Collecting Passports at the Counter

When Submitting at the Counter

Weeding Uncollected Passports

**Collecting passports at the counter**

Where a passport is collected by a third party, the third party should produce the receipt, a letter from the applicant (or passport holder's parent in the case of a child) authorising the collection of the passport by the named person, and evidence of their own ID. This proof of ID could be a driving licence, passport, medical card, or utility bill issued within the last three months. A photocopy of the letter of authorisation must be scanned onto the application.

Anyone aged under 16 years of age should be allowed to collect their passport, provided they have a signed letter of authority from the parent or guardian who signed the application form. This is also mentioned in the application form, and page two of the information guide.

Applicants who are 16 years of age or over and who collect their passport in person do not need an authorisation letter from a parent or guardian.

Where an applicant arrives at the Collection point to collect their passport, ask for their cashiered receipt. If the receipt has been lost, ask for evidence of their identity. If they are unable to collect themselves they should provide an authorisation letter for a third party to collect.

**When submitting at the counter**

Where a passport application is submitted at the public counter by a third party, evidence of the applicant's ID in the form of a countersigned form, certified photo or supporting documents will normally be submitted with the application.

If further evidence of the applicant's ID is required, it should not be expected that a third party would be in possession of that ID.
Where the applicant's ID is in doubt, and all relevant documentation has been submitted, the application should be taken in, relevant checks made, and further evidence of ID requested from the applicant if necessary.

Where the application is for a Premium service and additional ID for the applicant is required a line manager should be consulted. If the line manager agrees that the only alternative is to request additional evidence of ID the application should be rejected and resubmitted with the evidence required.

**Weeding Uncollected Passports**

Counter staff will regularly weed any uncollected passports (that is weekly or at least monthly), and forward any passports to the regional Customer Service liaison teams who will write to the customer after checking that no other passport has been issued.

Where there is no reply, the Customer Service liaison teams will deal with the passport following the same process as when dealing with any other undelivered passport.