



HM Passport
Office

You Said We Did

Changes we've made from your feedback

You Said...

When you applied online and we needed you to get a new digital referee, you didn't want your application to leave the digital channel.

You wanted a quick, simple and easy way to contact Her Majesty's Passport Office.

You wanted to apply online and get your passport quickly.

We Did...

We amended our process and created digital referee letters which stopped you having to fill out a paper form. This improved your online customer journey and reduced transaction times.

We launched our webchat service in August 2019. Webchat has given us a new way to answer your questions quickly.

We launched an Online Premium service for customer that need to renew their passport urgently. You can now apply, pay and book an appointment online. For more information or to apply online visit <https://www.gov.uk/get-a-passport-urgently>



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.ofml

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