



Home Office

# Names: change of name passport applications

Version 7.0

Her Majesty's Passport Office guidance on dealing with passport applications when the customer has a change of name

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# About this guidance

This guidance tells Her Majesty's Passport Office operational staff how to deal with passport applications that have a change of name, including:

- how customers apply to change their name
- how to deal with:
  - adult and child name changes
  - name changes for someone who you suspect is an offender
  - name changes and name differences after the customer has registered or naturalised
  - a change of name as the customer has changed gender
  - a change of name after a passport was lost or stolen
  - name changes for British overseas citizens and British overseas territory citizens
  - name changes on joint citizenship applications
  - name changes for diplomats and officials
  - name changes and differences when the customer needs an interview
  - name changes on standard, heightened and substantial risk applications
- additional checks that you need to do when the customer has changed their name
- name changes that may be an indication of fraud
- carrying out searches and file requests when the customer has changed their name

## 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 Guidance & Quality, Operating Standards.

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 Guidance & Quality, Operating Standards.

## Publication

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

- version **7.0**
- published for Home Office staff on **31 January 2021**

## Changes from last version of this guidance

This version of the guidance has had minor reformatting changes.

### Related content

[Contents](#)

# How customers apply when they have a change of name

This section tells Her Majesty's Passport Office staff how customers may apply for their passport when they have a change of name. It also tells them what to do if a customer records the wrong service type on their application.

## Change of name: postal and online applications

Customers may use a paper application form to apply for their passport when they have a change of name. If they do, they must:

- tell us (on section 1 of the application form) they have a change of name
- include their previous name (on section 2) on the application

Depending on the type of application, some customers may apply to renew their passport online, when they have a change of name. However, they must still include their previous name when they apply.

For applications on the Digital Application Processing (DAP) system, examiners will be presented with a task, if the customer does not declare a change of name but it's different to the one on their last passport (see DAP – change of personal details).

## Change of name: counter applications

### Applications with a change of name that we accept at the counter

We accept paper Premium (adults only) and Fast Track applications that have a change of name. The service available to customers depends on the type of name change. Customers can use the:

- [Paper Premium service or the Fast Track service](#), if they are renewing their passport and have changed their name because they have married or entered into a civil partnership
- [Fast Track service](#), if they are renewing their passport and have changed their name, other than because they married or entered into a civil partnership

Front office examiners must make sure the customer puts all of their previous names on the application and note them on the 'Back office examination form'.

## Digital Premium Service applications that include a change of name

Customers using the Digital Premium Service (DPS) must put their previous name in the 'previous name' section of the application. If the name has more than 47 characters, it will be shown in the 'additional information' section.

## Using the correct service type when there is a change of name

### AMS service types when there is a change of name

Some customers tell us on their passport application that they have a change of name but record the service type as 'renewal' instead of 'changes'.

If there is a change of name but the customer recorded it as 'renewal', you, the examiner, must update the service type on the Application Management System (AMS) to 'changes'.

### DAP service types when there is a change of name

You do not need to correct service types on the Digital Application Processing (DAP) system, as it will present you with a task if the customer changed their name but did not declare it.

## When the change of name application is from a third party

You must carefully deal with passport applications that include a change of name from a third party. The third party must provide evidence:

- of the change of name and evidence the customer uses it for all official purposes (see Names: evidence to change a name)
- that they are the correct person to give us the change of name (see Authorisation and Consent)

If the customer is unable to complete or make their own change of name deed or statutory declaration (for example, they have a severe disability) we will consider:

- a court order that allows the third party to change the customer's name
- a statutory declaration made by a third party that shows the customer's old and new names, together with the reasons for the change, supported by additional evidence, for example, a letter from:
  - a health authority confirming they have known the customer in both their old and new name
  - an older relative confirming the reasons for the change of name from the old to the new name

- another government department (for example, a local authority), confirming they have known the customer in both their old and new name

**Related content**

[Contents](#)

# Changing an adult's name

This section tells Her Majesty's Passport Office operational staff how to deal with adult applications that include a change of name. If the change of name is for a child, you must refer to [changing a child's name](#). You must use the guidance in this section with:

- [change of name on British overseas citizen \(BOCs\) and British overseas territory citizen \(BOTCs\)](#), if the change of name is for BOCs or BOTCs customers
- [name and change of name on diplomatic or official passport applications](#), if the application is for a diplomat or official
- [Digital Application Processing: change of name applications](#), if the application is in DAP

## Why adults may change their name

Customers may change their name, because they have:

- married or entered into a civil partnership
- divorced
- changed gender

Customers may also decide to change their name for other reasons and do this using:

- enrolled deed polls, unenrolled deed polls or change of name deeds
- statutory declarations
- acts of Parliament
- affidavits

The name the customer uses must be acceptable for use in the passport. You, the examiner, must refer to:

- names that cannot be used in the passport, for names:
  - that may cause public offence
  - the system cannot accept because of technical reasons
  - that may breach trademark or copyright laws
- how to show uncommon names, for:
  - names that have cultural or naming conventions (traditions that mean a name must be shown in a certain way)
  - Welsh names
  - Irish and Gaelic names
  - names that have junior prefixes or suffixes
  - stage, professional and religious names
  - customers who only have a single name
  - names that have titles

## Evidence we need to change an adult's name

In most cases, customers who change their name, must provide 1 piece of evidence that shows:

- the change of name (for example, a marriage certificate if the customer changed the name because they married or a statutory declaration)
- they use their new name for all official purposes

You must refer to:

- Names: evidence to change a name for what you can accept
- [minor change on BN\(O\) applications](#) for British national (overseas) customers who have a minor change or added a forename to their name

## Customers aged 16 or 17 year olds whose name changed before they turned 16

If a customer aged 16 or 17 applies for a passport and their name changed before they turned 16, you must refer to [child's name has changed before they turned 16 but the passport application was sent after they turned 16](#).

## Adult customers whose name changed before they turned 16

We may get a passport application for a customer aged 18 or over whose name changed before they turned 16. As they are now aged 18 or over, they do not need parental consent to change their name. We will accept they are using the name if they send us evidence of the name change (for example, this could be a change of name deed made before they turned 16) and that they use it for all official purposes.

## Change of name after a passport was lost or stolen

Customers who have changed their name after their passport was lost or stolen, must still provide evidence to show they have changed their name, in line with this guidance.

They must also report their passport lost or stolen when applying for a replacement passport.

## Customers who change their name because they have married or entered into a civil partnership

There is no legal basis for customers to change their name because they have married or entered into a civil partnership. Customers may:

- keep their own name (birth or legal surname, if they previously changed it)

- take their partner's surname
- create a new name by joining their surname with their partner's surname

## Marriage and civil partnerships that say 'divorced' or 'previous marriage dissolved'

Marriage and civil partnership certificates that say 'divorced' or 'previous marriage dissolved' indicates the customer was previously married or in a civil partnership. It does not always mean they used a previous name.

If the marriage or civil partnership certificate shows 'divorce' or 'previous marriage dissolved', you do not need question it with the customer, as long as:

- the marriage or civil partnership certificate shows the link between the previous and new name

## Marriage and civil partnerships: customers who take their partner's surname as their own surname

A customer who takes their partner's surname as their own new surname, must provide evidence of the change of name, which will usually be a marriage or civil partnership certificate.

We do not need any other evidence, as long as the marriage or civil partnership certificate shows the link between the customer's previous and new name.

## Marriage and civil partnerships: multiple changes of name

Customers who change their name more than once through marriage or civil partnerships, must provide evidence that shows each name change and the link between each name change. This must go back to the name on their:

- birth or adoption certificate (for first time applications)
- old passport (for renewal or replacement applications)

## Marriage and civil partnerships for non-dual citizens

### Non-dual citizens who use their previous surname as an additional forename

Customers who have married or entered into a civil partnership, may use their previous surname as a new forename. If they do, they must provide us with:

- evidence of the change of name, such as a statutory declaration (we cannot accept the marriage or civil partnership certificate as evidence of a change of name)
- evidence they use the name for all purposes

This is because we treat adding a forename as a change of name.

You must:

1. Check you have evidence of the change of name (Names: evidence to change a name).
2. Check if you need to carry out any system checks on the name (see Names: name related case notes, system checks and warnings).
3. Add a case note to show all the actions and decisions you have made (see Names: name related case notes, system checks and warnings, for what you must include in the case note).
4. Issue the passport in the customer's new name.

### **Non-dual citizens who use their old surname and new surname**

Customers may take their new married or civil partner's surname but use both their previous and new surname (for example, for professional purposes). They must confirm they do on section 8 of the application form or provide us with a written and signed statement.

As long as they are not dual citizens, when you get the written statement, you must:

1. Check you have evidence of the change of name (see Names: evidence to change a name).
2. Check if you need to carry out any system checks on the name (see Names: name related case notes, system checks and warnings).
3. Add a case note to show all the actions and decisions you have made (see Names: name related case notes, system checks and warnings for what you must include in the case note).
4. Add an observation to show: 'The holder is also known as [forename and previous surname]'.  
[forename and previous surname]
5. Issue the passport in the customer's new name.

### **Non-dual citizens who use their previous surname**

Customers may take their new married or civil partner's surname but only use their previous surname for all official purposes. They must sign the application form in their previous surname and give us:

- evidence of a change of name (which will usually be a marriage or civil partnership certificate)
- evidence they use their old name for all official purposes

You must:

1. Check you have evidence of the change of name (see Names: evidence to change a name).
2. Check if you need to carry out any system checks on the name (see Names: name related case notes, system checks and warnings).

3. Add a case note to show all the actions and decisions you have made (see Names: name related case notes, system checks and warnings for what you must include in the case note).
4. Add an observation to show 'The holder is also known as [forenames and married or partner's surname]'.
5. Issue the passport in the customer's previous name (they use for all official purposes).

### **Non-dual citizens who use their previous and new surname to make a double barrelled surname**

Customers who married or entered into a civil partnership, may take their previous and new surname to make a doubled barrelled surname, with or without a hyphen.

Customers must provide us with evidence of the change of name (usually, a marriage or civil partnership certificate). We do not need any other evidence, as long as the marriage or civil partnership certificate shows:

- the link between the customer's old and new name
- how the new name was made
- the spelling of the name has not changed

You, the examiner, must:

1. Check you have evidence of the change of name (see Names: evidence to change a name).
2. Check if you need to carry out any system checks on the name (see Names: name related case notes, system checks and warnings).
3. Add a case note show all the actions and decisions you have made (see Names: name related case notes, system checks and warnings for what you must include in the case note).
4. Issue the passport in the customer's new name.

### **Non-dual citizens who had a passport issued in double barrelled name but want to renew it using the married or civil partner name**

If we issued a customer with a passport in a double barrelled surname (using their previous surname and their married or civil partner surname) but they want to renew it using just their married or civil partner surname, we need evidence:

- of a change of name (for example, statutory declaration) as we cannot use the marriage or civil partnership certificate
- they use the name for all official purposes

You must:

1. Check you have evidence of the change of name (see Names: evidence to change a name).

2. Check if you need to carry out any system checks on the name (see Names: name related case notes, system checks and warnings).
3. Add a case note show all the actions and decisions you have made (see Names: name related case notes, system checks and warnings for what you must include in the case note).
4. Issue the passport in the customer's new name.

## Non-dual citizen husband who takes a wife's name

A husband may decide to take their partner's name when they have married or entered into a civil partnership.

The customer must provide us with evidence of the change of name (usually, a marriage or civil partnership certificate). We do not need any other evidence if the marriage or civil partnership certificate clearly shows the link between the old and new names.

You must:

1. Check you have evidence of the change of name (see Names: evidence to change a name).
2. Check if you need to carry out any system checks on the name (see Names: name related case notes, system checks and warnings).
3. Add a case note show all the actions and decisions you have made (see Names: name related case notes, system checks and warnings for what you must include in the case note).
4. Issue the passport in the customer's new name.

## Marriage and civil partnerships for dual citizens

### Dual citizens using double barrelled or single names

You must refer to Names: aligning names on foreign documents, if a customer has married or entered into a civil partnership and has applied for their passport in a:

- single name (but their foreign passport is in a double barrelled name)
- double barrelled name (but their foreign passport is in a single name)

### Dual citizens using their old name

We will issue a passport in the old name, as long as the customer's name on the passport application form matches their name on the foreign passport.

This is because dual citizens may have multiple passports and we expect them to change their names (on their foreign passports) to match the name on their passport application (see Names: aligning names on foreign documents).

This reduces the risk of customers using multiple names to travel across borders using different identities.

## Passports in a future married or civil partnership name (post-dated passports)

Some customers apply for their passport in a future married or civil partnership name (for example, because they plan to travel directly after the ceremony). You must refer to applications for post-dated passports when dealing with the application.

## Customers who change their name because they have divorced or are about to divorce

How we deal with customers who change their name through divorce, will depend on if they:

- revert to their birth name and had no other previous changes of name (between their birth name and married or civil partner name)
- revert to their birth name and had a previous change of name (between their birth name and married or civil partner name)
- revert to a previous name that was not their birth name
- change their name to a brand new name

## If a customer reverts to their birth name: no other previous name changes

If a customer reverts to their birth name from a married or civil partnership name and had no other previous name changes (so the only previous change of name was from the birth name to the married or civil partner name) the customer must:

- send us:
  - their full birth certificate (you may accept a short birth certificate, as long as it shows you all of the information you need)
  - their marriage or civil partnership certificate that shows how the name changed from their birth name to their married or civil partner name (if they do not send it, see [customers who do not send their marriage or civil partnership certificate or just send their divorce document](#))
  - a signed statement to explain why they are reverting to their birth name
  - evidence they use the birth name for all official purposes
- sign the declaration form in their birth name

## If a customer reverts to their birth name: previous name changes

If a customer reverts to their birth name from their married or civil partnership name but they had a change of name in between (for example, when a customer changed their birth name by deed poll and then again by marriage or civil partnership), you must:

- ask the customer for:
  - their full birth certificate (you may accept the short birth certificate as long as it shows you all of the information you need)
  - their marriage or civil partnership certificate that shows how the name changed from their previous name to their married or civil partner name (if they do not send it, see [customers who do not send their marriage or civil partnership certificate or just send their divorce document](#))
  - a signed statement to explain they are reverting to their birth name
  - evidence they use the birth name for all official purposes
- make sure you can see the link between all of the name changes from the birth name to the married or civil partner name (using the passport history records or the change of name documents, if you have them)

If you cannot see the link between the names (for example, the passport history is not clear or there is no record of a change of name document) you must:

- ask the customer for the change of name documents that shows the link from the birth name to the married or civil partner name
- ask for evidence that shows the customer was using the names (if the customer cannot provide the change of name document)
- consider if you have enough information that shows the link from the birth name to the married or civil partner name

If you are not satisfied with the link from the birth name to the married or civil partner name, you must treat the change as a new change of name and ask for evidence:

- of a change of name (for example, statutory declaration)
- they use the name for all purposes

## Customers who do not send their marriage or civil partnership certificate or just send us their divorce document

### If the customer sends a divorce document instead of a marriage or civil partnership certificate

Some customers may send us their divorce document or [final order](#) (a document to show someone has legally brought their civil partnership to an end). We do not usually need it, but we will accept it instead of a marriage or civil partnership certificate, if it shows the link between their names.

If the customer does not have their divorce document, you must refer to change of name evidence: divorce documents.

### If a customer does not send a marriage certificate or their divorce or final order certificate

If a customer does not send their marriage certificate or their divorce document or final order, you may use MI to check the link between the birth name and the married or civil partner name. You must only do it when you have the customer's full birth

certificate, evidence they use the name for all official purposes and a signed statement.

You must check the old passport records and notes on MI to see if it clearly shows the link between the birth name and the married or civil partner name.

If it:

- does you do not need to ask the customer for their marriage or civil partnership certificate or divorce document
- does not, you must ask the customer for their marriage or civil partnership certificate

## If a customer reverts to a previous name that is not their birth name or they change it to a brand new name

Some customers may:

- revert to a previous name that is not their birth name, for example, to a:
  - previous married or civil partner name
  - a name they previously changed to by deed poll
  - change their name to a brand new name

If they do, you must treat it as a change of name and ask the customer for evidence:

- of the change
- they use the name for all purposes

## Adults who change their name because they have changed gender

If the customer has changed their name because they have changed gender, you must refer to [name changes because the customer has changed gender](#).

## Adults who change their name after they registered or naturalised

You must refer to [name changes and name differences after the customer has naturalised or registered](#), when dealing with:

- changes of name after the customer naturalised or registered
- differences with the customer's name, after the customer registered or naturalised

## Minor changes to forenames and surnames

### What we consider to be a minor change to a forename or surname

We consider a minor change to a:

- forename as:
  - a change to the spelling (for example, from Lesley to Leslie)
  - a change to the order of the forenames
  - adding or dropping a hyphen between 2 forenames (as long as a forename does not become a surname or a surname does not become a forename)
  - dropping a forename
- surname as:
  - the adding or removing of a hyphen on a double barrelled name

We do not consider adding a forename as a minor change of name. If a customer does, they must provide evidence that they have changed their name and use it for all official purposes (see Names: evidence to change a name).

If a customer uses their previous surname as a new forename, as they have married or entered in to a civil partnership, you must refer to [non-dual citizens who use their previous surname as an additional forename](#).

We accept applications that show a minor change to the forename, as long as the customer provides 2 pieces of evidence that shows they use the name for all official purposes (see Names: evidence to change a name).

The rules British national (overseas) customers who have a minor change or added a forename to their name are different. See [minor name changes on BN\(O\) applications](#).

### How to deal with minor changes on a first time adult application

#### How to deal with minor forename changes on first time adult applications

The customer may tell you the name on their application has changed slightly from the name on their supporting documents.

You must:

1. Tell the customer you will issue a passport using the name on the:
  - application, if they provide 2 pieces of evidence to show they use the name for all official purposes
  - birth certificate with an observation to show they are also known as [name on application form], if they do not provide 2 pieces of evidence to show they use the name for all official purposes

2. Make sure the name correctly shows on the system, by using the name on the:
  - birth certificate (if the customer does not provide 2 pieces of evidence to show they use the name for all official purposes)
  - application (if the customer provides 2 pieces of evidence to show they use the name for all official purposes)
3. Add a case note to show all the actions and decisions you've made (see Names: name related case notes, system checks and warnings for what you must include in the case note).
4. Issue the passport.

## How to deal with customers who add or remove a hyphen on a double barrelled surname

If a customer adds or removes a hyphen on a double barrelled surname without any evidence, we will accept the name, as long as they have not changed the spelling or order of their name.

## How to deal with minor changes on renewal and replacement applications

### When the customer has a minor change to their name

When a customer sends a renewal or replacement application with a minor change to their name (for example, Michael to Micheal), you must:

- tell the customer you will issue a passport in the name on their old passport, unless they give you 2 pieces of evidence that shows they use the name for all official purposes (see Names: evidence to change a name)

If a customer tells you they will send you evidence, you must:

1. Electronically store the application, while you wait for their evidence.
2. Deal with the change of name, in line with current guidance when you get the evidence.

The customer may tell you to use the name shown on the old passport.

You must:

1. Update the name on the system with the name on their old passport.
2. Add a case note to show all actions and decisions you have made (see Names: name related case notes, system checks and warnings for what you must include in the case note).

## When the middle name is on the old passport but not on the renewal or replacement application

The customer's old passport may show a middle name, but the customer does not include it on their renewal or replacement application and there is no evidence to show they have changed their name.

You must:

1. Update the name on the system to include the customer's middle name, as shown on their old passport.
2. Deal with the application (in line with current guidance).
3. Add a case note to show all actions and decisions you made (see Names: name related case notes, system checks and warnings for what you must include in the case note).

## When the middle name is not on the old passport but is on the renewal or replacement application

If the old passport does not show a middle name but the renewal or replacement application shows one, you must consider why. For example, it may not have originally been included because:

- of an error (for example, the customer never changed their name and it should have been on the previous passport)
- the customer changed their name by statutory declaration (to remove the middle name)

If the middle name was not originally included because:

- the customer formally changed their name (to remove it) and they now want to include it, they must provide us with evidence of a change of name and evidence they use it for all official purposes
- we previously treated it as a minor change of name, they must provide us with 2 pieces of evidence they use the name (so we can treat it as a minor change to add it back on)
- of an error (meaning it should have originally been included) we can accept the customer's birth certificate that shows the middle name, as evidence

You must:

1. Tell the customer what evidence to send (depending on why the middle name was not originally included).
2. Carry out system checks on all combinations of the name (see Names: name related case notes, system checks and warnings).
3. Add a case note to show all actions and decisions you have made (see Names: name related case notes, system checks and warnings for what you must include in the case note).

## **When the middle and forename on the old passport is in a different order on the renewal or replacement application**

If the order of the forename and middle names on the old passport is different to the order of the names on the renewal or replacement application, you must contact the customer and ask them to confirm the name they use for all official purposes.

The customer may want their forename and middle name on their passport in the same order as on their old passport.

You must:

1. Update the names on the system so that they match the name on the old passport.
2. Add a case note to show all actions and decisions you have made (see Names: name related case notes, system checks and warnings for what you must include in the case note).

If the customer wants their name in the new order they've put on their application form, ask them to send you 2 pieces of evidence that shows they use it for all official purposes (see evidence to change a name).

## **When the middle or forename on the old passport has a different spelling on the renewal or replacement application**

When the spelling of a forename or middle name on the customer's old passport is different to the spelling on their renewal or replacement application, you must contact them and ask them to confirm the name they use for all official purposes.

The customer may want the passport in the same spelling as their old passport.

You must:

1. Update the name the system so it matches the name on the old passport.
2. Add a case note show all actions taken and decisions made (see Names: name related case notes, system checks and warnings for what you must include in the case note).

If the customer wants the name in the new spelling, you must ask them to send 2 pieces of evidence that shows they use it for all official purposes (see Names: evidence to change a name).

## **When the forename and surname on an old passport is in a different order on the renewal or replacement application**

When a customer's forename and surname on their old passport is in a different order to their name on the new passport, you must contact them and ask them to confirm the name they use for all official purposes.

The customer may want their passport issued in the name that is in the same order as on the old passport.

You must:

1. Update the name on the system so that it matches the name on the old passport.
2. Add a case note to show all actions and decisions you have made (see Names: name related case notes, system checks and warnings for what you must include in the case note).

If the customer wants their name in a new order, you must ask them to send evidence of the change of name and evidence they use it for all official purposes (see Names: evidence to change a name).

## When the customer adds or removes a hyphen between 2 forenames

When a customer sends a renewal or replacement application and they add or remove a hyphen between 2 forenames, you must tell the customer you will issue a passport in the name on their old passport.

You can issue a passport using their new name if they give you 2 pieces of evidence that shows they use the name for all official purposes (see Names: evidence to change a name).

If a customer tells you they will send you evidence, you must:

1. Electronically store the application, while you wait for their evidence.
2. Deal with the change of name, in line with current guidance when you get the evidence.

The customer may tell you to use the name shown on the old passport.

You must:

1. Update the name on the system with the name on their old passport.
2. Add a case note to show all actions and decisions you have made (see Names: name related case notes, system checks and warnings for what you must include in the case note).

## When a name is considered unusual

If you accept a name change but you consider it to be unusual, you must first discuss the application with your line manager. If they agree, you must:

1. Tell the customer they must confirm in writing that they understand we cannot take responsibility for any difficulties they may have when they use their passport.

2. Keep a permanent record of the letter (see scanning supporting docs work instructions).

## When there is a difference with the spelling of a name on a Joint Citizen application (JCAP)

When dealing with JCAP applications, examiners must use the Joint Citizen Applications (JCAP) guidance.

There may be a difference with the spelling of a name on the system and the application form.

You must:

1. Confirm the correct spelling with the customer and ask for supporting documents to show the correct spelling (if you do not already have it).
2. Change the name on the system (if it's a spelling mistake).
3. Add a case note to the application so that UK Visa and Immigration issues the nationality certificate in the correct name (see Names: name related case notes, system checks and warnings for what you must include in the case note).

### Related content

[Contents](#)

# Changing a child's name

This section tells Her Majesty's Passport Office operational staff how to deal with child applications that include a change of name. If the change of name is for an adult, you must refer to [changing an adult's name](#). You must use the guidance in this section with:

- change of name on British overseas citizen (BOCs) and British overseas territory citizen (BOTCs) applications, if the change of name is for BOCs or BOTCs customers
- name and change of name on diplomatic or official passport applications, if the application is for a diplomat or official
- Digital Application Processing: change of name applications, if the application is in DAP

## Case noting when changing a child's name

When using this guidance to change a child's name, you, the examiner, must refer to Names: name related case notes, system checks and warnings to make sure the case notes include all correct information.

## HM Passport Office's definition of a child

Our definition of child may be different to other government departments. The children's guidance tells you what we define as a child.

## Why a child may change their name

Children may change their name, through:

- a change of gender
- enrolled deed polls, unenrolled deed polls or change of name deeds
- adoption
- court orders, specific issues orders and overseas court orders
- statutory declarations
- affidavits
- acts of Parliament

The new name the child uses must be acceptable for use in the passport. You, the examiner, must refer to:

- names that cannot be used in the passport, for names:
  - that may cause public offence
  - the system cannot accept because of technical reasons
  - that may breach trademark or copyright laws
- how to show uncommon names for:

- names that have cultural or naming conventions (traditions that mean a name must be shown in a certain way)
- Welsh names
- Irish and Gaelic names
- names that have junior prefixes or suffixes
- stage, professional and religious names
- customers who only have a single name
- names that have titles

## Evidence we need to change a child's name

Customers, who apply for their child's passport with a change of name, must provide evidence to show the:

- change of name (for example, a statutory declaration)
- new name is being used for all official purposes

You must refer to Names: evidence to change a name for what you can accept.

We will need everyone with parental responsibility to give their consent to change a child's name (see consent needed to change a child's name).

## Types of child name changes

Unlike adult change of names, we do not recognise minor changes to a child's name. Any type of change to a child's name is seen as a change of name, including:

- dropping the forename or middle name
- changing the spelling of the forename or surname
- adding a forename, middle name or surname
- changing the forename or middle name
- changing the order of the forename and middle name
- changing the surname
- changing the full name
- adding or removing a hyphen

## Consent of everyone with parental responsibility to change a child's name

Everyone with parental responsibility must give consent to change the name for anyone under the age of 16 (18 if the child has a care order or court order in place). Normally, both parents have parental responsibility, but others may get it through court orders or something similar.

When dealing with a change of name for a child, you must:

- consider who has parental responsibility

- check that everyone with parental responsibility has given consent to change the child's name
- consider if there are any court orders that:
  - prevent the child's name from being changed
  - allow the child's name to be changed without the consent of everyone who has parental responsibility (see children's guidance for types of court orders)

If it's unclear if the parent has sole parental responsibility, you must:

- send:
  - Application Management System (AMS) letter 319 to the customer to ask them to confirm in writing, that they have sole responsibility (if the application is on AMS)
  - an email using the Digital Application Processing (DAP) system, to ask them if they have sole responsibility (if the application is on DAP)
- keep a permanent record of the customer's reply on the system
- add a case note to show all of the actions and decisions you made

## The legal basis for consent

We are guided by the legal position on who can change a child's name. It is defined by case law and the judgement given by the Court of Appeal on case *Re P* (1997) 2 FLR 730.

The case was about whether a county council was obliged to recognise a change of surname for 3 children, when:

- they were presented with a signed deed poll, as evidence of the change of name
- the father (who had parental responsibility) did not give consent to change their names

The court's decision was that the change of a child's surname was fundamental and where there is a dispute and both parents have parental responsibility, either:

- the consent of both parents is needed
- a court order is needed that allows the change of name without the consent of everyone who has parental responsibility

To make sure we are consistent in line with legal advice and the conditions of different parts of the UK, our approach to consent and parental responsibility applies to all child changes of name.

## Caveats (objections to a child having a passport)

A parent, or other interested party, can submit a caveat to a child having a passport.

If someone submits a caveat, you must refer to the children's guidance, when dealing with a passport application for a child. You must scan any documents about caveats on the system.

## Consent of everyone with parental responsibility: vulnerable customers and children

We usually need the consent of everyone with parental responsibility to change a child's name. Some customers may not be able to get the consent of someone with parental responsibility, if it would put their (or their child's) welfare at risk (for example, if they may be subject to abuse). When this happens, you must refer to safeguarding: consent issues.

If you have any doubts about the consent being genuine, you must refer to the Authorisation and consent guidance.

## Overseas parental responsibility, consent and court orders

Customers applying from overseas, must provide any court orders relating to a child. You must refer to the children's guidance when dealing with an overseas application that includes a court order relating to a child.

## Scanning consent evidence, court orders and caveats on the system

You must scan on the system:

- letters of consent
- court orders
- caveats
- any letters you got that helped you make your decision

The scanning supporting documents guidance tells you how to scan documents on to the system.

## When someone with parental responsibility does not give consent to change a child's name

If we cannot get the consent from everyone with parental responsibility, the customer must send us a court order that shows it allows them to change a child's name, without needing the consent of everyone with parental responsibility.

If someone with parental responsibility has died, you must refer to ['when someone with parental responsibility has died or loco parentis \(in place of a parent\) applies'](#).

## Full birth certificates that show who has parental responsibility

In some cases, we may be able to check who has parental responsibility using the full birth certificate (see full birth certificate guidance).

A father may not automatically lose parental responsibility if they have been taken off a birth certificate but may have lost parental responsibility by other means, for example, a court order.

If there is evidence to suggest that someone else has parental responsibility, we will need their consent before we change a child's name.

## Statutory declarations that show others with parental responsibility have given consent

Some customers may tell us on their statutory declaration that everyone with parental responsibility consented to the child's change of name or is aware of it.

We will only accept the statutory declaration as evidence everyone with parental responsibility has given their consent, if it includes:

- the names of everyone with parental responsibility
- the signatures of everyone with parental responsibility

## Change of name deeds that show consent

Some change of name deeds may be signed by both parents. We will accept it, as long as there is no other evidence that shows someone else also has parental responsibility.

When you get a letter of consent (or change of name deeds) that show consent, (signed by both parents) you must:

1. Scan it on the system.
2. Add a case note that shows all actions and decisions you have made (see Names: name related case notes, system checks and warnings for what you must include in the case note).

## Enrolled deed poll that shows consent

When a customer sends us an enrolled deed poll, issued by the Supreme Court, as evidence of a change of name, we will not need the consent of everyone with parental responsibility. This is because the [Enrolment of Deeds Regulations 1994](#) requires, either the:

- consent of everyone with parental responsibility
- reasons why the consent of everyone with parental responsibility could not be given

The Judge will take into account the lack of consent from anyone who has parental responsibility, before deciding to allow the change of name.

## When someone else gets parental responsibility after we have already received an application with a change of name

Someone else may get parental responsibility after everyone with parental responsibility already gave their consent to change a child's name and got a change of name document (for example, statutory declaration).

We will accept the change of name without the new person's consent, as long as everyone who had parental responsibility, consented to the change of name at the time.

## When someone believes they have parental responsibility

If someone does not give consent to change a child's name and they believe they have parental responsibility, you must give them 1 month to provide evidence to show it. If they:

- provide you with evidence to show they have parental responsibility, you must only accept the change of name if they (and everyone else who has parental responsibility) gives their consent
- do not provide us with evidence to show they have parental responsibility, you must accept the change of name (as long as everyone else who has parental responsibility gives their consent)

## When a customer cannot get consent from someone with parental responsibility

Some customers may have difficulty getting the consent of someone else with parental responsibility (for example, because they no longer have contact with them).

When this happens, the customer must provide us with a specific issue order that allows them to change the child's name without the consent of everyone who has parental responsibility.

## When someone with parental responsibility has died or loco parentis (in place of a parent) applies

If someone with parental responsibility has died, the customer must send us:

- evidence of the change of name and evidence the child uses it for all purposes (see Names: evidence to change a name)
- any court orders that are in place (or confirmation there are none)
- a written statement to explain the situation
- the child's birth certificate

- the death certificate of the person who had parental responsibility

If loco parentis applies, the customer must send us:

- evidence of the change of name and evidence the child uses it for all purposes (see Names: evidence to change a name)
- evidence the customer is acting as loco parentis (see children's guidance)
- a court order that allows the customer to change the child's name without the consent of everybody with parental responsibility

We must safeguard (protect) adults and children who may be at risk. If someone acting as loco parentis cannot provide evidence, you must raise a query with the Guidance & Quality, Operating Standards using the Quality and Examination Support team (QuEST) referral process.

## If a child's new name is used for all official purposes but we do not have consent

If a child's new name is the one they use for all official purposes, we will not accept it, unless everyone with parental responsibility has given their consent (or there is a court order allowing the change of name). We will issue the passport using the original name.

For example, the new name is used with the NHS and child benefit but not everyone with parental responsibility has given (or can give) consent for the child's change of name. When this happens, we will issue the passport in their old name.

To stop any problems with differences the name may have on the child, you must tell the customer they have the option of getting a court order, allowing them to change the child's name without the consent of everyone with parental responsibility. We must not insist they do it, as it is up to them to decide.

If a customer does not get a court order, you must:

1. Deal with the application, in line with current guidance.
2. Issue the passport in the child's original name.
3. Tell the customer we cannot accept responsibility for any difficulties they may have (as the passport will be issued in the child's original name but the child may use their new name for all other purposes).

## Changing a child's name when there is a court order

We ask customers to send us any court orders they have, when they make an application for a child.

## Court orders granting leave or permission to change a name

Court orders usually give leave (permission) to change a child's name, instead of a document that formally changes their name. Because of this, we also need evidence

a child has changed their name and evidence it's being used for all official purposes (see Names: evidence to change a name).

You must be careful when a passport application, includes a:

- change of name for a child
- court order giving leave (or permission) to change the child's name and 1 or more years have passed between the date it was issued and the date the customer sent the passport application

This is because, we:

- cannot be certain the court order giving leave (or permission) to change the child's name has been used
- need to be sure the child uses the name for all official purposes

When this happens, you must:

1. Make sure you have evidence the child has changed their name and it's being used for all official purposes (see Names: evidence to change a name).
2. Scan the evidence on to the application.
3. Add a case note to show all the actions and decisions you have made (see Names: name related case notes, system checks and warnings for what you must include in the case note).

If we get evidence to show they use the new name for all official purposes after 1 year from when the court order was issued, we need evidence of the change of name (for example, statutory declaration).

## Court orders that specifically include a change of name

Some court orders may specifically say that a child is now known by a new name. When this happens, you must:

1. Not ask for any evidence of the change of name or evidence that the child uses the new name for all official purposes.
2. Add a case note to show all the actions and decisions you have made (see Names: name related case notes, system checks and warnings for what you must include in the case note).
3. Deal with the application, in line with current guidance and issue the passport in the new name on the court order.

## Court orders that describe a child's name

We will not accept a court order as evidence a child has changed their name when it describes the child in a different name. For example, it shows the child's name under 'Name', 'Full Name of Child' or in the body of the court order.

When this happens, you must:

1. Ask the customer to provide:
  - evidence the child has changed their name and that they use it for all official purposes (see Names: evidence to change a name)
  - the consent of everyone with parental responsibility (or a court order that allows a change of name without it)
2. Add a case note to show all the actions and decisions you have made (see Names: name related case notes, system checks and warnings for what you must include in the case note).

## Court orders for children up to the age of 18

Some court orders extend to the child's 18<sup>th</sup> birthday and include a statement that nobody can cause the child to be known by another name, without the court's consent. These include:

- child arrangement orders
- special guardianship orders
- care orders under [section 31 of the Children's Act](#)

Even if the court order does not relate to a child's change of name, the customer must send it to us so we can check it allows them to change the child's name.

## Changing a name when a child is in care

Court orders for children in care usually includes a statement that while it's in place, a child's name cannot be changed without the consent of the court. If the court order does not include this, before we change the child's name, we need:

- evidence that the child has changed their name and that they use it for all official purposes (see Names: evidence to change a name)
- the consent of everyone with parental responsibility (or a court order that allows the change of name without it)

Be aware that some court orders grant parental responsibility, even though it may not be immediately clear on the order (for more information, see children's guidance).

## Changing a name when a child arrangement order is in place

When a child arrangement order is in place that confirms who the child must live with, the child's surname cannot be changed, unless we have either the:

- written consent of everyone with parental responsibility
- court's consent through a specific issue order (section 13(1) of the Act)

For any change of name, we still need:

- the consent of everyone with parental responsibility
- evidence of the change of name and that it is used for all official purposes

## Changing a name when there's a special guardianship order

When there's a special guardianship order, we will need either:

- the consent of everyone with parental responsibility before we can change any part of a child's name
- a court order that allows the change of name

## Local authorities who want to change the child's name

You must refer to the children's guidance, when dealing with applications for children in care of a local authority.

## Local authorities who want to change a child's name: England and Wales

We will not accept an application that includes a change of name for a child from a local authority in England and Wales unless, we have either the:

- consent of everyone with parental responsibility
- leave (permission) of the court

## Local authorities who want to change a child's name: Northern Ireland

Under the [Children Northern Ireland Order 1995](#), we will not accept an application that includes a change of name for a child from a local authority in Northern Ireland, unless we have either the:

- consent of everyone with parental responsibility
- leave of the court

## Local authorities who want to change a child's name: Scotland

The [Children \(Scotland\) Act 1995](#) focusses on the needs of children and their families and defines parental responsibilities and rights about children.

When loco parentis (in the place of a parent) or testamentary guardianship (someone named in a will to act as a guardian) applies and there is a change of name, we need either:

- the consent of everyone with parental responsibility

- a court order allowing the change

If anyone with parental responsibility has died, you must refer to [when someone with parental responsibility has died](#).

## Change of name through adoption

When dealing with adoptions, you must refer to:

- childrens guidance
- adoptions guidance
- Names: aligning names on foreign documents, if an adopted child has a foreign passport in a different name

If a child's name has changed through adoption, we do not need evidence they use the name for all official purposes or the consent of everyone who has parental responsibility, as long as we have the full adoption certificate or adoption order.

If a customer sends a renewal or replacement application with an adoption certificate or order, you must:

- make sure it includes a countersignatory and certified photo in the new name
- manually cancel the old passport on MI (if the old name was not in section 2 of the application)

## Child's middle name is not included on a renewal or replacement application

Customers may send us a renewal or replacement application for their child, without including their middle name, even though it was on their old passport. When this happens, we will issue a new passport in the same name as their old passport, unless we have:

- evidence the child has changed their name and that they use it for all official purposes (see Names: evidence to change a name)
- the consent of everyone with parental responsibility to change the name

You must add a case note to show all the actions and decisions you have made (see Names: name related case notes, system checks and warnings for what you must include in the case note).

## Applications for children under 16 who changed their own name

We will accept a change of name for children under 16, when they themselves have changed it, if:

- everyone with parental responsibility has given their consent to the application in the child's name
- we have evidence of the change of name and that they use it for all official purposes (see Names: evidence to change a name)

This is because:

- a child under 16 cannot complete a change of name until they are 16
- those with parental responsibility, have accepted the child's change of name, by sending us a signed passport application form

## 16 to 17 year olds with a change of name

For the purposes of this guidance, a young adult is someone aged 16 or 17 years old.

### Application from a 16 to 17 year old: when they changed their own name after they turned 16

If a 16 to 17 year old applies for a passport with a change of name and it was them who changed it after they turned 16, we will accept it, as long:

- they give us evidence of the change of name and that they use it for all official purposes (see Names: evidence to change a name)
- there are no court orders in place

We will not:

- need the consent of everyone with parental responsibility (as the 16 to 17 year old changed their own name after they turned 16)
- accept any objections to the change of name from anyone with parental responsibility

If there is a court order in place for the 16 to 17 year old, you must check it to see what consent you need.

If the 16 to 17 year old changed their name because they changed gender, you must refer to [customer change of name because they changed gender](#), to check what:

- consent you need (as the rules are different when a child or 16 to 17 year old changes gender)
- change of name evidence you need

### Application from a 16 to 17 year old: when they changed their own name before they turned 16

If a 16 to 17 year old applies for a passport and with a change of name and it was them who changed it before they turned 16, we will accept it, as long as:

- they give us evidence of the change of name and that they use it for all official purposes (see Names: evidence to change a name)
- there are no court orders in place
- we have consent from all who have parental responsibility:
  - if the 16 to 17 year old cannot provide consent and they are now 16 and over, they can provide a new change of name document they have completed themselves

If there is a court order in place for the 16 to 17 year old, you must check it to see what consent you need.

If the 16 to 17 year old changed their name because they changed gender, you must refer to [customer change of name because they changed gender](#), to check what:

- consent you need (as the rules are different when a child or 16 to 17 year old changes gender)
- change of name evidence you need

### Application from a 16 to 17 year old: when someone else changed their name before they turned 16

If a 16 to 17 year old applies for a passport with a change of name and it was a third party (for example, a parent) who changed it before they turned 16, we will accept it, as long as:

- they give us evidence of the change of name and that they use it for all official purposes (see Names: evidence to change a name)
- there are no court orders in place
- we have consent from all who have parental responsibility
  - if the 16 to 17 year old cannot provide consent and they are now 16 and over, they can provide a new change of name document they have completed themselves

If there is a court order in place for the 16 to 17 year old, you must check it to see what consent you need.

If the 16 to 17 year old changed their name because they changed gender, you must refer to [customer change of name because they changed gender](#), to check what:

- consent you need (as the rules are different when a child or 16 to 17 year old changes gender)
- change of name evidence you need

## Application from a 16 to 17 year old: when someone else changed their name after they turned 16

If a 16 to 17 year old applies for a passport with a change of name and it was a third party (for example, a parent) who changed it after they turned 16, we will accept, it as long as:

- they give us evidence of the change of name and that they use it for all official purposes (see Names: evidence to change a name)
- there are no court orders in place

If the 16 to 17 year old has applied for a passport in their new name, we can accept they have consented to the change of name and we do not need the consent of everyone with parental responsibility.

If there is a court order in place for the 16 to 17 year old, you must check it to see what consent you need.

If the 16 to 17 year old changed their name because they changed gender, you must refer to [customer change of name because they changed gender](#), to check what:

- consent you need (as the rules are different when a child or 16 to 17 year old changes gender)
- change of name evidence you need

## Application from a third party for a 16 to 17 year old with a change of name

We will not accept an application from a third party for a 16 to 17 year old whose name changed, unless it is because the 16 to 17 year old:

- cannot give consent due to a severe disability
- has a court order in place

## If there is a court order or the 16 to 17 year old cannot give consent

If there is a court order or the 16 to 17 year old cannot give consent, we need:

- evidence of the 16 to 17 year old's change of name and evidence they use it for all official purposes (see Names: evidence to change a name)
- evidence that shows the 16 to 17 year old cannot give consent (if the the reason the third party made the application is because the 16 to 17 year old cannot give consent)
- the court order (if the reason the third party made the application is because there is a court order in place for the 16 to 17 year old)
- the consent of everyone with parental responsibility (to show they consented to the name change)

If the third party gives evidence to show the 16 to 17 year old cannot give consent, you must:

- check it to see if it confirms the 16 to 17 year old cannot give consent
- discuss the case with your OTL (if you have doubts)
- add a case note to show all of the actions and the decisions you made, including what evidence you received

If we do not get the evidence to show the customer cannot give consent, you must refer the application to Guidance & Quality, Operating Standards using the Quality Examination Support team (QuESt) referral process. Guidance & Quality, Operating Standards will confirm whether you can accept the change of name.

### **If there is no court order or no reason why the 16 to 17 year old cannot give consent**

If there's no court order or reason why the 16 to 17 year old cannot give consent, you must refuse the application. The 16 to 17 year old must apply for their own passport.

### **False name changes and name changes made in error**

#### **When we identify a false name change after we have issued a passport**

We may find that the person who sent the application has made a false declaration to change a child's name.

You must:

1. Send a letter to the person who made the application to explain the situation and tell them that unless there is a court order that consents to the name change:
  - they must return the passport within 2 weeks so we can cancel it
  - we will issue a new passport in their old name, valid up to the expiry date on the old passport
2. Send a new application form (but you may be able to reopen to reissue). You will need new photos if you cannot reopen to reissue or if a countersignatory needs to countersign them.
3. Not ask for evidence for the use of the name for all official purposes.

If the person who made the application does not respond after 2 weeks, you must:

1. Send them a first reminder and allow 2 weeks for the customer to respond.
2. Send a second and final reminder, if they do not respond 2 weeks after we sent the first reminder. The reminder must tell the customer you will cancel the passport, if they do not respond. Send the reminder by Royal Mail 'Signed For delivery', unless:

- the address is in an area where secure delivery signatures are mandatory, in which case, send it by secure delivery
  - it is an overseas address, in which case, send it by DHL
3. Add a passport note to show all the actions and decisions made (see Names: name related case notes, system checks and warnings for what you must include in the case note).

If the person who made the application still does not respond, you must refer the application to Guidance & Quality, Operating Standards, using the query referral process.

Guidance & Quality, Operating Standards will respond, taking into account:

- if you must cancel the passport
- what case notes you must add

## Child's name was changed in error

There may be times when we find we issued a passport in error. For example, we issued it in the child's new name without the consent of everybody with parental responsibility.

When dealing with such cases, you, the examiner, must:

1. Send a letter to the person who made the application, to explain the situation and tell them unless there is a court order that consents to the child's change of name:
  - to return the passport within 2 weeks so you cancel it
  - you will issue a new passport in the child's old name, valid up to the expiry date on the old passport
2. Send them a new application form. If we were at fault, send a pre-paid label and tell them we will refund the cost of the photos.
3. Not ask for evidence for the use of the name for all official purposes.

If the person who made the application does not respond after 2 weeks, you must:

1. Send them a first reminder and allow 2 weeks for them to respond.
2. Send a second and final reminder, if they do not respond 2 weeks after we sent the first reminder. The reminder must tell the customer you will cancel the passport, if they do not respond. Send the reminder by Royal Mail Signed For delivery, unless:
  - the address is in an area where secure delivery signatures are mandatory, in which case, send it by secure delivery
  - it is an overseas address, in which case send it by DHL
3. Add a passport note to show all actions taken and decisions made (see Names: name related case notes, system checks and warnings for what you must include in the case note).

If the person who made the application still does not respond, you the examiner must:

1. Tell the person who raised the complaint (if there is one), that:
  - we have done what we can to investigate their complaint
  - they can raise the issue with the police, if they wish to take it further with the person who made the application
2. Not disclose any personal or sensitive information about the child or the person who made the application to the person who raised the complaint.
3. Arrange for the child's name to be added to the watchlist so we can resolve the issue when they return the passport (for example, as part of a renewal application).
4. Add a passport note to show all the actions and decisions you have made (see Names: name related case notes, system checks and warnings for what you must include in the case note).

When we get another application for the child, you must:

- cancel the old passport on MI
- resolve any issues with the child's name, before you issue a new passport

## Children who change their name because they have changed gender

If a child has changed their name because they have changed gender, you must refer to [name changes because the customer has changed gender](#).

## Child's name has been changed after their birth has been re-registered

It is possible for a child's name to change when the parents re-register the birth (see birth certificates guidance). When this happens, you do not need any other evidence of a change of name.

## Incorrect name on birth certificates

We must not tell the customer to take steps to correct the birth certificate to support their passport application.

If they tell us the name on their or their child's birth certificate is wrong (before we use the correct name on the passport) they must provide us with evidence of the change of name and that they use it for all purposes (see Names: evidence to change a name).

If the customer asks you how to correct the birth certificate, you must tell them they may only be able to change it, if they can show a mistake was made when they registered the birth and have evidence that the child was, either:

- using a different name to the one on the birth certificate (at the time the child's birth was registered)
- has been known by a different name to the one on the birth certificate (from when they were born or shortly afterwards)

Any corrections to a birth certificate will be made using a 'marginal note' (a note added to the relevant section of the birth certificate). We can then issue the passport using the name in the marginal note.

## Children who change their name after they registered or naturalised

You must refer to [name changes and name differences after naturalisation or registration](#), when dealing with:

- changes of name after the child was naturalised or registered
- differences with the child's name after they registered or naturalised

## Change of name after the passport was lost or stolen

Children who have changed their name after their passport was lost or stolen, must still provide evidence to show they have changed their name, in line with this guidance.

They must also report their passport lost or stolen when applying for a replacement passport.

## Child's name on collective passports

We need the signed and written consent of everyone with parental responsibility for a child to be included on a collective passport, if it's in a different name to that on their:

- full British passport (if they have one)
- birth certificate or nationality certificate (if they do not have British passport)

## When there is a difference with the spelling of a child's name on a Joint Citizen application (JCAP)

Examiners must use the Joint Citizen Applications (JCAP) guidance, when dealing with JCAP applications.

There may be a difference with the spelling of the name on the system and the application form.

You must:

1. Confirm the correct spelling with the customer and ask for supporting documents to show the correct spelling (if you do not already have it).
2. Change the name on the system, if it's a spelling mistake.
3. Add a case note to the application so that UK Visa and Immigration issues the nationality certificate in the correct name (see Names: name related case notes, system checks and warnings for what you must include in the case note).

**Related content**

[Contents](#)

# Digital Application Processing: change of name applications

This section tells Her Majesty's Passport Office operational staff using the Digital Application Processing (DAP) system how to deal with change of name applications.

The DAP system will automatically reject an application and transfer it to the Application Management System if it does not fit the criteria.

The Document Management Service (DMS) will validate the documents sent in by the customer. If the documents meet the criteria for processing in DAP they will complete their checks and keep the application in DAP. They will transfer the application to AMS if the customer's documents do not meet the DAP acceptance criteria.

## How to deal with a change of name application in DAP

Applications which meet the criteria for processing will be retained in DAP by the DMS. You, the DAP examiner, must select **Next application** and DAP will open the next application in the work queue.

If the customer has changed their name, DAP will show 'Change of name' in the **Tasks** tab. This task is one of the Change of personal details tasks.

You must:

- check the customer's personal details (for example, previous name and new name)
- view the document (in the **Document** tab) where you can:
  - view the validation checks the Document Management Service carried out on the document
  - check what date we received the document
- record your decision for the task:
  - accept the change of name
  - ask the customer for another document

## How to check the document

You must:

1. Click on **View document** to open the document.
2. Check that the old and new names on the document match the old and new names on the DAP application, using the Names – evidence to change a name guidance.
3. Close the **View document** screen.

## How to accept a customer's new name

If the old and new names on the document match the old and new names on DAP and you have no other concerns with the application, you must:

1. Select Yes in Do you accept the change of name?
2. Add a case note to record your decision and any other information (for example, the date of marriage ceremony).
3. Click Save to record your decision.

## If you need to ask for a document

If you need the customer to send a document as evidence of their change of name you must:

1. Select Not sure, ask for new documents, in Do you accept the change of name?
2. Add a case note to explain why you are asking for new documents. For example, the case note could say 'document is laminated'.
3. Click Save.
4. Send an email to the customer asking for a new document.

### **Related content**

[Contents](#)

# Name changes and name differences after naturalisation or registration

This section tells Her Majesty's Passport Office operational staff how to deal with changes of name or differences with the name, after the customer has naturalised or registered.

## What name we'll issue the passport in when the customer has registered or naturalised

When a customer has naturalised or registered, we will issue the passport in the name shown on their naturalisation or registration certificate, unless they provide us with evidence of a change of name and evidence they use it for all purposes (see Names: evidence to change a name).

## When there's a mistake with the name on the naturalisation or registration certificate

Customers must contact UK Visas and Immigration, if the details on their naturalisation or registration certificate are incorrect. You must refer to the naturalisation certificates guidance for information about when:

- UKVI may:
  - reissue naturalisation or registration certificates using the correct details
  - add endorsements to naturalisation or registration certificates to show if they have officially accepted the correct details
- you can accept the correct name

If UKVI does not issue a new naturalisation or registration certificate with the correct details or add an endorsement to officially accept them, you must tell the customer they can either:

- have the passport in the name shown on their naturalisation or registration certificate
- have their passport in the correct name (but they must provide evidence of a change of name and that they use the name for all official purposes)
- withdraw their passport application (in line with the withdrawal of passport applications guidance)

## Dealing with name changes after a customer has naturalised or registered

In all cases where the customer's surname on the passport application is different to surname on the naturalisation or registration certificate, you must make sure the customer is the rightful owner of the document.

## Change of surname through marriage or civil partnership (after naturalisation or registration)

If the customer's surname has changed because they got married or entered into a civil partnership, you must be satisfied with how the name has been changed by looking at the names on the:

- marriage or civil partnership certificate
- naturalisation or registration certificate

You must be able to see how the name has been made up and you can see the link between the previous and new name.

1. Accept the change of name.
2. Add a case note to show all the actions and decisions you have made (see Names: name related case notes, system checks and warnings for what you must include in the case note).

## Change of surname through marriage or civil partnership, (before a naturalisation or registration certificate was issued)

The customer's surname may have changed because they got married or entered in to a civil partnership and it was before they were issued with their naturalisation or registration certificate.

You must:

1. Tell the customer to send us:
  - a signed statement that they are using their married name for all official purposes
  - their marriage certificate or civil partnership certificate (if we do not already have it) and evidence they use their married name for all official purposes (see Names: evidence to change a name)
2. Electronically store the application, while you wait for them to respond.
3. Add a case note to show all the actions and decisions you have made (see Names: name related case notes, system checks and warnings for what you must include in the case note).
4. Issue the passport in the name shown on the marriage or civil partnership certificate.

## Change of forename or surname not through marriage or a civil partnership (after naturalisation or registration)

If the customer's name has changed and it is not because they have married or entered in to a civil partnership and there is no evidence the customer has changed their name.

You must:

1. Contact the customer by phone to tell them we will issue their passport in the name shown on the naturalisation or registration certificate.
2. Update the name on the system so it matches the name on the naturalisation or registration certificate.
3. Add a case note to show all of the actions and decision you made (see Names: name related case notes, system checks and warnings for what you must include in the case note).
4. Issue the passport using the name shown on the naturalisation or registration certificate.

If the customer does not want us to use the name shown on the naturalisation or registration certificate, you must:

1. Ask them to provide evidence of the change of name and that they use it for all purposes (see Names: evidence to change a name).
2. Carry out system checks on all combinations of the name (see Names: name related case notes, system checks and warnings).
3. Add a case note to show all actions and decisions you have made (see Names: name related case notes, system checks and warnings for what you must include in the case note).

## When the full name on the application form is in a different order to that of the naturalisation or registration certificate

The names on the application form may be in a different order (including the surname) to the name on the naturalisation or registration certificate and the customer has not provided evidence to show they have changed their name.

1. Tell the customer we will issue their passport in the name on the naturalisation or registration certificate.
2. Update the name on the system so it matches the name on the naturalisation or registration certificate.
3. Add a case note to show all the actions and decisions you have made (see Names: name related case notes, system checks and warnings for what you must include in the case note).
4. Issue the passport using the name shown on the naturalisation or registration certificate.

The customer may tell us they do not want us to use the name shown on the naturalisation or registration certificate.

1. Ask them to provide evidence of the change of name and that they use it for all purposes (see Names: evidence to change a name).
2. Add a case note to show all the actions and decisions you have made (see Names: name related case notes, system checks and warnings for what you must include in the case note).

## When the forenames on the application form are in a different order to that of the naturalisation or registration certificate

The forenames on the application form may be in a different order to those on the naturalisation or registration certificate and the customer has not provided evidence they have changed their name.

You must:

1. Tell the customer we will issue their passport in the name on the naturalisation or registration certificate.
2. Update the name on the system so it matches the name on the naturalisation or registration certificate.
3. Add a case note to show all the actions and decisions you have made (see Names: name related case notes, system checks and warnings for what you must include in the case note).
4. Issue the passport using the name shown on the naturalisation or registration certificate.

The customer may not want the name on the naturalisation or registration certificate to show in the passport.

You must:

1. Ask them to provide evidence of the change of name and that they use it for all purposes (see Names: evidence to change a name).
2. Add a case note to show all the actions and decisions you have made (see Names: name related case notes, system checks and warnings for what you must include in the case note).

## When the naturalisation or registration certificate has additional forenames

The naturalisation or registration certificate may have additional forenames to the name on the passport application form, but the order of the names has not changed.

You must:

1. Tell the customer we will issue their passport in the name on the naturalisation or registration certificate.
2. Update the name on the system so it matches the name on the naturalisation or registration certificate.
3. Add a case note to explain why you added the observation (see Names: name related case notes, system checks and warnings for what you must include in the case note).
4. Issue the passport using the name shown on the naturalisation or registration certificate.

The customer may not want the name on the naturalisation or registration certificate to show in the passport.

You must:

1. Ask them to provide evidence of the change of name and that they use it for all purposes (see Names: evidence to change a name).
2. Add a case note to show all the actions and decisions you have made (see Names: name related case notes, system checks and warnings for what you must include in the case note).

## **When a correct name on a naturalisation or registration certificate does not match the name on a foreign passport**

You must not tell the customer to return their naturalisation or registration certificate to UKVI when they issued it in a correct name but it does not match the name on their foreign passport. Instead, you must deal with the application, in line with the Names: aligning names on foreign documents guidance.

## **Checking names on the United Kingdom Visas and Immigration (UKVI) system**

We use information held by UKVI on the UKVI system, to help us determine a customer's immigration history, identity and nationality (if they have previously naturalised or registered).

In line with the interview requirements for naturalised or registered first time applicants guidance, you must check the UKVI system (using a UKVI system enabled examiner) to confirm the customer's details. If you can, the customer may not need to attend an interview.

### **Related content**

[Contents](#)

# Customer change of name because they have changed gender

This section tells Her Majesty's Passport Office operational staff how to deal with passport applications when the customer (adult or child), has changed their name as they have changed gender. When dealing with change of gender applications, you must also refer to the gender recognition guidance.

## Case noting when the customer has changed their name because they have changed gender

When using this guidance to change a child's name, you the examiner must refer to Names: name related case notes, system checks and warnings to make sure the case notes include all correct information.

In line with the gender recognition guidance, you must not use the case notes to record any:

- unnecessary references to a customer's gender reassignment
- references to surgery or treatment
- any personal opinions or assumptions

## When the customer has changed their name because they have changed gender

### If the customer does not have a full or interim Gender Recognition Certificate

Customers may change their name because they have changed gender but do not have a full or interim Gender Recognition Certificate (GRC), for example, because they:

- are under the age of 18 and cannot get one
- have not applied for their change of gender to be legally recognised with the Gender Recognition Panel

If the customer does not have a GRC, they must provide us with:

- evidence the gender change is likely to be permanent (for example, a signed letter from a medical professional, for example, consultant or GP on headed paper)
- evidence that their name has changed and that they use it for all purposes (see Names: evidence to change a name)
- the written consent of everyone with parental responsibility to change the:

- gender, if the person changing gender is under the age of 18 (in line with the authorisation and consent guidance and the gender recognition guidance)
- the name, if the person changing gender is also changing their name and is under the age of 16

If the customer cannot give us evidence they use the new name for all purposes:

1. You must refer their application and all supporting documents to Guidance & Quality, Operating Standards using the Quality and Examination Support team (QuEst) query referral process.
2. Add a case note to show all of the actions and decisions you made.
3. Electronically store the application, while you wait for them to respond.

## If the customer has a full or interim GRC

If the customer has a full or interim GRC, we will accept it as evidence of the change of name. We:

- do not need any other evidence that they have changed their name
- only need evidence that they use the name for all purpose - if you have doubts that the customer is not using the name (see Names: evidence to change a name)

## When the customer has changed their name because they reverted to their old gender

If the customer has changed their name because they have reverted to their old gender, we need evidence:

- of the change of name
- that they use the name for all official purposes, including if it is their previous name or a new name (see Names: evidence to change a name)
- that the gender they are reverting to is likely to be permanent (for example, a letter from a medical professional, for example a consultant or GP)

## When a person who adopts the dress and manner of the opposite sex, changes their name

If a customer has changed their name because they have adopted the dress and manner of the opposite sex, they must provide evidence of:

- their preferred identity, in line with the Gender Recognition guidance
- the change of name and that they use it for all official purposes (see Names: evidence to change a name)

We will not issue a passport in the customer's new name, if it's being used for some but not all official purposes.

## When a customer changes their name because they have changed gender and they hold a foreign passport

When a customer changes their name because they have changed gender and hold a foreign passport, they must change the name on it to meet our Names: aligning names on foreign documents guidance.

### Related content

[Contents](#)

# Name changes: BOC, BOTC and BN(O) applications

This section tells Her Majesty's Passport Office operational staff about the extra requirements when British overseas citizens (BOCS) and British overseas territory citizens (BOTCs) have a change of name. It also tells them how to deal with minor changes we accept for British national (overseas) (BN(O)) applications.

You must also refer to changing an [adults name](#) or [child's name](#), which provides detailed guidance on dealing with applications that have a change of name.

## Dealing with BOC, BOTC and BN(O) applications

You must deal with:

- BOC applications, in line with the British overseas citizen's guidance
- BOTC applications, in line with the British overseas territory citizen's guidance
- BN(O) applications, in line with the British national (overseas) guidance

## Who deals with full name changes on BOCs, BOTCs and BN(O) applications

Only examiners who have had full nationality or complex nationality training, will deal with BOC, BOTC and BN(O) applications when there is a full change of name.

## When a BOC, BOTC, or BN(O) has a change of name

All BOC, BOTC, BN(O) and British citizen passports must be in the same name (see Multiple British passports and nationality statuses).

Before we issue a British citizen or variant passport, you must tell the customer to give us evidence that shows they have changed the name in their other passport and dual national passports, first.

## Confirming identity and nationality when there's a change of name

You must reconfirm the nationality and identity of BOCs, when:

- they have a change of name or change in spelling, from the name on their source documents
- a previous BOC passport has the observation 'the holder is also known as [name]', and it was not added to show we applied an exception to when the customer must align their name (see Names: aligning names on foreign documents)

You must not automatically keep the observation 'the holder is also known as [name]' on the new passport. You must only keep the observation after careful consideration and in line with this guidance.

## Minor name change on BN(O) applications

Customers applying for a BN(O) passport do not need to provide evidence of a [minor change of name](#), including if they added new forenames, as long as they have aligned their Permanent Identity Card (PIC) and Special Administrative Region (SAR) passport to the new name.

## BN(O) customer has double barrelled name following marriage

Some customer's previous BN(O) passport may be in doubled barrelled surname following marriage (made of up their maiden and husbands name), even though they may have:

- took their married name and only use that name
- kept their maiden name and only use that name

This is because at the time the customer made their application for their previous BN(O) passport, they may have been told they had to apply using the double barrelled name. Their PIC and SAR will be in the correct name (for example, their married or maiden name).

## Customer tells you they only use their married (or maiden) name

If the customer tells you, they do not use the double barrelled name and only use their married (or maiden) you must:

- ask them for:
  - their marriage certificate (to show how the double barrelled name was made up)
  - evidence they use the name for all official purposes (you may accept the PIC, SAR and address evidence)
- accept the name on the application when all of the following apply:
  - you can see how the name was made up from the marriage certificate
  - the name on the application matches the name on the PIC, SAR and address evidence

If the customer cannot provide their marriage certificate (or does not want to), you must ask them for evidence:

- of a change of name (to show a change of name from the double barrelled name to the name they use)

- evidence they use the name for all official purposes (you may accept the PIC, SAR and address evidence)

## **Related content**

[Contents](#)

# Names and change of names for diplomats and officials

This section tells Her Majesty's Passport Office operational staff about the extra requirements for Diplomats and officials who have a change of name. You must also refer to changing an [adults name](#) or [child's name](#), which provides detailed guidance on dealing with applications that have a change of name.

Passports for diplomats, British officials or Queens Messenger Services must be in the same name as their standard British passport (see Multiple British passports and nationality statuses). If they do not have one, they must apply for one using the same name and wait for it to be issued.

If there is a change of name, we will not issue a passport in the new name until all valid passports have been sent to us to change.

## **Related content**

[Contents](#)

# Name changes and name differences when a customer needs an interview

This section tells Her Majesty's Passport Office Customer Service Office (CSO) staff how to deal with name changes and name differences when the customer needs to attend an interview. It also tells operational staff about applications that have been passed with eligibility issues that relate to the customer's name.

## When the customer has a UK interview

### If the customer arrives for the interview appointment and gives a different name

If the customer arrives for their interview appointment and gives a different name to the name shown on the appointment schedule or the name on the system, we must check why.

To identify the customer and pass them to the interview stage, you, the interview receptionist, must ask the customer for the name they applied in (for example, they may have applied for a post-dated passport).

## When CSOs prepare for the interview

CSOs must check the case notes to see why the customer has been asked to attend an interview so they can ask relevant questions during the interview.

## What CSOs must consider during an interview

When CSOs carry out the interview, they must take into account:

- that a post-dated passport application will be in the customer's married name instead of the name they currently use (the customer's current name will be shown in the previous names field on the personal details screen)
- the differences in the name may be explained by checking the case notes
- the differences in the spelling and the order of the forenames or abbreviations because, while the name on the application should match the name on the supporting documents, the customer may be known by another name socially
- the customer's name will match the details they used when they got their British nationality (by registration or naturalisation), unless the customer has provided evidence of a change of name and evidence they use the new name for all purposes (see Names: evidence to change a name)

## When the customer signs the signature form after the interview

Unless it is a Digital Customer Services application, the customer will be asked to sign their signature on the signature form so we can compare it against the signature on the screen. You the CSO must check that the signature matches the name.

## When CSOs pass the interview but return the application to examination

The purpose of the interview is to check that the customer is the rightful owner of the identity and not if they are eligible for a passport based on their nationality.

If a CSO is satisfied with a customer's identity but has other concerns that an examiner in the Application Processing Centre (APC) needs to deal with, the CSO may pass the interview and return it to examination. This may include concerns with the customer's name.

When dealing with applications that have been passed with eligibility issues and the reason is because of concerns with the customer's name, you, the examiner, must refer to the Interviews - UK applications.

## When CSOs must leave a name related case note

You, the CSO, must leave a case note when:

- the names on the customer profile do not match the name on the application (for example, the application form shows Jackie but the passport is to be issued in the name Jacqui)
- the customer mentioned they have other names that they use for all purposes
- there are multiple changes of name and it's not obvious what the name changes are

## When Belfast interview office (taking video interviews without audio) must leave a name related case note

Officers conducting video interviews without audio must leave a full case note, when:

- they find the customer has a name they did not previously tell us about
- the customer cannot align their name because it meets one of our exceptions (see Names: aligning names on foreign documents)

### Related content

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# Searches and file requests when the customer has a change of name

This section tells Her Majesty's Passport Office operational staff what they must do when they need to carry out a search using the Peterborough Search team and the customer has changed their name.

If you, the examiner, need to carry out a search using the Peterborough Search team (PST) and the customer has changed their name, when completing the search form, you must:

- include the change of name
- include the date the name changed
- check the spelling of unusual names to make sure they are correct

This allows the PST to carry out a correct search (in alphabetical order) for the record.

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