony Person 4 May 2012

#### The counter signatory **must not**:

- · be related to you (by birth or marriage)
- · be in a personal relationship with you
- be a commercially employed agent helping the
- applicant to apply for a passport
- live at your address, or
- work for us at the Passport Office and Border Control Enforcement Department.

# What we do with the details of the counter signatory

- As part of our work we will check that the counter signatory is genuine. This may include checking their passport and other records to confirm their identity and their profession or qualification.
- Please make sure that your counter signatory knows that we may contact them and carry out checks.
- We may ask you to provide another application form with a different counter signatory if we are not satisfied with your choice of counter signatory or if we cannot contact them.

## What you need to include with your form

Please see the supporting documents guidance at <a href="www.gov.tc">www.gov.tc</a>. Please study this guidance carefully to make sure that you submit the right documents. Your application may be delayed if you don't 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, you will also need to provide an official translation.

If you want to replace documents issued by the Registrar General, please submit applications for replacements through the One Stop Shop on the islands of Grand Turk and Providenciales and at the Border Control Enforcement Department. on North, Middle and South Caicos.

## Change of name for newly-weds

 If you are getting married and will be changing your name, and you plan to travel to another country shortly after the ceremony, or want to use your passport in your new name shortly

- after the ceremony, we can issue a passport in your new name up to three months beforehand. In some cases we will not be able to issue a passport within 3 months, but will contact you if this applies to you.
- The passport will only be valid from the date of the wedding, 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 will only be returned to you to if it has a valid visa for entry into another country such as the United States of America. 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.tc/passports 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 completed application, current passport, two photos and birth certificate. Additional supporting documents may be required. See the guidance at <a href="https://www.gov.tc/passports">www.gov.tc/passports</a>

# I am applying for a first Turks and Caicos Islands passport. What supporting documents do I need to send?

Please send us your completed application, 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.tc/passports

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

Please send the child's completed application, current passport and two photos. If you are not the biological parent of the child, you may need to provide additional supporting documents. See the guidance at <a href="https://www.gov.tc/passports">www.gov.tc/passports</a> 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 aged 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 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 is set in United States dollars and is payable at the time of applying.

You will not have to pay a courier fee to cover the cost of the return of your new passport and supporting documents. It is included in the cost of the passport.

You have to apply in person at the One Stop Shop in Grand Turk and Providenciales or at the Border Control Enforcement Department on the island of North, Middle and South Caicos.

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 Turks and Caicos Islands passport stays the property of the Crown, not the person who holds it.

#### How much

For information on passport fees visit <a href="https://www.gov.tc/passports">www.gov.tc/passports</a>

#### How to pay

You must pay in United States Dollars at the time of payment.

#### Where to send

For details of where to send your application visit <a href="https://www.gov.tc/passports"><u>www.gov.tc/passports</u></a>

#### Collection information

Your new passport and supporting documents will be returned to you at the office location where it was received.

#### We:

- will only take responsibility for applications and supporting documentation once we have received the application and supporting documents into our care.
- cannot replace any documents that you report as missing six months after we have issued the passport

# 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.tc/passports
- tcipassport@gov.tc

## Travel advice

The Turks and Caicos Islands Passport Office cannot answer questions about passport entry requirements for individual countries. Travellers should explore public information released by each country or refer website <a href="https://www.gov.tc/passports">www.gov.tc/passports</a>

# Other information

## Protecting your personal information

Your identity and personal in that formation are valuable. We respect your privacy and protect your personal information. 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 We may also pass the information you give us to lawenforcement agencies or government departments involved in preventing fraud to help prevent or detect identity theft, fraud or other criminal activity.

#### 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.

## 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 Turks and Caicos Islands 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 us by phone, in writing (letter or fax) or by email.

Phone: (649) 338-2976 Fax: (649) 946-2885

Write to: tcipassport@gov.tc

**Complaints** 

Ministry of Border Control and Employment Three Degrees Office Complex Airport Road, Grand Turk Turks and Caicos Islands 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, daytime/mobile 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:

#### 3 Step four

If you are still not satisfied, you may lodge a formal complaint to the Complaints Commissioner, Grand Turk, Turks and Caicos Islands.

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

## Identity interviews

In some cases we may call you for an identity interview in order to verify details in your application. 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.

## 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.