

Tiered Application Service (TAS)

About the Tiered Application Service (TAS)

Security

Premium Service

Lost/Stolen passports

Damaged passports

Compassionate grounds

Urgent Government business

Fast Track Service

Standard Service

Service upgrades

Straightforward and properly completed applications

Refunds for Premium / Fast Track applications

Suspension of service

Annex – Q&A

About the Tiered Application Service (TAS)

First time adult applicants have never been eligible to use the Premium Service, and from 1 June 2007 this was extended so that first time adult applicants are now not eligible for either the Fast Track service or upgrades of their applications.

The aim of TAS is not to provide passports on demand at public counters. Rather it is to provide a service at public counters that is primarily geared to meeting the needs of those customers who must visit a Passport Office to apply urgently, whose applications can be readily identified as straightforward and who pay an appropriate 'expedite' fee. The service levels and fees apply to all passport applications received by the Identity and Passport Service (IPS).

TAS seeks to influence customers to use application channels other than the personal caller channels, to apply in good time and to allow sufficient time for standard identity checks to be completed. For most customers, the standard service available by post or via the Check & Send service available at selected Post Office branches will be suitable.

It is important that a consistent line is adopted at all IPS sites and customers can therefore expect to receive the same level of service regardless of the office that they visit. Should any issues arise that are not covered in this guidance then advice from the National Customer Service Team should be sought.

Under TAS the following services are available: -

Public Counters

- Premium - a guaranteed same day service (if submitted before cut-off time).
- Fast Track - a guaranteed one-week service.
- Standard - a non-guaranteed three-week post box service, except for first time adult applicants and applications to extend a restricted validity passport (RV) where up to six weeks should be allowed.

Postal

- Partner - the standard non-guaranteed three-week Check & Send service, except for first time adult applicants where up to six weeks should be allowed, available at selected Post Office branches.
- Post - the standard non-guaranteed three-week service, except for first time adult applicants and applications to extend an RV where up to six weeks should be allowed, by post direct to a passport office (except London).
- Electronic - the four-week non guaranteed EPA1 service via the IPS website, which is not available to customers with urgent travel requirements.

Other Services

Separate arrangements apply to Collective Passports. Please see Collective Passports.

NB. Any reference to 'exceptions' contained in this policy may be defined as meaning anything other than that already mentioned in the main text of the policy.

Security

Regardless of the circumstances it is essential that the necessary examination identity checks, are completed in every case, and examiners must therefore be certain of the applicant's eligibility in terms of both identity

and nationality before any application is passed for issue. **If there is any doubt then all checks should be completed, the applicant contacted to be informed that the service will not be met and a refund of the TAS fee made as appropriate.**

Premium Service

The Premium Service is a guaranteed priority service for straightforward properly completed applications for:

- passport renewals,
- amendments (apart from all extensions and any full/total name changes),
- applications for those under 16 where they are currently or have previously been included on a parent's UK passport, the passport is available, there are no parental responsibility issues and national status is easily determined.

It can also be offered for replacement of passports issued by the current system where all required Quality Checks concerning identity and eligibility can be completed from the record on the system.

The Premium Service may also be used, with the authority of an HEO or above, where there has been an IPS / Foreign and Commonwealth Office (FCO) error on a passport or a gratis replacement is being issued where a passport has been declared lost after despatch from IPS. When a customer declares their passport lost after despatch, the Lost, Stolen and Recovered (LSR) teams deal with the application.

The Premium Service is available to all applicants who meet the above criteria. There are, however, exceptions to this, and the Premium Service is available for first time applications where a refusal of facilities would prevent travel that is on compassionate grounds (please see Compassionate Grounds) or for urgent government business reasons. As in all other cases, there should be no differentiation with regard to whether the passport is required for internal or external travel purposes. In such exceptional cases a one-year restricted validity passport (please see Restricted Validity Passports) may be issued with the authority of an HEO or above, which can only be made fully valid on completion of an Interview Office Network (ION) interview. Such restricted passports should only be issued once to an applicant and this should be made clear in the appropriate stock letter provided to the applicant when the passport is issued.

It should be noted that in addition to the exceptions above, there are very few circumstances in which an applicant can exceptionally be granted a Premium Service. These will usually be where a PIMIS passport has been stolen within a week prior to pre booked travel, or where IPS/FCO has made an error in issuing the original passport.

The turnaround target for the Premium Service is 4 working hours. A same-day service is available for applications submitted before the published cut-off times of 1200 hours in Belfast and Durham, 1230 hours in Glasgow and Newport, 1300 hours in Peterborough, 1330 hours in Liverpool and 1600 hours in London from Monday to Friday and 1100 hours on a Saturday. The last available appointment slots are therefore 11.30, 12.30 and 13.30 respectively from Monday to Friday and 10.45 on a Saturday. The IPS examiner should inform the customer that subject to final checks the waiting time for collection will be 4 working hours from the issue of the customers' receipt by the Steria cashier. These times may vary if offices close earlier during the winter months.

Applications submitted after the cut-off time should be made available for collection the next working day. The actual time of submission determines the collection time, and those submitted after the respective cut-off time should be ready for collection up to four working hours into the next working day. (The numbers will be small, as Teleperformance seek to book all Premium Service appointments before the cut-off time.)

The Premium Service is only available at IPS passport office counters. Passports issued via the Premium Service will be available for collection from the passport office where the application was submitted. Passports can be handed to customers or their representative as soon as they reach the collection point, provided they have the relevant receipt or a letter of authority from the customer. If the application has been delayed because of further checks, the customer will need to be contacted by an Examiner and informed that their passport is now ready for collection. Passports issued via the Premium Service should not be despatched by post except at the customer's request. In such cases despatch by Secure Delivery should be advised, and that the customer will need to sign for the passport if they live in a 'hot spot' postcode.

Lost/Stolen passports

The Premium Service is available for applications to replace lost or stolen passports provided that the passport in question was a passport issued by the current system and all necessary checks regarding identity and eligibility can be completed against the record on the system. **Teleperformance will continue to offer appointments for replacement of lost or stolen passports issued by the current system on a Fast Track basis only; it will be for IPS counter staff to decide whether a Premium Service should be offered.**

Please also see Lost and Stolen Passports.

The Premium Service is not available for applications to replace lost or stolen passports where the passport in question was issued by a previous system, or for the extension to full validity of restricted passports where it is evident that access to the original issue file and possible further identity checks and an Interview Office Network (ION) interview may be required. The exception

however, is where the customer's valid passport has been stolen within a week prior to pre-booked travel. Where possible evidence such as a crime reference report should be sought to substantiate the case and proof of travel should also be provided to confirm the date on which the travel was booked.

Damaged passports

Damaged passports can be treated as renewal applications eligible for the Premium Service, except where:-

- there is evidence of tampering with the passport to the extent that the details are indecipherable, or
- the passport shows evidence of change or attempted change, or
- the laminate appears insecure or lifted from the page, or
- the photograph appears not to be the original.

A damaged passport is not one showing signs of expected wear and tear, however any cases of doubt should be referred to a line manager, and should there be any reasonable doubt then the application should be processed via the Fast Track service.

Please also see Damaged Passports.

Compassionate grounds

Compassionate Grounds are defined as: -

- The serious illness of the applicant, or the death or serious illness of a family member or a friend.
- The need for persons and their carers travelling abroad for medical treatment
- The seriously ill, and their carers, whose travel has been arranged by charitable or religious organisations.

They do not refer to last minute holidays, any non-government business-related travel and weddings or honeymoons.

All customers should be requested to complete the pro forma "Application for Premium Service on Compassionate Grounds". Provision of evidence, such as a letter or fax from a doctor, hospital or Foreign and Commonwealth Office (FCO) post abroad, should also be requested in all cases to substantiate a claim and prevent misuse of this facility; First time adult applicants will usually be required to attend in person, however there may be exceptional circumstances when the applicant cannot attend. Customers will be advised of our requirements in advance of their appointment. Any exceptions should be fully casenoted.

Where compassionate grounds (as listed above) are involved, and where all the necessary identity checks cannot be completed or where an interview for a first time applicant is not possible, a passport can in very exceptional

circumstances and subject to the authority of an HEO or above, be issued with one-year restricted validity in order to facilitate travel. A full case note should be included detailing the reasons for the issue and the application logged in the office record of restricted passports. **A restricted validity passport for a first time adult applicant can only be made fully valid on completion of an ION interview.** Please see Restricted Validity Passports.

It is not possible to waive the fee at the time of application and the full service fee should be taken. Customers can apply for a refund on compassionate grounds of any service fee paid over and above the standard passport fee and they should apply for a refund once the passport has been received. A refund form is available at public counters, by post from Customer Service Sections, through Teleperformance and via the IPS website. Customer Service Sections deal with all requests for refunds on compassionate grounds. The target for processing refunds is 10 working days.

Consideration of refunds of fee in compassionate cases does not extend to cases of hardship or urgent government business travel. In such cases, the fee is not refundable.

Written proof of the compassionate grounds from someone other than the applicant is required. This should take the form of a letter of confirmation of the circumstances from a doctor, hospital, minister of religion, police officer, a similar person acting in an official capacity; or the death certificate (or photocopy). In the absence of a death certificate, alternative evidence may be accepted on the authority of an HEO or above.

In cases of doubt, or where the written proof is not forthcoming, the claim may be referred to the Customer Services Manager for consideration before rejection. All Tiered Application Service refunds on compassionate grounds will require Customer Services Manager authorisation.

Urgent Government business

This applies when the customer claims that travel is for urgent national or local Government business reasons. Those travelling on 'Urgent Government Business' would usually include for national Government: Members of Parliament, member of H.M. Forces (Army, Royal Navy, Royal Air Force etc.), members of the Diplomatic Service, and members of other Departments of State (Home Office, Department for Environment, Food and Rural Affairs (DEFRA), Ministry Of Defence etc.). For local Government this would include: Police Officers, local Councillors and Social Services staff where travel with children in care is involved.

The applicant should demonstrate this through documentary evidence, such as a letter from the relevant government department or local authority. Provision of evidence should be requested in all cases to substantiate a claim and prevent misuse of this facility and it should give details of the purpose of journey and duration of stay. First time adult applicants will be required to

attend in person and will be advised of our requirements in advance of their appointment. Any exceptions should be fully case noted.

Where urgent Government business reasons (as listed above) are involved, and where the necessary identity checks cannot be completed or where an interview for a first time adult applicant is not possible, a passport can exceptionally, subject to the authority of an HEO or above, be issued with restricted one-year validity in order to facilitate travel. A full case note should be included detailing the reasons for the issue and the application logged in the office record of restricted passports. **A restricted validity passport for a first time applicant can only be made fully valid on completion of an ION interview.** Please see Restricted Validity Passports.

Fast Track Service

The Fast Track Service is a guaranteed one-calendar week service (excluding bank and public holidays) for straightforward properly completed applications and is only available at IPS passport office counters. The cut-off time for one week delivery is the same as the cut off time for Premium Service and if an application is taken in after the cut-off time then it will be returned one week from the next working day. Applications submitted via the Fast Track Service are returned by Secure Delivery; the 24-hour Central Print service applies and IPS allows 2 days for DX Secure to attempt delivery.

With the commencement of Authentication by Interview for first time adult applicants, the Fast Track service will not be available for these customers. In addition, those under 16 may apply, but may be liable to interview if they turn 16 whilst their application is being processed. The exceptions will be those circumstances where either compassionate grounds or urgent Government business reasons apply. Where such reasons are involved the customer will be required to apply via the Fast Track service and, subject to the authority of an HEO or above, be issued with restricted one-year validity in order to facilitate travel. A full case note should be included detailing the reasons for the issue. A restricted validity passport for a first time adult applicant can only be made fully valid on completion of an ION interview.

First time applications where the claim to a passport is via Treaty Rights will only be eligible for the Fast Track service where the parent holds a suitable Permanent Residence document (as explained below) or proof of ILE/ILR/NTL issued before the birth of the applicant is provided. Cases where Treaty Rights are dependent on any other evidence including proof of earnings, benefits, study etc cannot be dealt with by the counter and the customer must be advised to apply by post for the standard service due to their complexity. This does not amend the current Treaty Rights policy in any way.

Permanent Residence documents with the wording **Document Certifying Permanent Residence** or **Permanent Residence Card** are acceptable for Fast Track purposes, however documents with the wording **Registration**

Certificate, Residence Card of a Family Member of an EEA National or any other document relating to residence are not acceptable.

It may not be possible to deal with all application types within the Fast Track timescale, for example some involving lost passports issued abroad. **In such cases, the customer must be clearly warned that there may be a delay, no travel should be booked and that they will be contacted, and a refund set up for the Fast Track element of the fee.**

Customers may request and pay for their supporting documents to be returned by Secure Delivery. In such cases customers should be advised that they will need to sign for the package if they live in a 'hot spot' postcode.

Standard Service

The Standard Service is for those applicants not requiring a passport urgently. Applications can be submitted by post, at an IPS passport office counter post box facility or by using the Check & Send service available at selected Post Office branches.

The Standard Service, including that for Check & Send applications, is not guaranteed. While IPS aims to turnaround partner **and postal** applications within **three** weeks, this will not always be operationally possible, especially during periods of peak demand. In addition, six weeks should be allowed for first time adult applicants. Applications received from Post Office branches should be given daily priority over postal work.

Applicants using the Standard Service have their passports returned by Secure Delivery. The turnaround target for postal applications is three weeks from receipt by IPS and the 48-hour Central Print service is used. Supporting documents are returned by second class post unless there is a passport included. However, applicants may elect to pay the appropriate fee to have their documents returned by Secure Delivery.

Non-urgent customers calling at public counters should be encouraged to leave their applications at Post Box for a Standard Service. A poster attached to the Post Box explains this facility. Please also see "Casual callers" and customers who do not attend an appointment with a completed application form/documents below.

There may be exceptional circumstances, such as family block applications that involve detailed documentation, when it may be appropriate to allow the applicant to have an application checked at the public counter. This will only be done with the authority of an HEO and will usually involve complex nationality cases that may require referral to other government organisations. The standard postal fee should be charged for this service, as passports and documents will be despatched by post.

Service upgrades

Service upgrades are available at the discretion of IPS, and our guidance to customers only states that they may be possible. Teleperformance advise any customer seeking a quicker service than they originally selected that an upgrade fee is payable, however, upgrades are only available at IPS discretion. Should the number of upgrade requests impact on a regional offices operational performance then the Business Service Manager in that office should provide detail of the problems to the Heads of National Operations and Customer Service, so that they might consider the suspension of upgrades, or limiting them to cases where compassionate grounds apply (see above).

Customers will normally request an upgrade if their personal circumstances change, or they have cause for concern that they will not receive their passport within their original timescale. Upgrades are only possible from Standard to Premium Service and are not possible for first time adult applications unless for compassionate or urgent government business reasons. In such cases documentary evidence will need to be produced and a restricted passport will be issued to facilitate travel.

Where a customer contacts a regional office to request a service upgrade and the application has been transferred to another office, then the customer should deal with the office holding the application. The customer should pay the upgrade fee via telephone and have a Premium passport despatched from the office via post, either directly to them or to another regional office of their choosing for collection.

We can also upgrade applications that have been returned from the ION where further work need to be done. These applicants will have successfully passed an interview, but the application will have been returned for some other reason, such as a mismatch with the spelling of the forenames.

Standard applications cannot be upgraded to Fast Track and Fast Track applications cannot be upgraded to Premium. Customers applying for and using the Fast Track service should be informed when applying that service upgrades to Premium are not possible.

Where a Customer Enquiry Centre (CEC) receives a customer request for the return of an enclosure (passport etc.) in an application that has yet to be dealt with and which is not in the upgrade category then the item in question should be passed to an examiner for them to retrieve and return the enclosure via the method requested by the customer. No upgrade charge should be levied for this service. If the application is eligible for an upgrade then this may be offered. However if is not, then a case note should be made and the customer should be clearly advised that if the item being returned is needed to process the application, then this will obviously delay the application until it is returned.

Standard applications can be marked or removed for upgrades whether they are located with Steria or IPS and the application would be acceptable for the Premium service.

Where any application does not fit these criteria for an upgrade and is in Steria, the customer should be advised accordingly, and a bring-up note and case note made on the application so that the examiner is aware that an upgrade may be required once it is clear for issue. A mandate for the upgrade may be taken; however, no guarantee should be given about when the passport will be despatched. Upgrades cannot be given to any application where the customer is awaiting an ION interview, unless compassionate grounds or urgent government business reasons are involved and a restricted passport will need to be issued, or after Pass For Issue (PFI) and it has been passed to Central Print for printing. In cases where an application has been passed to Central Print for printing the customer should be advised that they will need to await receipt of the passport by post.

Any renewal application, for which an upgrade has been requested, which has been received in examining section, is cleared for issue, but not passed to Central Print for printing, can be upgraded to Premium. Such applications can be dealt with by Back Office, the Upgrade Team or Postal Examining Team, and on payment of the upgrade fee, despatch, via Local Print for collection or post at the customer's request, can be agreed and progressed.

An upgrade fee will be payable regardless of whether the application has been with IPS for more than three weeks. Where an application that is clear for issue has been unreasonably delayed a gratis upgrade may be approved by an HEO or above in the following exceptional circumstances only:-

- by having been held as part of an application block;
- by internal IPS checks,
- Lost, Stolen and Recovered (LSR) action or common sampling);
- by excessive processing delays (six weeks or more) within a regional office;
- by an IPS or business partner error or omission that risks leaving IPS open to a compensation claim in line with the IPS Complaints Handling and Compensation Policy.

Then it may be 'upgraded gratis' by an examiner by being despatched via local print for collection or post at the customer's request.

An upgrade fee is payable for **all** passport services and customers must pay the upgrade fee in advance. There are fees for each application type and these reflect the difference in cost of an application submitted via the Premium Service on a public counter and submission by post. An upgrade fee is payable regardless of the submission method of the original application. The fees are not publicised in the application form package.

Following the introduction of the No Refund of Passport Fee policy (see Fees - Refund of Fees), a decision was taken that extensions to restricted validity passports issued after 1 May 2008 should no longer be issued free of charge, because this type of application still needs to be examined and processed. Therefore, an upgrade for an application for extension of a restricted validity passport (RVP) will now attract the upgrade service fee.

Furthermore, the upgrade service fee will also be payable for applications to extend RVPs issued before 1 May 2008, even though the service of extending the passport is free of charge.

A customer will be expected to pay an upgrade fee for all application types in advance of an upgrade being actioned by an examiner. If compassionate grounds are involved then the fee must be paid and a refund sought in line with the policy detailed above. Please see Compassionate Grounds above. An upgrade application can be made over the telephone by credit/debit card or in person if the customer is calling in to collect the passport. The completion of a mandate does not, however, mean that an upgrade is possible and the final decision will rest with the examiner.

The customer can collect or, subject to the day's cut-off time and local postal collection time, have the passport posted to them that day at home or to another regional office for collection. If a customer visits a passport office for an upgrade and to collect the passport then only the upgrade fee will be payable. The passport should be ready for collection or post 4 working hours after the upgrade has been cashiered on to the system. If a customer requests return by post then despatch by Secure Delivery should be advised and that the customer will need to sign for the passport if they live in a 'hot spot' postcode area.

Straightforward and properly completed applications

Straightforward properly completed application - These applications are those submitted with a completed application form, the correct supporting identity and nationality documents, correct fee and, in the case of first time applications, an acceptably countersigned form and photograph(s), and after examination (which may include LSR and/or common sampling) there are no doubts about the identity and nationality of the applicant.

Non-straightforward applications - These are applications where questions of eligibility, either of identity or nationality, are complex and/or in doubt and cannot be satisfactorily resolved. Standard ID Checks should be followed in such cases. Complex cases including convoluted nationality cases requiring referral to Policy and other government departments will no longer be regarded as straightforward, the customer will be notified of the situation by telephone and a new turnaround target will be set. Examiners will set up a case note to this effect.

Standard Application Checks - All applications undergo routine identity and nationality checks by IPS. and should these not be fully completed. this may mean that service guarantees cannot be met. In such cases, the application will no longer be regarded as straightforward, the customer will be notified of the situation by telephone and a new turnaround target will be set. Examiners will set up a case note to this effect.

“Casual Callers” and customers who do not attend an appointment with a completed application form/documents

Where a customer arrives with or without an appointment and is not intending to make a passport application on the day (e.g. has not brought a completed application form, relevant documents, payment etc) they should not be seen by a counter examiner to determine eligibility or give advice, instead they should be advised to call the customer Adviceline and given a copy of the passport application pack.

Staff have previously seen casual callers who are using the appointment system to obtain advice on eligibility instead of making a passport application. This contravenes the Consular Fees Order which explains that the passport fee is levied to cover the cost of administering the passport application (a key part of which determining the eligibility of an applicant) instead of issuing a book.

Refunds for Premium / Fast Track applications

Customers are entitled to claim a refund of any service fee paid over and above the standard passport fee where a Premium or Fast Track service guarantee is not met. This may be as a result of incomplete internal checks (e.g. countersignature checks or file requisitions) on an application; or delay in receipt of the passport either at the counter or in the post or where the passport is issued and delivered within the target time, but is not fit for purpose because of an issuing error. Customers can also apply for a refund of any TAS service fee paid where “compassionate grounds” are appropriate and the procedures to be followed (as above).

In the event that a customer is entitled to a refund, IPS shall only be liable to refund the fee paid over and above the standard passport fee. IPS shall not be liable for any indirect or consequential loss that the customer may suffer, however IPS will consider any such claims on their merits. Such claims should be dealt with using the existing procedures.

Except where the need for a refund, i.e. overpayment, has been identified at the examination stage and a refund has been set up accordingly, any claim for a TAS refund will normally be made once the customer has received the passport. In such cases the customer can apply to IPS for the refund and a dedicated form for this purpose is available at public counters (where forms may also be lodged), by post via Customer Service Sections, through Teleperformance and via the IPS website. The refund form should be signed by the applicant.

Regional Customer Service Sections deal with requests for refunds, and the target for processing refunds is ten working days. Dedicated stock letters for TAS refunds are used by Customer Service Sections. All refunds require authorisation by a Customer Service manager or above.

Refunds from IPS are not usually appropriate if the application is confirmed as suspect/fraudulent; there has been no response from an applicant or countersignatory to requests for further information; or failure to meet a guaranteed service was the result of an event beyond the reasonable control of IPS.

Payment for refunds are made by payable order, prepared and despatched by the Regional Office Finance Section, to the person (or organisation) that submitted the fee. There may also be some occasions where regional offices have to make a refund by cheque.

Suspension of service

There will be occasions when the TAS services will need to be suspended. These will include power failures or other times when offices need to be closed because of factors outside the control of the Identity and Passport Service. Each regional office has a workflow interruption plan and these should be adequate to deal with any issues that arise, however it is important to gauge the size of any problem and take the decision to suspend accordingly.

In such circumstances, customers should be informed of developments and those potentially attending for an appointment or awaiting collection of a passport informed that IPS might not be able to meet their requirements.

Where there is a national issue affecting all IPS sites then the National Customer Service Team will take the lead in informing stakeholders and ensuring that a consistent approach is adopted across all sites. The National Customer Service Team should be informed of any reduction in service, so that they are able to deal with any potential impacts.

Annex - TAS questions and answers

Questions and Answers to support the re-issued TAS policy

“First-time adult customers should plan on allowing more time than in the past to attend an interview and get their passport - we recommend customers submit their applications 6 weeks before they require their passport to travel and not to make any travel arrangements until the new passport is received.”

Questions and Answers

Q. Can I still apply for my child’s passport using the Fast Track service?

A. A child under the age of 16 will not be required to attend an interview and will continue to be able to use the Fast Track service. However, if their

sixteenth birthday falls within two weeks of the application they will not be able to make a first time application under the Fast Track service.

Q. My holiday is booked, if I don't get my passport back in time from whom do I claim compensation?

A. IPS can not accept responsibility for any travel booked before the passport is issued. We advise first-time adult customers to plan on allowing more time than in the past to attend an interview and get their passport - we recommend customers submit their applications 6 weeks before they require their passport to travel and not to make any travel arrangements until the new passport is received.

Q. I need to travel as an emergency (life or death), what can I do?

A. For customers who can prove they need to travel in an emergency (life or death), IPS may waive the need to have an interview and will issue a restricted validity (RV) passport, valid for 12 months. Customers issued with a RV passport will need to have an interview before they are issued with a fully valid passport.

Q. Why have you removed the Fast Track Service for first time adults?

A. Fast Track has been removed for adults applying for their first passport because these customers may need to have an interview as part of the application process. IPS will contact customers after initial checks have been completed and ask them to contact our call centre to book an interview appointment; it is not possible to book a same day appointment. Fast Track will continue to be available for all other customers.

Q. Can I pay an additional fee to upgrade my application so that I am called for an interview earlier?

A. IPS will contact customers after initial checks have been completed and ask them to contact our call centre to book an interview appointment; it is not possible to book a same day appointment or to speed up the process once the interview has taken place. Upgrades are no longer possible for first time adult applications.

Q. Will the Fast Track Service be reintroduced for First Time Adult Applicants?

A. It may be possible to introduce a form of Fast Track service in the future but there are currently no plans to do so.

Q. Why weren't customers made aware of the plans to withdraw the Fast Track service for First Time Adult Applicants?

A. Information on the withdrawal of Fast Track for adults applying for their first passport is included in the application pack, guidance notes and the IPS website. The change to the service has also been promoted in an extensive communications campaign.

Q. Why do I have to go for an interview?

A. The interview will confirm that the passport application we have checked actually belongs to you and that you are the rightful owner of that identity. The interview is an important part of IPS' commitment to help reduce identity fraud - it will help us to spot and prevent other people impersonating you and committing fraud in your name.