



Home Office

# Lost, stolen and recovered passports: LSR team

Version 9.0

This guidance tells His Majesty's Passport Office staff working in the lost, stolen and recovered (LSR) team about duties they must complete as part of the LSR process

# Contents

Contents.....	2
About: Lost, stolen and recovered passports: LSR team .....	5
Contacts .....	5
Publication .....	5
Changes from last version of this guidance .....	6
When a customer reports a passport lost or stolen .....	7
How a passport is cancelled and recorded .....	7
LSR checks and worklists .....	9
How to check if a lost or stolen record already exists .....	9
How to deal with duplicate LS records.....	10
How to link LS records: AMS only.....	11
How to view LS worklists .....	11
LS records: how to create, pass and fail .....	12
How to pass an LS record .....	12
How to fail an LS record .....	13
Passports reported lost or stolen by paper.....	15
Not enough information or no signature on an LS01 form or letter .....	15
What to do if Teleperformance cannot process a report.....	17
How to deal with TP referrals.....	17
TP referral: no contact with overseas reporter after 48 hours .....	18
TP referral: BN(O) not on passport records .....	18
TP referral: British passports not on passport records .....	19
TP referral: overseas third party report .....	19
TP referral: UK or overseas third party report: documents needed .....	20
Contacting the customer .....	21
Asking questions to find the passport record .....	21
Checking authorisation and consent documents .....	22
When you find the correct passport record .....	22
If you find more than one valid passport.....	23
When the missing passport is already cancelled and replaced.....	23
If passport details are compromised by an untrusted party .....	23
Lost and stolen: additional action required .....	25
Cancelling a passport when the customer is deceased .....	25

Deceased customer: direct report to DLSR or LSR.....	25
Deceased customer: Customer Service Management team referrals .....	26
Deceased customer: Freedom of Information .....	26
Deceased customer: Trusted source LS submissions .....	27
UK Delivery team Authorisation to cancel.....	28
Lost and stolen: British national (overseas) passports .....	29
BN(O) passport not on passport records.....	29
Passports not on passport records.....	31
Correcting data on passport records .....	31
Trusted source lost stolen submissions.....	32
Lost and stolen reports for child passports.....	34
Recording the answers to the declaration questions .....	34
Child safeguarding concerns .....	35
Cancelling a child passport.....	35
How to check who applied for a child's missing passport.....	35
When you need additional consent to cancel a child passport .....	35
When the reporter cannot provide additional consent.....	36
When you can accept consent to cancel a child passport .....	36
When the passport is expired or recovered .....	36
When social services report a child passport lost or stolen.....	36
Parents in disagreement .....	37
Lost and stolen unresolved reports (LUNs).....	38
How to find and complete LUNs .....	38
If you find an LS record for the LUN.....	39
What to do if there is no LS record for the LUN .....	39
Creation of an LS record for the LUN.....	39
Creating the LS record without using the LUN .....	40
Creating an LS record from the LUN screen .....	40
Receiving information from the issuing office .....	40
Withdrawing lost and stolen reports .....	42
Maliciously reported lost or stolen passports .....	42
Ready Records status .....	42
Lost and stolen extract errors.....	44
How to deal with LS extract errors .....	44
LS extract errors created by examiners .....	44
TP or FCDO LS extract errors.....	44
Reporting LS extract errors to TP .....	45

Dealing with disputes from TP .....	45
Recovered passports .....	46
How the LSR team deal with recovered passports .....	47
Logging recovered passports .....	47
Storing recovered passports before processing .....	47
Processing a recovered passport .....	47
Checking if an R record already exists .....	48
How to create an R record in AMS .....	49
Cancel and destroy a recovered passport .....	49
Diplomatic or Official passport returns .....	49
R01 forms received without the passport .....	50
COVID-19: passports recovered and destroyed by police .....	50
Referring a recovered passport for investigation .....	51
Referring a recovered passport to the Intel hub .....	51
Referring a recovered passport to CFT .....	51
How to transfer to Intel hub and CFT .....	51
Electronic R submissions from FCDO .....	53
Accessing electronic R submissions .....	53
Watchlist match on electronic R submissions .....	53
Electronic R submission: tampering or alterations .....	54
Completing R submissions .....	54
ETD application R submissions .....	54
Deceased customer R submissions .....	55

# About: Lost, stolen and recovered passports: LSR team

This guidance tells His Majesty's Passport Office staff in the Lost, stolen and recovered (LSR) team about the lost and stolen passport reporting process, including how Teleperformance have been granted delegated authority to process some Lost and stolen reports using the Lost Stolen and Recovered (LSR) system.

This guidance tells the LSR team how to deal with lost and stolen reports and recovered passports and how to create lost and stolen records using the LSR system.

The LSR system is a tool used by staff in HM Passport Office and Teleperformance which allows user to:

- search for an existing Lost or Stolen (LS) record
- create a new LS record
- add notes to an LS record
- search for any related:
  - duplicate records
  - passport records
  - watchlist records
- compare any 2 LS records (side by side)
- compare an LS record to existing passport or application records
- view full details of existing passport or application records
- edit records
- pass LS records
- fail LS records
- send emails
- set reminders

## Contacts

If you have any questions about the guidance and your line manager or senior caseworker cannot help you or you think that the guidance has factual errors then email the Guidance team.

If you notice any formatting errors in this guidance (broken links, spelling mistakes and so on) or have any comments about the layout or navigability of the guidance then you can email the Guidance team.

## Publication

Below is information on when this version of the guidance was published:

- version **9.0**

- published for Home Office staff on **10 October 2024**

## Changes from last version of this guidance

This guidance has been updated to remove references to Digital Premium Service (DPS) extract errors, following the launch of the new Premium service.

### Related content

[Contents](#)

# When a customer reports a passport lost or stolen

This section tells His Majesty's Passport Office staff in the Lost, Stolen and Recovered team how customers report their passports lost or stolen.

If a customer reports a passport lost or stolen, HM Passport Office must cancel it in our records to stop it being used fraudulently.

Customers can report their passport lost or stolen by:

- using a section of the [GOV.UK](https://www.gov.uk) website, known as the Digital lost stolen reporting (DLSR)
- reporting it lost to an examiner (for example an additional passport)
- using the Teleperformance Assisted digital service
- completing a paper report form (known as an LS01)
- applying to replace the passport using a paper application form, and giving details of the loss or theft in section 3
- reporting it to the Foreign, Commonwealth & Development Office (FCDO) at a British consulate or embassy post overseas
- giving details of the loss or theft when applying for an Emergency Travel document (ETD)
- reporting it to Crown Dependency and British overseas territory posts using a paper LS01 form

A person reporting the loss or theft of a child's passport must have parental responsibility for the child and be eligible to [report the loss or theft of the child's passport](#).

If you, a Lost, Stolen and Recovered (LSR) officer, are concerned that a customer (adult or child) is vulnerable, you must refer their case to the Child Protection and Safeguarding team (CPST).

## How a passport is cancelled and recorded

HM Passport Office holds a database of all lost, stolen and recovered passports, known as the lost, stolen and recovered (LSR) database, which we access on the Application Management System (AMS), and by using the LSR system. We update the LSR database when we complete lost or stolen records.

We share LSR database information daily, with some United Kingdom government departments (for example, Border Force) and Interpol to:

- protect:
  - our records
  - customers and their passport data

- prevent and detect crime

HM Passport Office creates a record of the loss (known as an LS record) and cancels the passport when:

- the DLSR reporting system automatically creates and passes an LS record
- the FCDO download automatically creates and passes an LS record
- Teleperformance (TP) access, create, progress and pass an LS record from details entered on DLSR (adding any information not captured automatically)
- an examiner accesses, creates or resolves an LS record
- an LSR officer accesses, or creates and resolves an LS query from:
  - TP referrals
  - FCDO trusted sources via Casebook or ORBIT download exceptions
  - direct customer contact from an LS01 form or letter by post or email
  - football banning orders (LS01 by email)
  - Public Protection & Standards (PPS) email notifications on behalf of Freedom of Information (FOI) informing us of a deceased customer
  - UK delivery team (UKDT) inform us of passports lost during delivery
  - dealing with unresolved examiner LS queries

If an examiner working on Digital Application Processing (DAP) receives a declaration of loss or theft report from a customer for an additional passport during examination of their other passport they will:

- email the LSR team with the customers additional passport bio details (including passport number)
- include
  - a copy of the signed loss declaration from the customer in the email, or
  - the date and time they spoke with the customer and details about the loss

The LSR team must create a lost or stolen report for the passport, as the examiner is currently unable to do this on DAP if they do not have Application Management System (AMS) access.

## **Related content**

[Contents](#)



# LSR checks and worklists

This section tells His Majesty's Passport Office staff in the Lost, Stolen and Recovered team what checks they must complete for all lost and stolen reports, including how to find out if a lost or stolen record already exists, dealing with duplicate records and viewing lost, stolen and recovered worklists.

You, the Lost Stolen and Recovered team (LSR team) officer, must complete standard checks for all lost and stolen reports you deal with. You must:

- complete duplicate lost, stolen (LS) record checks, for existing records (using the LSR system)
- check passport history on passport records, to confirm:
  - you are dealing with the correct passport
  - there are no risk indicators
- check passport notes on passport records, for additional information for example, safeguarding issues or malicious reports
- check LS notes, for any other information

You must find the customer's passport record if it is not recorded on passport records (for example, because it was issued overseas by the Foreign, Commonwealth & Development Office). To find a passport record not shown on passport records, you must check:

- G-Search
- Hong Kong database
- X-drive
- overseas records by contacting the relevant department

You must contact the customer by phone or email to ask for further details, if you cannot find the passport. [If you still cannot find the passport](#), you must tell the customer that:

- they must send us their supporting documents when applying for their new passport
- an LS reference is not required

## How to check if a lost or stolen record already exists

To prevent duplication, you must check if an LS record already exists for the customer.

To check for a duplicate record on the new LSR system you must follow using the LSR system guidance.

To check for a duplicate record on AMS, you must:

1. Select **LSR search** from the **Go to Menu** on AMS (the Application Management System).
2. Select **LS type**.
3. Search, using the wild card function for the customers:
  - surname
  - first name(s)
  - date of birth
4. Select **Search**.

The **Lost and Stolen** records page will show any existing LS records for the customer. To view the LS records, you must select and open each one in turn.

## How to deal with duplicate LS records

Duplicate records occur because customers can report passports lost or stolen in several ways. We must avoid this to maintain the accuracy of our data.

Before you manually create or process a lost and stolen (LS) record, you must search the LSR database to check if the passport is already cancelled.

If the LS notification you are dealing with is a duplicate notification, you must:

1. Add an LS note to the LS record using the LSR system, to confirm we have received another LS notification.
2. Put the duplicate notification in confidential waste.

A passport must only include one LS record against it. If you find a duplicate LS record, and have no identity or fraud concerns you must:

1. Add an LS note to the LS record that you are dealing with and the duplicate, to confirm:
  - we have received another LS notification for the passport
  - the LS numbers to cross reference both records
  - the result of your checks
2. Examine the records to decide which one you must fail by:
  - failing the new LS record if the passport has already been cancelled by the existing record
  - viewing the actions taken on the duplicate LS record if the passport is not cancelled, to see which LS record you need to progress by checking why it was not cancelled
3. Fail the duplicate record, if it is clear the original LS record had not been cancelled because it had not been completed correctly.

If you are concerned the original or duplicate LS record is not from the genuine holder, you must refer it to the Intelligence (Intel) hub as it may indicate fraud.

## How to link LS records: AMS only

You may decide, following the checks you completed on a LS record, that it must be associated (linked) to a live application to replace a missing passport.

When this happens, you must add an alert to the live application, to tell the examiner the LS record must be associated.

## How to view LS worklists

The new LSR system allows Central LSR staff to access all LS and R records that are in their worklist queue. To view worklists on the new system you must follow using the LSR system guidance.

Worklists on AMS allow LSR staff to access all LS, R (recovered) and LUN (lost and unresolved notifications) records.

AMS displays up to 20 records per page and you can view the LS worklists using the scroll arrow, or by selecting the page number at the bottom of the screen.

To view LSR worklists on AMS you must:

1. Select the **LSR search** button from the **Go To** menu on AMS.
2. Select the **Type field** from the drop down list, which will be:
  - LS
  - R
  - LUN
3. Select, **Status field** from the drop down list, for the type you are dealing with:
  - trusted submission, verified, examination or LSR team query for LS types
  - created or trusted submission for R types
  - awaiting examination or LSR query raised, for LUN types
4. Click on the **Search** button and the LSR worklist will display the fields you have chosen.
5. Select a record from the results displayed.

### Related content

[Contents](#)

# LS records: how to create, pass and fail

This section tells His Majesty's Passport Office staff in the Lost, Stolen and Recovered team how to create, pass and fail lost and stolen records.

Before you, the Lost, Stolen and Recovered (LSR) team officer can create a lost, stolen (LS) record, you must complete the duplicate checks needed for all lost, stolen reports. When you have completed the duplicate checks and confirmed there are no existing or duplicate reports you can continue:

- on the new system to create an LS record for the missing passport using the LSR system and then complete your checks.
- on Application Management System (AMS) to complete all the standard checks before creating the LS record.

To create an LS record on AMS you must:

1. Select **Create LS record** from the drop down menu
2. Record the following information in the relevant fields on the **LS Passport details** tab:
  - the customer's full name as it appears on the passport
  - the customer's date of birth
  - the customer's town of birth
  - the customer's country of birth
  - if the passport was issued in the UK (select **No** if issued overseas)
  - if passport was lost, stolen or destroyed
  - the reason for loss
  - the date of loss
  - country of loss
  - circumstances of loss
  - **Source authority** or **Submission post** (if received from TP)
3. Remove any passport numbers included in the passport number field, to prevent an incorrect cancellation.
4. Record the following details if provided, on the **Supplementary info** tab:
  - customer contact details
  - any third party details
  - police report details

## How to pass an LS record

When you have created or found the LS record for the missing passport on the LSR system, you are ready to [pass the record](#) and cancel the passport if you have:

- completed all the checks
- checked and confirmed all details match

- confirmed the correct passport to cancel
- added LS notes to confirm your actions
- no concerns or reason to refer to Public Protection & Standards (PPS):
  - CFT (Counter Fraud team)
  - Intelligence (Intel) hub
  - Child Protection & Safeguarding team (CPST)

When you are in the LS record and ready to pass it, you must pass it referring to the LSR system guidance: If in AMS you must:

1. Select **Find Passport**.
2. Search again using the wildcard (%) function, if the:
  - only passport record displayed on AMS is incorrect
  - correct passport does not appear in the list displayed on AMS
3. Select **Record Authentication** against the correct passport if the:
  - only passport record displayed on AMS is correct
  - correct passport appears on the list displayed on AMS
4. Add an LS note to confirm your actions.
5. Select **Pass Authentication** and the screen will show **Are you sure you want to pass the record?**
6. Select one of the options:
  - **Yes: cancel no letter** if you have told the customer by phone or email
  - **Yes: cancel with letter** (and create your letter)

A message will appear on screen to tell you the:

- LS record [LS reference number] has been passed
- passport [passport number] has been cancelled

## How to fail an LS record

You may need to fail a lost or stolen (LS) record because:

- you do not have enough information
- you do not have the authority to cancel
- you have lost contact with the customer
- you have tried to contact the customer 3 times by phone and email
- the passport records system does not need to be updated for example, an Old Blue (hardback style) passport

Once you are in the correct LS record on the LSR system, and are ready to fail it, you must fail it following the process described in the LSR system guidance. To fail a record on AMS you must:

1. Add an LS note to confirm your actions.
2. Select the **Fail LS record** button.
3. Select:
  - **No** to return to the LS record, if you do not want to fail the record

- **Yes**, when the pop up box shows **Please confirm you want to fail the record**, and a message will appear confirming the LS record has failed
4. Select **OK** to return to the home page screen.

#### **Related content**

[Contents](#)

# Passports reported lost or stolen by paper

This section tells His Majesty's Passport Office staff in the Lost, Stolen and Recovered team about paper lost and stolen reports, why they are used and who we receive them from.

Customers unable to report their passport lost or stolen digitally, or using assisted digital, can exceptionally report it using a paper form (an LS01 form) or in writing.

A paper LS01 form received without an application, is known as an orphan LS01 form. Orphan LS01's received in other Application Processing Centres (APC's) or departments, must be scanned and emailed to the Lost, Stolen and Recovered (LSR) team.

The LSR team receive LS01 forms or scanned information by post or email:

- from British overseas territories (BOTs) (by email)
- from Crown Dependencies and Channel Islands (by email)
- about football banning orders
- to report a deceased customer
- from UK Visas and Immigration (UKVI), Border Force (by email)

We also receive other types of lost and stolen notifications in the form of:

- requests to cancel a passport, sent through the Freedom of Information route (by email from Public Protection & Standards (PPS))
- Deceased notification form (D1) containing a lost or stolen declaration

## Not enough information or no signature on an LS01 form or letter

If an LS01 form or written declaration is unsigned or does not include enough information to create an LS record, you must:

- create a provisional LS record
- ask the customer to send you a signed LS01 form if there is no signature
- contact the customer, who can provide more information:
  - over the phone
  - by sending us a completed LS01 form
  - by email, if you need information, not a signature
- update the correct details on the LS record on receipt of the information

When you, the LSR officer, receive the information needed, you must process the LS record as you would with an LS01 form.

You can accept an LS01 form that does not include both the declaration date and date of loss, if:

- the form includes all other mandatory information
- you have no concerns on the details provided, and it includes either the date of loss or declaration date

If an LS01 form does not include the date of loss, you must:

- enter the declaration date as the date of loss on the LS record
- add an LS note to confirm your actions

### **Related content**

[Contents](#)



# What to do if Teleperformance cannot process a report

This section tells His Majesty's Passport Office staff in the lost, stolen and recovered team about Teleperformance (TP) role in processing lost and stolen reports and what to do, when they receive a lost or stolen report that Teleperformance cannot process.

HM Passport Office delegate authority to Teleperformance (TP) to process some Lost and stolen (LS) reports using the Digital Application Processing (DAP) log in screen to access the Lost Stolen and Recovered (LSR) system.

When TP do not have the authority or enough information to process a digital lost, stolen or recovered (DLSR) report, they will refer it to the LSR team using the **refer to central LSR** option on the LSR system.

The DLSR report will then move to the LSR team worklist, the LSR team must deal with the report using the LSR system.

The types of adult cases TP refer to the LSR team, are:

- [no contact with overseas reporter after 48 hours](#)
- [British national \(overseas\) \(BNO\) passport not on passport records](#)
- [other types of British passports not on passport records](#)
- [overseas third party report](#)
- [UK or overseas third party report: documents needed from customer](#)

The types of child cases TP refer to the LSR team, are:

- all overseas cases
- consent and authorisation cases (where additional documents are needed which confirm that the individual reporting has the correct authorisation and consent of the customer to act on their behalf)

## How to deal with TP referrals

You, the lost, stolen and recovered (LSR) officer, will work on TP referrals by using the worklist filter (depending on your role for that day) you must:

1. Filter the worklist on the LSR system for new work and select a record to view the details.
2. Check the LS notes and LS record for information provided by the customer or TP, as it may help you decide how to deal with the case.
3. Select **work on this record**.
4. [Complete all the LS checks](#).
5. Select edit to record the referral type (if required) as a note.

6. Check passport records to find the most recent passport on the relevant system:
  - passport records
  - G-Search
  - Hong Kong historic application database
  - X-drive
7. Contact the customer by phone or email if you need any further details.
8. Tell the customer, if you still cannot find the passport that:
  - they must [send us their supporting documents](#) when applying for their new passport
  - an LS reference is not required
9. If you can confirm the customers identity and lost passport [pass the record](#).

See [lost and stolen reports for child passports](#) for further details.

## TP referral: no contact with overseas reporter after 48 hours

When dealing with a Teleperformance (TP) referral because there has been no contact with an overseas reporter after 48 hours, you, the LSR officer, must:

1. Hold the case for up to a further 48 hours (awaiting customer contact).
2. Check the LS record to see if the customer is born in Hong Kong and ask them, by phone or email for their [Hong Kong Personal Identity Card \(PIC\) details](#).
3. Call the customer if they were not born in Hong Kong and:
  - if the customer answers, [follow contact with customer process](#)
  - send the customer an email if they do not answer
4. Hold the case for another 48 hours, awaiting contact from the customer.
5. Complete a TEB application search on AMS if there is no contact from the customer.
6. Add an alert (AMS cases only), asking the examiner to link the LS case to the application if you find a live application.
7. Add an LS note to confirm your actions.
8. Send the customer a final email 8 days later (14 days after the customer originally reported the loss), if you do not find a live application and:
  - add an LS note to confirm your actions
  - select **fail the record** on the new system

## TP referral: BN(O) not on passport records

If TP refer the LS report because a customer holds a British national (overseas) (BN(O) passport but it is not on passport records, you must:

1. Ask the customer to confirm their Hong Kong Permanent Identity Card (PIC) details if they have not already told us.
2. Send the customer a 'no trace' email if you cannot find the passport on the Hong Kong database or G-search (or it is an Old Blue (hardback style) passport) and:
  - add an LS note to confirm your actions

- fail the record
- 3. Follow the process to add records to passport records if you can confirm the passport details on the Hong Kong database or G-search and send the customer a confirmation of cancellation email

## TP referral: British passports not on passport records

If TP refer the LS report to the LSR team because the British passport reported missing is not on passport records, you must:

1. Check the LS notes to see what information the customer has given.
2. Check for passport records:
  - on G-search
  - on X drive
  - with the relevant department for British Overseas Territory or if they have a crown dependencies connection
3. Contact the customer by phone or email for further information, if you cannot find the passport.
4. Tell the customer by phone, or send them a 'no trace' email if you still cannot find the passport on G-search or X drive (or it is an Old Blue (hardback style) passport) and:
  - add an LS note to confirm your actions
  - fail the record
5. Follow the adding a record to passport\_records process if you find the passport and tell the customer by phone or email, their:
  - passport is cancelled
  - LS reference number
6. If after 14 days the customer has not responded and you have not found a passport record for them you must call them again before failing the record.

## TP referral: overseas third party report

If TP refer the LS report to the LSR team because it was reported by an overseas third party and customer contact is needed, you (the LSR officer) must:

1. Call the customer to make the first contact.
2. Send the customer a contact email if they do not answer the call.
3. Hold the case for 48 hours (and set a reminder).
4. Call the customer again if they have not made contact.
5. Send the customer a reminder email if no contact is made.
6. Hold for 48 hours (and set a reminder).
7. Send the customer a final email if you are not able to contact them by phone.
8. Add an LS note to confirm your actions.
9. Fail the record.

## TP referral: UK or overseas third party report: documents needed

When dealing with an overseas or UK third party report, documents needed referral you must:

1. Send the customer a letter by post or email to request the documents.
2. Set a reminder in order to take the next action and contact the customer if you do not get a response.
3. Add an LS note to confirm your actions.

### **Related content**

[Contents](#)

# Contacting the customer

This section tells His Majesty's Passport Office staff in the Lost, Stolen and Recovered team what to do if you need to contact the customer, including following data protection policy and how to find their passport record.

We must comply with Data Protection regulations and not disclose a passport or application exists to an unauthorised third party. You, the Lost, Stolen and Recovered (LSR) team officer, must not discuss a passport record until you are confident the person you are speaking to is entitled to the information.

You must ask the person you are speaking to, to confirm the correct answers to the Data Protection questions:

- their name
- their date and place of birth
- their own details and, where the passport is for a child under 16 years old:
  - the child's name, date and place of birth
  - they have the authority to cancel the passport

When calling a customer, you must tell them that we record calls for training and monitoring.

If the customer does not want to continue with the call, you must:

1. Tell the customer we will not be able to complete their request.
2. Give the customer the option to:
  - contact us using GOV.UK
  - provide their address, so you can send them an LS01 form
3. End the call.
4. Add an LS (lost stolen) note to confirm your actions.
5. Set a reminder on the new system for 48 hours for the customer to call or 2 weeks if they are sending us an LS01 form.
6. [Fail the LS record](#) if the customer does not contact us within 48 hours or 2 weeks if they are sending in an LS01 form.

## Asking questions to find the passport record

When checking a customer's passport history, you must consider and check for any variant passports or connections with British Overseas Territories. A customer may hold more than one type of British passport which may not all show on passport records and you must make sure you cancel the correct passport.

If you have not found the correct passport record, you must ask the customer further questions, for example:

- what colour is the passport

- what year was it issued
- where was it issued (for example, in the UK or overseas)
- was it their own passport, or were they included on someone else's passport
- have they been known by any other name

You must tell the customer (by phone or email), they must send us their supporting documents when they apply for their new passport, if the passport they are reporting lost or stolen:

- was issued before computerisation (for example it was an Old Blue (hardback style) passport)
- cannot be found in our records

If a customer's first language is not English and you cannot find their passport, you must ask them to send you their full birth certificate or a copy of it. On DAP you must use letter 'further documents relating to the customer' or AMS letter 162.

## Checking authorisation and consent documents

When you receive authority or consent documents from a customer or third party, for example, a court order or full birth certificate, you must:

- check the document is acceptable and genuine, using Knowledge base if you are unsure
- email the LSR Managers if you have any concerns about the authenticity of a document
- scan and email court orders (unless they just confirm parental responsibility) to Child Protection and Safeguarding team (CPST)

When you, the LSR manager, receive a document from an LSR officer due to concerns about its authenticity, you must:

- assess the document
- refer any concerns you have to:
  - CPST
  - Intelligence (Intel) hub

## When you find the correct passport record

If you find the correct passport record and can confirm the customer's identity, you must [pass the LS record](#) to cancel the passport.

When you pass an LS record you must tell the customer by phone, email or letter:

- the passport is cancelled and must not be used
- their LS reference number
- if they find their passport, they must return it to:
  - any HM Passport Office in the UK
  - their nearest British embassy or consulate overseas

- directly to the LSR team

## If you find more than one valid passport

If you find more than one valid passport with the same details, you must check the customer's passport history on passport records and confirm with the customer which passport needs cancelling.

If your checks find that a passport has previously been declared lost or stolen but was not cancelled by an LS record, you must:

- [create](#) and [pass](#) an LS record for the passport that should have previously been cancelled
- not send confirmation of cancellation to the customer

## When the missing passport is already cancelled and replaced

Where the customer appears to not remember a further passport has been issued, you must ask more questions to confirm the correct passport to cancel, for example:

- when did they last travel
- have they changed their name, and if so when
- what their address was at time of application

You must refer a passport being reported as lost or stolen to the Intelligence (Intel) hub if any of the following apply:

- you have concerns about the customer's identity
- the status on passport records shows the missing passport is already cancelled and replaced
- another passport appears to have been issued, but you are unable to locate it on passport records for example, because of an undeclared change of name

If the passport is revoked, you have any other concerns or suspect fraud, you, the LSR staff must complete a form for a 1:many photo check and refer to an HEO for authorisation. If a 1:many check is agreed you must:

- email the case to the Passport Identity Resolution team in the Intel hub and confirm:
  - the reason for the referral
  - if the LS record is still live
  - any actions you have taken

## If passport details are compromised by an untrusted party

You can accept a lost and stolen report if a customer believes their passport details have been compromised or seen by an untrusted party. You must tell the customer they can:

- return the passport to the LSR team to cancel and destroy
- pay for a replacement passport if they need one

You must email Intel hub to make them aware of potential fraud or safeguarding concerns, if you receive notification that the details of a passport have been compromised.

### **Related content**

[Contents](#)



# Lost and stolen: additional action required

This section tells His Majesty's Passport Office staff in the Lost, Stolen and Recovered team about lost and stolen cases that you need additional information for, including how to deal with authorisation and consent documents and deceased customer notifications.

When you, the Lost, Stolen and Recovered (LSR) officer, receive authority or consent documents from a customer or third party, you must:

- check the document is genuine and acceptable for our purposes, using Knowledge Base if you are unsure
- add a lost, stolen (LS) note to confirm:
  - the type of document received, for example, power of attorney, court order, LS01 form
  - the document issue date
- [pass the LS record](#) if you have:
  - the correct authorisation and consent to cancel the passport
  - any required authorisation by Intelligence (Intel) hub or Counter Fraud team (CFT), following referral

## Canceling a passport when the customer is deceased

Before cancelling a lost or stolen passport for a deceased customer, the LSR team must have confirmation they are deceased. If the notification is not from a trusted source, for example other Government office, you must see a death certificate or official copy of it either by post or email. You can receive notification the customer is deceased from:

- a reporter, using the digital LSR (DLSR) system or an LS01 form
- the Customer Service Management team (CSMT) who will email a copy of the customer's death certificate and a completed LS01 or death notification (D1 form)
- Public Protection & Standards (PPS) as a Freedom of Information request
- a trusted source LS submission

## Deceased customer: direct report to DLSR or LSR

When dealing with a deceased customer notification by DLSR or direct from a reporter, you must complete the standard [lost and stolen checks](#) and:

1. [Create an LS record](#) if one does not already exist.
2. Check the documents received confirm the customer is deceased and they are acceptable for our purposes (for example, an original or official copy of a death

- certificate). If the documents are not acceptable, or have not been sent you must contact the reporter and ask for:
- a completed LS01 or D1 form
  - the original death certificate or an official copy
3. Select **Other** and **Deceased** from the LS record drop down list on AMS (to update the passport record to deceased when the LS record is passed).
  4. Add an LS note to confirm your actions and documents received.
  5. Edit the record to show holder is deceased on the new system.
  6. [Pass the LS record](#).
  7. Send the reporter a letter to:
    - confirm the passport is cancelled
    - return any supporting documents

## Deceased customer: Customer Service Management team referrals

Customer Service Management team (CSMT) deal with lost or stolen passports for deceased customers as stated in Cancelling British passports and will email the LSR team:

- a D1 form reporting a lost or stolen passport
- a copy of the death certificate
- any other documents they receive
- scanned additional declaration of loss, if not confirmed on the D1 form

You, the LSR officer, must:

- complete your [checks](#)
- [create the lost or stolen record](#) using the information provided
- pass the LS record to cancel the passport
- email CSMT to confirm the:
  - record is complete
  - LS reference number

## Deceased customer: Freedom of Information

When you, the LSR manager, receive a Public Protection & Standards (PPS) email notification on behalf of Freedom of Information (FOI), you must refer it to an LSR officer.

You, the LSR officer, must:

1. Complete your checks.
2. Create the lost or stolen record using the information provided.
3. Deal with it [as a trusted source](#) report.
4. Edit the record to show:
  - The source authority, FOI – LS deceased / lost passport

- The correct circumstances of loss, Dummy LS record requested by PPS, customer deceased
- 5. Add an LS note to confirm your actions.
- 6. [Pass the record.](#)
- 7. Email the LSR managers to confirm you have completed the notification.

## Deceased customer: Trusted source LS submissions

When the Foreign, Commonwealth & Development Office (FCDO) create a lost or stolen record on their systems (known as ORBIT and Casebook) it is electronically transferred and downloaded onto the Application Management System (AMS) by the Data Governance Assurance team (DGAT).

When FCDO are told about a deceased customer, but do not receive the passport, they must add an ORBIT or Casebook LS (lost, stolen) record. (See [deceased R \(recovered\) submissions](#) for when the passport is submitted to FCDO).

When FCDO update the **Circumstances of loss field** to confirm the customer is deceased, we accept it as a trusted source of information.

The ORBIT or Casebook record is electronically transferred and downloaded to AMS creating an LS record and is accessed using [the LSR worklist](#). The record can be processed on either AMS or the new system.

On AMS, you must:

1. Complete your [checks](#).
2. Access the LS record from [the worklist](#).
3. Process the LS record without further documents where the **Circumstances of loss field** shows customer deceased.
4. Make sure **Other** is selected from the **lost/stolen** drop down list on the LS passport details tab.
5. Select **Deceased** from the **passport cancellation** drop down list on the LS passport details tab (which will update the passport record to deceased once the LS record is passed).
6. Add an LS note to confirm your actions.
7. [Pass the record.](#)

On the new system you must:

1. Select **trusted submission** in the status field from the drop down list. This will display the list of cases to be worked on.
2. Select a LS record from the search results list
3. Select **work on this record**.
4. Complete your checks.
5. Process the LS record without further documents where the circumstances of loss fields show customer deceased.
6. Edit the record to make sure **other** is selected from the lost stolen drop down list on the LS details tab.

7. Select **deceased** from the passport cancellation drop down list (this will update the passport record to deceased once the LS record is passed).
8. Add a LS note to confirm your actions.
9. Pass the record.

## UK Delivery team Authorisation to cancel

UK delivery team (UKDT) investigate non receipt of passports with the delivery supplier. When an investigation concludes that a passport is lost, UKDT will complete and send LSR an Authorisation to cancel form.

When you receive an Authorisation to cancel form from the UK delivery team (UKDT) you must:

1. Create an LS record.
2. Enter the **Source Authority** as 'LSR Authorisation to cancel form'.
3. Enter the **Circumstances of loss** as 'Authorisation to cancel form received from UKDT'.
4. Add an LS note to confirm your actions.
5. Pass the record.
6. Email UKDT to confirm the passport is cancelled.

### Related content

[Contents](#)

# Lost and stolen: British national (overseas) passports

This section tells His Majesty's Passport Office staff in the Lost, Stolen and Recovered team how to deal with lost or stolen reports for British national (overseas) passports.

Customers born before 1 July 1997 with a connection to Hong Kong could register as a British national (overseas) BNO)). These records are held on the Hong Kong historic application database.

As some BN(O) customers are also entitled to hold a British citizen passport, you, the Lost, Stolen and Recovered (LSR) team officer, must check that you cancel the correct passport being declared lost or stolen.

The passport record system has been updated to hold the majority of BN(O) records previously held on the Hong Kong historic application database and G-search. If you cannot find the most recent record on passport records you must check the Hong Kong historic application database and G-search.

If you are unable to find the passport from the details provided, you can contact the customer to request their Hong Kong personal identity card (PIC) details, in order to complete further checks.

## BN(O) passport not on passport records

Where you can identify the passport on the G-Search or Hong Kong historic database, and it should be added to the passport records, you must:

- follow missing passport records process
- tell the customer their LS reference by email or phone

If you cannot find the passport record, or it is an Old Blue (hardback style) passport you must:

- add an LS note to confirm your actions
- [fail the LS record](#)
- tell the customer by phone or email that:
  - they must [send us their supporting documents](#) when applying for their new passport
  - an LS reference is not required

If you cannot confirm the details on passport records, you must contact the customer to request further information. You must:

1. Ask the customer to confirm (by phone or email) the information you need for example, their:
  - passport number
  - date of issue
  - nationality status
  - Hong Kong PIC number
2. Check the details on G-search and the Hong Kong historic database, when you receive the information from the customer.
3. Confirm the correct passport being declared lost or stolen, and:
  - follow the Adding records to passport records process
  - send the BN(O) passport cancelled email to the customer

## **Related content**

[Contents](#)

# Passports not on passport records

This section tells His Majesty's Passport Office staff in the Lost, Stolen and Recovered team, how to deal with lost and stolen reports for a passport that is not on passport records.

If you, the Lost, Stolen and Recovered (LSR) team officer are dealing with a lost or stolen report for a passport that is not on passport records you must follow adding a record to passport records.

## Correcting data on passport records

When the Data Governance and Assurance team (DGAT) confirm the passport has been added to passport records, you must compare to check that data is correct on the passport records system and source data.

If the information is correct, you must continue with the LS or R (recovered) record.

If the information is incorrect, you must:

- complete a data cleanse form
- email the completed data cleanse form to the LSR Managers for authorisation
- attach evidence to show the correct information, for example:
  - copy of the passport pages
  - extract from the Hong Kong database
  - extract from G-Search
  - issue file

You the LSR Manager, must:

- check and confirm the data needs correcting
- authorise the form and refer it, and the evidence by email to DGAT to correct the record
- email it back to the LSR team officer if the referral is incorrect

### Related content

[Contents](#)

# Trusted source lost stolen submissions

This section tells His Majesty's Passport Office staff in the Lost, Stolen and Recovered team how to deal with lost and stolen submissions from trusted sources.

When the Foreign, Commonwealth & Development Office (FCDO) create a lost or stolen record on their systems (known as ORBIT and Casebook) it is electronically transferred and downloaded onto the Application Management System (AMS) and LSR system by the Data Governance Assurance team (DGAT).

If the auto cancellation criteria is not met, the records must be resolved by the Lost, Stolen and Recovered (LSR) team.

You the LSR officer, must access and work on these records using the LSR system worklist filter. On AMS you must:

1. Select **LSR Search** from the drop down menu.
2. Select **LS** in the **Type** field.
3. Select **Trusted Submission** in the **Status** field.
4. Create [a worklist](#).
5. Use the worklist to complete standard and watchlist checks.
6. Use **Search** to find the lost, stolen (LS) record.

If you can find the passport reported lost or stolen, you must:

1. [Complete your checks](#).
2. Add an LS note to confirm your actions.
3. Raise any watchlist matches or safeguarding concerns [with Counter Fraud team \(CFT\) or Intelligence \(Intel\) hub](#) as appropriate.
4. Follow the [deceased trusted source](#), if the record shows customer deceased.
5. Continue with the record to cancel the passport if the customer is not deceased and you have raised no issues to CFT or Intel hub.

If you cannot find the correct passport in our records or need further information from FCDO, you must:

1. Email the FCDO and ask them for the missing information.
2. Add an LS note to confirm your actions.
3. Set a reminder to add the LS reference to a 7 day reminder to take the next action, and chase if no response.
4. Add an LS note to confirm the FCDO response and request further information if you need it.
5. Continue with the record if you have received enough information or authorisation.

If you have not received an FCDO response after 7 days, you must email FCDO casebook enquiries and add another 7 day diary reminder. If you have not received a response after 7 days, you must:



- not fail the record
- send the email chain to the LSR managers, to forward on for further action

You, the LSR manager, must send the email chain to International, and copy in all involved.

### **Related content**

[Contents](#)

# Lost and stolen reports for child passports

This section tells His Majesty's Passport Office staff in the Lost, Stolen and Recovered team how to deal with child lost or stolen reports, including authorisation and consent, the checks you must complete and protection and safeguarding considerations.

To protect adults and children HM Passport Office only issues one passport per person unless there are special circumstances (see Additional passports and Diplomatic and Official passports and observations). We will not cancel or issue a passport for a child until we receive consent from someone who holds parental responsibility and is authorised to hold the passport.

If the child's passport is still valid, and the person reporting it lost or stolen is not the person who originally applied for it, you, the Lost, Stolen and Recovered (LSR) officer, must also receive consent from the person who originally applied for the passport.

You, the LSR officer, must be satisfied you have received the correct authorisation and consent to cancel a child passport reported lost or stolen.

It can damage our reputation and cause problems for the person who legitimately holds the passport if you cancel a passport that:

- HM Passport Office has agreed not to
- is legitimately held by a parent or guardian, as you may not be able to tell them it is no longer valid

If a passport is being held by another parent or guardian with parental responsibility, you must follow the [parents in disagreement section](#).

## Recording the answers to the declaration questions

When someone reports the loss or theft of a passport for a child under 16 years old, they must answer yes or no to the declaration questions:

- do you have parental responsibility for the customer?
- is there anyone else with parental responsibility who has the passport that you are reporting lost or stolen?
- is everyone with parental responsibility aware that you are reporting the passport lost or stolen?

Teleperformance (TP) and you, the LSR officer, must add a note to the LS (lost and stolen) record, to record the customer's replies to the declaration questions.

## Child safeguarding concerns

If a lost or stolen report is for a child passport (valid or expired) which contains:

- a passport note including safeguarding concerns from Child Protection Safeguarding team (CPST) you must:
  - email CPST for advice
- incorrect or false information or been declared malicious, you must:
  - email Intelligence (Intel) hub for advice

## Cancelling a child passport

Before you cancel a lost or stolen child passport, you must check if the person who declared it missing has the authority to do so.

Only a person who has parental responsibility or legal guardianship of the child can report the child's passport lost or stolen. You may need to ask for more information or documents to confirm this, for example, you may need a birth certificate [to check they have parental responsibility for the child](#).

Where the passport is still valid, and you have established the person completing the notification is not the same person who applied for the passport, you must also have consent to cancel from the person who originally applied for it.

Where consent to cancel is not available from the original person who applied, you must see [additional documentation](#).

## How to check who applied for a child's missing passport

To check who originally applied for the child's missing passport on AMS and to confirm if the reporter holds parental responsibility you must:

- check the original application file image on application records if available
- use the Criminal Procedure and Investigations Act (CPIA) image on AMS (this is the only option for Digital Customer Service (DCS) applications)
- request the overseas passport application file (PAF)

The new system will display the name and relationship of the original applicant to the child.

## When you need additional consent to cancel a child passport

You must ask the reporter for additional consent to cancel the missing passport from the person who originally consented to it, if the reporter:

- does not have parental responsibility
- has parental responsibility but the passport is still valid, and they did not originally apply for it

If the passport is valid, and not reported missing by the person who applied for it, you must request their consent to cancel:

- [over the phone](#) if:
  - the person who applied for it has given you a contact number for the other parent
  - you can establish you are speaking to the correct parents, using the Data Protection questions
- in writing using:
  - a completed LS01 form
  - a signed and dated letter confirming the passport is lost or stolen

### When the reporter cannot provide additional consent

If the reporter cannot obtain consent from the person who applied for the lost or stolen passport, they must provide additional evidence, for example:

- documents:
  - death certificate
  - court order
- other evidence (as detailed in safeguarding)

### When you can accept consent to cancel a child passport

You can cancel a child's valid passport if the person reporting it missing has parental responsibility and they originally applied for the passport or gave consent for it.

### When the passport is expired or recovered

Provided the person reporting the passport missing has parental responsibility or legal guardianship of the child they can report it lost or stolen if the passport is:

- expired
- recovered

You must check passport notes to make sure the passport has expired, and we have not extended its validity for any reason.

### When social services report a child passport lost or stolen

Social services can report a child's passport lost or stolen if the child is subject to a full care order. If the passport is still valid and was signed by a parent, you must receive consent from that person, unless social services send you a court order that states otherwise.

Social services must confirm this in writing (on headed paper) and if the location of the passport is unknown.

On receipt of social services written confirmation, if the child is subject to a full care order, you must:

- refer the case to CPST for advice, if the passport is with the parents or a third party
- cancel the passport if the location of the passport is unknown

CPST may advise social services to retrieve the passport from the parents or get a court order allowing us to cancel the passport.

See the 'Consent for children who are in care' section of the Authorisation and Consent guidance for further information about other court orders.

## Parents in disagreement

If the parents disagree about who holds their child's passport, you must refer the case to CPST for advice. If one parent has been refused access to the child passport by the other parent, they must resolve this, through the Family courts if necessary.

You must only send dispute letter (156) to the parent who is reporting the passport lost or stolen if instructed to by CPST.

### **Related content**

[Contents](#)

# Lost and stolen unresolved reports (LUNs)

This section tells His Majesty's Passport Office staff in the Lost, Stolen and Recovered team what a lost and stolen unresolved report is and how to deal with them.

A lost and stolen unresolved report (LUN) is generated to notify HM Passport Office of passports issued on Gypsy2 which need an LS (lost stolen) record associating (linking) to an application. The LUN is completed by linking an LS record to the LUN.

GYPY2 has no facility to create or link a lost, stolen (LS) record for replacement applications.

The Data Governance and Assurance team (DGAT) electronically download records processed on Gypsy2 fortnightly onto Application Management System (AMS) from:

- Gibraltar
- Guernsey
- Isle of Man
- Jersey

An electronic LUN is created by the system. The Lost, Stolen and Recovered (LSR) team deal with LUNs as a trusted source notification and complete them by associating it to an LS record.

## How to find and complete LUNs

To access the LUNs you, the LSR officer, must:

1. Select the **LSR Search**.
2. Select **LUN** from the **Type box** in the drop down menu.
3. Select **Awaiting Examination** from the Status box.
4. Select **Search**.
5. Print off the displayed results or [create an electronic worklist](#) using Admin IT.
6. Select the record in the **Results field** to see the details of the LUN.

LUN records have 3 tabs. On your worklist, you must note the customers:

- current LUN application number
- name and date of birth
- most recent passport number

Using these details, you must search for an LS record associated to the LUN by:

1. Completing a passport records search.

2. Opening the most recent passport and checking it matches the application number.
3. Checking passport record notes for details of the previous passport, or if the customer has changed their name (and make a note of the number).
4. Checking if the previous passport has an LS record (which is either passed or awaiting action).
5. Checking the LS record matches the previously recorded LS reference.
6. Returning to the **LUN screen** and selecting the LUN record.

## If you find an LS record for the LUN

If you find an existing LS record for the LUN you must link it to the LUN to complete it. If there is:

- only 1 LS record, you must select **Associate LS record** to complete the LUN
- more than 1 LS record, you must select the:
  - correct LS record (and dissociate and [fail](#) a duplicate record)
  - **Associate LS record** button to complete the LUN

## What to do if there is no LS record for the LUN

If there is no existing LS record for the LUN, you can [create an LS record](#) without an LS01 form if:

- there are passport notes, including the passport number, for the application that created the LUN
- you have enough information to complete the mandatory fields on the LS record

If there is not enough information to complete the mandatory fields of the LS record, you must:

- email the issuing office to request the LS01 form and include the customers:
  - application number
  - full name and date of birth
  - passport number

If the passport is not on passport records and was issued on the GYPSY2's system in either of the above cases, you must:

- email the issuing authority to request the passport details
- add the record to [passport records](#) to complete the LS process

## Creation of an LS record for the LUN

If an LS record does not exist, there are 2 ways to create an LS record for a LUN:

- without using the LUN

- from the LUN screen

## Creating the LS record without using the LUN

To create an LS record without using the LUN, you must:

1. Complete the mandatory fields and enter in the **Circumstances of loss**:
  - dummy record created, awaiting LS01 form
  - add the lost and stolen details if confirmed
2. Make a note of the LS reference number and:
  - close the record (but do not pass the record) if the details are not confirmed
  - pass the record if the details are complete
3. Add an LS note to confirm your actions.
4. Find and select the LUN using the **LSR Search screen**.
5. Select **Associate LS Record** to complete the LUN.
6. Keep a note of the LS reference for further action, if the LS record has not been passed.

## Creating an LS record from the LUN screen

When creating the LS record from the LUN, you must remove the customer's most recent passport number from the passport number field, when you have [created the LS record](#).

To [create an LS record](#) from the LUN screen, you must:

1. Go to the **LUN screen** and select the **LUN record**.
2. Select **Create LS Record**.
3. Select **Yes** to create an LS record.
4. Remove the customer's most recent passport number, as this will not be the passport to cancel.
5. Complete the mandatory fields and enter in the **Circumstances of loss**:
  - dummy record created, awaiting LS01 form or
  - add the lost and stolen details if confirmed
6. Make a note of the LS reference number and:
  - close the record (but do not pass the record) if the details are not confirmed
  - pass the record if the details are complete
7. Add an LS note to confirm your actions.
8. Keep a note of the LS reference for further action if the LS record has not been passed.

## Receiving information from the issuing office

When you receive the information from the issuing office, you must:

- [complete duplicate LS record checks](#), for existing records
- update the LS record with the lost and stolen details
- complete the process if the passport record is missing



- [pass the record](#) to cancel the passport
- [fail the record](#) if the passport was an Old Blue (hardback style)

If you do not receive information you need from the issuing office, you must:

- keep a manual record of outstanding LS records
- email the issuing office again after 2 weeks
- not fail the record
- raise with LSR Managers, if you have not received a response after 2 email attempts

You, the LSR manager, must chase the Crown Dependencies or Gibraltar for a response.

### **Related content**

[Contents](#)

# Withdrawing lost and stolen reports

This section tells His Majesty's Passport Office staff in the Lost, Stolen and Recovered team what to do if a customer asks us to withdraw their lost stolen report.

There are limited circumstances when you, the Lost, Stolen and Recovered (LSR) officer, can withdraw a digital or paper lost or stolen report at the customer's request.

If the customer asks you to cancel their report and it has not been actioned, you can fail it if the customer confirms they have:

- found their passport at home, or it has not been out of their possession and no longer want to report it lost
- not reported the passport loss or theft to a third party, for example, the police or Foreign, Commonwealth & Development Office (FCDO)

If you are satisfied the above conditions apply, you must:

1. Tell the customer they may be at risk of identity theft if they do not cancel a passport that has been out of their possession.
2. Confirm they want to cancel the report.
3. Add a lost and stolen (LS) note to confirm your actions.
4. [Fail the record](#).

## Maliciously reported lost or stolen passports

GOV.UK states that we will refer any false declarations to the police.

We will take action (and not ask the customer to) to protect the customer and prevent any potential safeguarding issues where a lost or stolen passport report:

- contains inaccurate information
- was made using a false declaration
- was maliciously reported

If a customer claims they did not report the passport lost or stolen or did not give their permission, you, the LSR officer must follow Passport cancellations: malicious lost and stolen reports guidance.

## Ready Records status

Ready records are created records, but no further actions have happened by LSR or examiner staff. They appear in the LSR worklist under the filter Ready records and are dealt with by the LSR operational team leader (OTL)

The OTL must:

1. Access the new LSR system

2. Select **view the worklist of lost and stolen records**
3. Select **Ready** under the status filter option
4. Select **Search**, (a list of ready records will be displayed)
5. Select the record you want to view
6. Select **Notes** on the left to view
7. Review the note to decide what action to take:
  - set a reminder for 7 weeks if the examiner is awaiting information or the loss has been referred to CFT
  - [fail the record](#) if there are no clear instructions on why the record needs to remain on the system, (for example an examiner has not added a case note to say they are waiting for documents)

## **Related content**

[Contents](#)

# Lost and stolen extract errors

This section tells His Majesty's Passport Office staff in the Lost, Stolen and Recovered team what an LS extract error is, how to correct LS extract errors made by examiners, Teleperformance or the Foreign, Commonwealth & Development Office and how to deal with disputed Teleperformance errors

Lost, stolen (LS) extract errors occur when an LS record is associated (linked) to a passport record that has already been recorded as replaced. When you, the Lost, Stolen and Recovered (LSR) team manager, receive the LS extract email from Data Assurance and Governance team (DGAT) you must move it to a shared folder.

## How to deal with LS extract errors

To correct LS extract errors you, the LSR officer, must:

- use the information in the email to add the LS extract errors to the log (found in the LSR team's file structure)
- use the log to investigate how the error occurred
- check if the latest passport record has an LS record attached

If an LS extract error has already been corrected, you must update the LS extract error log to confirm how it was corrected.

## LS extract errors created by examiners

When dealing with an LS extract error created by an examiner, you must email Quality Examination Support team (QuEST) in the examiner's Application Processing Centre (APC), a completed:

- action form if the error has not been corrected
- no action form if the error has been corrected

To resolve the error, you must:

1. Complete an LS extract error form.
2. Email it to QuEST in the examiners APC, who will tell the examiner to correct the error within 24 hours of your email. (Examiners can only correct errors on AMS)
3. Email QuEST if the examiner (or their operational team leader (OTL)) has not replied to the LSR central inbox within 24 hours.

## TP or FCDO LS extract errors

If an LS extract error was created by Teleperformance (TP) or the Foreign, Commonwealth & Development Office (FCDO), you must:

1. Complete your [standard checks](#).
2. Correct the error within 24 hours by:
  - creating a [duplicate LS record](#) to cancel the correct passport record on passport records system (unless an examiner has already corrected the error)
  - updating the LS extract error spread sheet to confirm error corrected (found in the LSR team's file structure)
3. Add an alert if there is a live application that needs the LS record associating.
4. Add the error to the TP error log

## Reporting LS extract errors to TP

Every week, you, the LSR manager, must share LS extract errors created by TP using the TP error log. You must:

- filter the LS extract error log to show TP errors and copy results into a new spreadsheet
- upload the TP new extract errors spreadsheet to the LSR SharePoint

There is currently no process to feedback FCDO errors.

## Dealing with disputes from TP

TP may dispute some of the LS errors recorded against them. You, the LSR manager, must check the details on the LS records for any records they dispute.

You must decide if the error was created because the lost and stolen report:

- contained incorrect details for the customer, and TP did not search passport records for another passport issued in a new name
- did not include the most recent passport number, and TP did not ask the customer:
  - if they hold additional passports
  - which passport they are reporting as lost or stolen

If you and TP cannot agree whose error it is, you must email the details of the dispute to the Supplier Management team (SMT), to investigate further and decide.

### Related content

[Contents](#)

# Recovered passports

This section tells His Majesty's Passport Office staff in the Lost, Stolen and Recovered team what a recovered passport is, who might return them to us and how.

The Lost, Stolen and Recovered (LSR) team create recovered records on the passport records system for passports that have been returned to HM Passport Office.

Recovered passports should be sent to HM Passport Office using:

- Freepost, HM Passport Office, if found in the UK
- [the nearest British consulate, embassy](#), or United Kingdom Border Force if found overseas

The LSR team receive recovered passports and R01 forms (used to report recovery details for recovered passports) from:

- UK or international secure delivery providers due to damage
- UK Visas & Immigration (UKVI)
- the Foreign, Commonwealth & Development Office (FCDO)
- the police, including those seized or handed in by the public
- customers who find them or no longer need them
- third parties who find them
- other application processing centre's (APC's) or departments for example, Counter Fraud teams (CFT) and archives teams

You, the LSR officer, must not return a recovered passport to the customer (unless it is a Diplomatic or Official passport submitted for cancellation, which the customer asks us to return).

When someone contacts us about a found passport, we ask them to:

- download and complete an [R01 form on GOV.UK](#)
- return the passport:
  - using the Freepost, HM Passport Office address or handing it into a HM Passport Office counter if in the UK
  - by post or take them to their nearest British Embassy, High Commission or Consulate if outside the UK
- confirm in writing where they found the passport

If you receive a passport with an R01 form, you can update or [create the R record](#) using information from the form and continue with your [checks](#).

## How the LSR team deal with recovered passports

When the Lost, Stolen and Recovered (LSR) team receive recovered passports, the team support clerk (PO1) must log the details on the recovered data sheet, which populates the main recovered passport log.

If you, the LSR support officer, receive any documents including foreign passports, you must follow Storage, Destruction and Retention of documents.

## Logging recovered passports

To reduce the security risks of storing recovered passports, you, the LSR support clerk, must:

1. Cut the corners of the passport.
2. Update the recovered log (found in the LSR team folder structure) using the data entry sheet, to confirm the:
  - date of receipt before storage
  - customer's surname and initials
  - passport number
  - location passport was recovered, if known
3. Store the passports in:
  - date order
  - bundles of 20 passports, including a copy of the data entry sheet
  - secure locked storage
4. Keep a copy of the data entry sheet in a secure locked location, for 3 months.

## Storing recovered passports before processing

You, the LSR team manager, must:

- check the storage is secure and locked (except to add recovered (R) passports, or remove a batch to [create recovered records](#) or cancel)
- complete random spot checks to ensure:
  - recovered passports are correctly recorded
  - security procedures are followed

You, the LSR officer must:

- only remove 20 passports at any time
- not leave the passports unattended
- process the passports as quickly as possible once removed from storage

## Processing a recovered passport

To process a recovered passport or R form, you the LSR officer must follow the instruction in LSR system guidance. You must:

1. Check the LS database for:
  - an [existing R record](#)
  - R notes for information
2. Compare the passport:
  - against passport records to check the bio details match
  - photo against passport records (you do not need to get the issue file if there is no photo on passport records)
3. Check the customer's passport history on passport records to check for:
  - any information held on a passport note
  - fraudulently obtained genuine (FOG) passports, where the identity differs on further issued passports
  - any risk indicators
4. Check the customer's personal details on the name watchlists.

If the customer has renounced their British nationality, you must:

1. Arrange for the passport record to be added to passport records if it is missing
2. Send the passport to Intel hub to revoke the passport (if it is still live)
3. Not pass the R record until Intel hub have revoked the passport

## Checking if an R record already exists

An R record may already exist if you receive the passport:

- from the Foreign, Commonwealth & Development Office (FCDO) as a trusted source R submission
- with an R01 form, from UK Visa & Immigration (UKVI) or the police
- following referral from another department for example, Intel hub
- and an LSR officer has created an R record remotely

To check if an R record already exists, you must search for it using the LSR system:

1. Select **LSR search** from the **Go to Menu** on AMS.
2. Select **R** in the **Type box**.
3. Search using the passport number or a wildcard (%) search using the customer's:
  - surname
  - first name(s)
  - date of birth
4. Select **Search**.

If you received the passport and an R record already exists, you do not need to create a new R record and must continue the recovery process using the existing record.

If the passport is from Foreign, Commonwealth & Development Office (FCDO), and you cannot find an R record using the passport number, you must use the wildcard (%) search to prevent duplicate R records.



If an R record does not exist, you must create one.

## How to create an R record in AMS

To create an R record on the new system you must follow the instructions in LSR system guidance. For AMS you must:

1. Choose **Create R record** from the **Go to Menu**.
2. Enter the passport number.
3. Select **Yes** if there are existing R records and investigate the record(s) (it will take you straight into R record if an R record does not exist).
4. Enter the **Recovery Details** taken where available, from:
  - R01 form
  - cover letter
  - Royal Mail post mark
5. Select **Returned** in the **Reason** field.
6. Select **Yes** in the **Passport Returned** field.
7. Select **Yes** or **No** in the following fields:
  - passport included
  - with IPS
  - tampered
8. Update the **Police and reporter detail** tab with any information included.
9. Select **Save**.
10. Add an R note to confirm your actions and any supporting documents received.

## Cancel and destroy a recovered passport

You must follow the LSR system guidance or, on AMS if the passport is not a watchlist match, and you have not identified a reason to refer it to Intel hub or CFT you must:

1. Pass the record in the **Next Action** field.
2. Cancel the passport.
3. Put it in confidential waste (shredded).
4. Add an R note to confirm your actions.

You, the LSR officer, must record on the recovered log:

- if you have referred the passport to Intel hub or CFT or put in confidential waste
- your name, signature and the date

## Diplomatic or Official passport returns

When dealing with a recovered Diplomatic or Official passport, you must:

- add a passport note to confirm:
  - Diplomatic passport physically cancelled
  - returned to FCDO or customer [delete as appropriate] at their request

- cancelled as damaged as best cancellation option available
- return the passport (if they have asked us to) to the customer:
  - directly
  - through the diplomatic services (Hanslope Park) if requested in writing

## R01 forms received without the passport

When you receive an R01 form without a passport from:

- Border Force or UK Visa & Immigration (UKVI), who have seized the passport due to improper use you must:
  - email the R01 form to this Intel hub mailbox
  - fail the record
- Border Force or UKVI, who have seized the passport due to use after being reported lost or stolen you must:
  - leave the record open, awaiting return of the passport
  - when the passport is received proceed as per [normal LSR recovered process](#)
  - send the passport to the Intelligence (Intel) hub (see [How to transfer a passport to Intel hub or CFT](#))
- other sources for example, police, courts, who indicate the passport might not be returned, you must:
  - email Intel hub
  - leave the record open, awaiting instruction from Intel hub

You must email Intel hub if the LSR team have not received the passport within 4 weeks.

## COVID-19: passports recovered and destroyed by police

For safety reasons, police destroyed any passports they recovered during the COVID-19 pandemic. It is unlikely HM Passport Office staff will receive any more of these forms from the police but this cannot be ruled out at this stage.

If any COVID-19 R01 police forms are received, they must confirm:

- holder deceased, sudden death: suspected or confirmed COVID-19
- passport destroyed by police as hazardous waste

You, the LSR officer, can accept police R01 forms that state the customer is deceased, and the passport has been destroyed. To create the R record you must:

1. Add an R note to record the COVID-19 information provided by the police on the R01 form.
2. Update passport records to holder deceased.
3. Add a passport note to confirm passport records updated as deceased see R reference for details.
4. Continue with the recovery process, adding any other R notes needed.

## Referring a recovered passport for investigation

You must refer the recovered passport for investigation by the Intel hub or Counter Fraud team if you suspect the passport has been fraudulently tampered with or this guidance tells you to.

## Referring a recovered passport to the Intel hub

You must refer any recovered passport to the Intel hub that show signs of:

- fraud, counterfeit or photo substitution, alterations or tampering
- counterfeit visas
- travel after reported lost or stolen

When referring a passport to Intel hub you must:

1. Add an R note to confirm:
  - your actions
  - any fraudulent details for example, customer's name or date of birth
2. Check the original details for the passport number showing on the record.
3. Pass the record if you can confirm you have the genuine passport as we need to ensure the customer is not using the book for travel.

## Referring a recovered passport to CFT

If a recovered passport is on a watchlist match, you must email the:

1. LSR Managers to ask which CFT added it to the watchlist.
2. CFT in the APC for advice and:
  - pass or fail the record as advised by CFT
  - proceed as CFT advise for example, forward the passport to CFT or destroy it

## How to transfer to Intel hub and CFT

To transfer a passport to Intel hub or CFT, you, the LSR officer must:

1. Complete a case transfer form (short jacket), case transfer forms are available in the Intel Hub transfers folder within the LSR team's file structure.
2. Place the passport and case transfer form in a clear bag, with the personal data page visible.
3. Add the details to the [CFT, TP and other office transfer form].
4. Place in a blue bag for the LSR support clerk to complete the transfer.

To complete the transfer process for a passport to Intel hub or CFT, you, the LSR support clerk must:

1. Check the case transfer form against the passports to be transferred.
2. Email Intel hub or CFT to tell them about the referral.

**Related content**  
[Contents](#)

# Electronic R submissions from FCDO

This section tells His Majesty's Passport Office staff in the Lost, Stolen and Recovered team what an electronic R submission is and how to deal with them.

Foreign, Commonwealth & Development Office (FCDO) use their ORBIT or Casebook system to create R (recovered) records for:

- recovered passports
- Emergency Travel documents (ETD's) for cancellation of passports that are:
  - damaged
  - returned to customer
- deceased customers passports which FCDO have returned to the:
  - Lost, Stolen and Recovered team (LSR)
  - customer's next of kin

Data Governance & Assurance team (DGAT) electronically transfer and download Casebook or ORBIT recovered records onto Application Management System (AMS).

Electronic R submission worklists are automatically created when auto cancellation criteria is not met and must be dealt with by the LSR (Lost, Stolen and Recovered) team.

## Accessing electronic R submissions

To access electronic submissions on AMS you, the LSR officer, must:

1. Select **LSR search** from the drop down menu.
2. Select **R** in the **Type box**.
3. Select **Trusted Submissions** in the **Status box**.
4. Select **Search**.
5. [Create a worklist](#) using the list of records displayed.
6. Use the worklist to [complete standard](#) and [watchlist checks](#) and confirm the:
  - details on **Recovery detail** tab match the passport records passport number
  - circumstances on the **Recovery Detail** tab

## Watchlist match on electronic R submissions

If the R submission is a watchlist match, you must:

1. Email the LSR Managers to ask which Counter Fraud team (CFT) added it to the watchlist.
2. Email the CFT who created the watchlist for advice and:
  - [pass](#) or [fail](#) the record as advised by CFT
  - proceed as CFT advise

3. Add an R note to confirm your actions and CFT advice.

## Electronic R submission: tampering or alterations

If the FCDO tell us the R submission passport appears to have been tampered with, or the passport personal details do not match the R record, you must:

- wait for FCDO to return the passport
- deal with as [recovered](#), if the passport does show signs of tampering

## Completing R submissions

To complete an R record for an electronic R submission on AMS, you must check the **Tampered** tab on the **Recovery detail** tab, to see if yes or not has been selected.

If **no** on the **Tampered** tab is selected, you must:

1. Add an R note to confirm your checks and actions taken by FCDO, for example:
  - returned the passport to HM Passport Office for destruction
  - destroyed the passport
2. Leave the **Returned** buttons on the **Reason** field as selected by FCDO, and no on the following buttons:
  - **passport included**
  - **with IPS**
  - **tampered**
3. Pass the record.

If the personal details do not match the passport, or **yes** on the **Tampered** tab is selected, you must:

1. Check the **Circumstances of Recovery** field to confirm where the passport is.
2. Refer to the Intel hub and keep the R record open until Intel hub tell you what to do next, if the **Circumstances of Recovery** field shows destroyed by FCDO (see 'How to securely destroy a passport' section)
3. Keep the R record open until you receive the passport, if the **Circumstances of Recovery** field shows sent to LSR. On receipt of the passport, you must:
  - send the passport to Intel hub
  - wait for Intel hub's advice
4. Add an R note to confirm your checks and actions taken.

## ETD application R submissions

The FCDO must create an ORBIT or Casebook entry to tell us to cancel the current passport, if they receive an ETD application for a passport which:

- is damaged
- has expired

- does not have enough validity for travel

If the **Circumstances of Recovery** field shows the FCDO have returned a full or damaged passport to the customer, you must access AMS and:

1. Select **View Associated Passport**.
2. Add a passport note to include:
  - trusted source confirms ETD issued, passport returned to customer
  - R reference number
3. **Update Status** on passport records to damaged (the only option available for LSR).
4. Close the passport record to continue with the R submission.
5. Add an R note to confirm your actions.
6. [Fail the R record](#).

## Deceased customer R submissions

If the FCDO receive a passport for a deceased customer, they must create an ORBIT or Casebook entry to tell us the customer is deceased.

If the **Circumstances of Recovery** field shows customer deceased, you must access AMS and:

1. Select **View Associated Passport**.
2. Add a passport note to confirm:
  - trusted source confirms customer deceased
  - R reference number
3. Update **Status** on passport records to deceased.
4. Close passport records to continue with the R submission.

You must [pass the record](#) if the **Circumstances of Recovery** field shows passport returned to LSR.

You must [fail the record](#) if the **Circumstances of Recovery** field:

- shows passport returned to the next of kin, reporter or funeral director
- does not show passport returned to LSR

### Related content

[Contents](#)