



HM Passport
Office

You Said We Did

Changes we've made from your feedback

You Said...

You wanted more options for taking a digital passport photo when applying online.

You wanted new ways to contact Her Majesty's Passport Office and get the advice you need to apply for a passport.

You wanted to speak to a person that could help you straight away, especially when our letter asked you to call us.

The guidance booklet that comes with the application form is too complicated.

We Did...

Applying online is the cheapest and simplest way to get a passport. There's also more choice to get your digital photo right. We've worked with the photo industry so you can get your photo taken from your chosen photographic service provider, and use a photo upload code to import your picture directly into your online passport application.

We launched our Twitter account in July 2018. This gives a new way for us to answer your questions and listen to your feedback about our services.

Follow us @HM_Passport

We added the direct telephone number of the person that sent the letter, instead of giving you our call centre number.

We have redesigned the booklet - making it easier to read, and quicker and simpler to find the information you need to make your application.



You can give us your feedback on our services

- by using the **What do you think?** leaflet
- or by completing our online form at https://eforms.homeoffice.gov.uk/outreach/Passport_Enquiries.ofm

