



Home Office

Additional passports

Version 28.0

Guidance for His Majesty's Passport Office staff dealing with passport applications from customers in the UK and overseas who ask for additional (more than 1) passports.

Contents

Contents.....	2
About: Additional passports.....	4
Contacts	4
Publication	4
Changes from last version of this guidance	4
What additional passports are	6
How customers can apply for an additional passport.....	6
When we will issue an additional or overlap passport.....	7
Additional passports for travel to incompatible countries.....	9
Proving travel to incompatible countries	9
Links with Israel	9
Links with Saudi Arabia and Libya	10
Links with Yemen and Pakistan	10
Travel from Cuba to the USA through Mexico	10
Travel to Serbia from the Kosovo border	10
Resident in Qatar.....	11
Observations showing dual citizenship	11
Customers who have problems travelling to other countries	12
Additional passports: business travellers and study reasons	14
Who we may consider a traveller for study purposes	14
Proof of frequent travel for business or study reasons.....	15
Proof of travel for study	15
Proof of travel for business	15
Additional passports for His Majesty’s Government staff	17
Foreign, Commonwealth & Development Office: additional passports	17
Diplomatic and Official service additional passports	17
Ministry of Defence and His Majesty’s Armed Forces.....	17
DAP: examining applications for additional passports.....	19
Additional passports on DAP: creating the task	19
Additional passports on DAP: other tasks created	19
Additional passports on DAP: processing the task	19
Additional passports on DAP: confirming the customer’s identity	20
Additional passports on DAP: application (service) types	20
Additional passports on DAP: checking the need	21

Additional passports on DAP: checking entitlement to an additional passport ..	22
Additional passports on DAP: checking the customer’s passport	22
Additional passports on DAP: cancelling the correct passport	23
Additional passports on DAP: updating passport records	24
DAP: customer sends additional passport for cancellation	24
DAP: customer asks you to cancel their additional passport at the counter	24
DAP: customer is not entitled to an additional passport.....	24
AMS: examining applications for additional passports	26
Additional passports on AMS: application (service) types	26
Additional passports on AMS: checking the need.....	27
Additional passports on AMS: checking entitlement to an additional passport	27
Additional passports on AMS: checking the customer’s passport.....	28
Additional passports on AMS: confirming the customer’s identity.....	29
Additional passports on AMS: recording decisions	29
Additional passports on AMS: cancelling the correct passport	29
Additional passports on AMS: updating Main Index	30
AMS: customer is not entitled to an additional passport	30
Other frequent traveller exceptions (overlap customers).....	31
Who is eligible for a frequent ‘overlap’ traveller passport.....	31
When customers are not eligible for a frequent ‘overlap’ traveller passport.....	32
Proof of frequent travel for overlap customers	32
Proof of frequent travel for airline crew	33
Proof of frequent travel for diplomatic or official staff and dependants	33
Customer is applying for an overlap of an additional passport	34
DAP: processing overlap passport applications	35
DAP: creating an overlap passport task.....	35
DAP: processing an overlap passport task.....	35
DAP: CSMT cancelling the old passport after overlap passport has been issued	36
DAP: customer is not entitled to an overlap passport	36
AMS: processing overlap passport applications	38
Overlap customers: applying through a Visa Application Centre	38

About: Additional passports

This guidance tells His Majesty's Passport Office staff how to process passport applications from customers in the UK or overseas who need additional (or second) passports.

This includes additional passports, when the customer holds one or more passports for the full validity of the passport, and overlap passports, where the customer holds more than 1 passport for a limited time because of overlapping validity. We can issue either an additional or overlap passport based on customer circumstances when they:

- need to get visas to travel on business
- travel to incompatible countries (countries with political differences which may prevent travel between them two)
- are a frequent traveller

An additional passport holder is a customer who holds (or is applying to hold) more than one passport of the same type. It does not apply to customers who are eligible to hold single passports of 2 different types, such as:

- passports in 2 different British nationalities
- one diplomatic or official passport and one personal passport

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 the Guidance team.

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 the Guidance team.

Publication

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

- version **28.0**
- published for Home Office staff on **29 July 2024**

Changes from last version of this guidance

This guidance has been updated to:

- tell DAP (Digital Application Processing) examiners how to process applications for additional passports and 'overlap' customers

- remove the RTL (return to legacy) instruction if a DAP examiner needs to amend the passport validity
- tell examiners how to deal with an overlap of an additional passport
- restructure the guidance

Related content

[Contents](#)

What additional passports are

This section tells His Majesty's Passport Office staff what additional (more than 1) and overlap passports are, how customers apply for these, and when we will issue them.

HM Passport Office does not usually allow more than 1 passport per person but may issue additional passports to customers who:

- have a genuine need for one and can provide evidence to show it
- meet the criteria in this guidance

We must issue all additional passports in the same name and have the same observations as the original passport we issued unless:

- the customer has a title or title observation, which must only be included in one of the passports
- this guidance tells you otherwise, for example, when some dual nationals travel to incompatible countries

We commonly refer to additional passports as 'second' passports, but we may consider issuing the customer with more than 2 (on a case by case basis). If a customer asks for 3 or more valid passports and has a genuine need for them, a Higher Executive Officer (HEO) or someone senior must authorise it.

We must refuse an application for an additional passport, if:

- we have concerns with a customer's entitlement, nationality or identity
- the customer cannot clearly prove they have a genuine need for one (in line with this guidance)

You must follow the Cancelling British passports guidance if a customer sends in an additional passport they no longer need.

How customers can apply for an additional passport

Customers can apply for an additional or overlap passport:

- online
- by post
- in person during a counter appointment (if they meet the criteria for applying for fast track or premium service)

Customers will apply for either a:

- 'first additional passport' – when they already hold one passport, and want to apply for their first additional passport

- renewal (or replacement) of an existing additional passport – when they already hold an additional passport
- overlap passport – when they already hold one passport, we issue a second passport, and they hold both for a limited time because of overlapping validity

A first time additional passport application can only be made online through the standard service. A customer can not apply for a first time additional passport using the Digital Fast Track or Digital Premium Service.

The additional passport service is not widely promoted and there is no separate application type on the passport issuing system for processing these.

The customer should make their requirement clear when they make their application (for example, in person at a public counter or with a covering letter for online or paper applications). They must also provide documentation that they are a British national and prove their need for an additional passport, for example, by providing their British passport and a supporting letter from their employer to demonstrate their need for an additional passport.

Any requests for an additional passport must have a wet signature. A wet signature is when a person who writes the letter physically marks it with their signature. This means we cannot accept these letters by email. You (the examiner) must not accept a letter that is unsigned or undated, you must ask for a new one.

A wet signature is required unless any of these exceptions apply:

- guidance specially shows you can accept a digital or electronic signature (for example [proof of frequent travel for airline crew](#))
- any letter or correspondence requesting an additional passport, is sent from the mailbox of another government department
- any letter or correspondence requesting an additional passport shows an electronic or digitally printed signature on letterheaded paper from, either:
 - another government department
 - an airline business (for example companies such as British Airways, Virgin or Emirate Airways)

Customers do not have the right to automatically renew their additional passport. When a customer applies to renew an additional passport, they must:

- tell us why they need it
- provide us with current (new) evidence to show they still need it

We will review applications for additional passports on a case by case basis, considering the customer's need, the amount of validity they need on their additional passport and whether they would benefit from a 54 page frequent traveller passport instead.

When we will issue an additional or overlap passport

HM Passport Office only issue additional or overlap passports to customers who provide evidence of their British nationality and are:

- [travelling to incompatible countries](#)
- [business travellers and students](#) (and those who accompany them) who travel frequently, in connection with their job or for study purposes
- [frequent travellers](#) (or an overlap customer), who cross borders between countries on a daily basis (for work) these include:
 - airline staff
 - customers working in the haulage industry or food preparation, supply or distribution sector
- [United Kingdom \(UK\) government staff](#) who need a passport to travel on business

If the customer is a frequent traveller (for example, airline staff), we can accept a colour photocopy of their passport in lieu of their original passport, if they can provide an explanation why they are unable to send us their original passport.

Related content
[Contents](#)

Additional passports for travel to incompatible countries

This section tells His Majesty's Passport Office staff when we will issue an additional passport for customers travelling to an incompatible country (a country that has political differences with a country the customer may have visited in the past) and provides a list of the countries that we know about.

The UK Government does not encourage customers concealing their travel history in multiple passports and the [Foreign, Commonwealth & Development Office](#) website tells customers about country specific travel restrictions.

If a customer is travelling to a country that has political differences with another country, they may be refused entry if their passport shows evidence they:

- travel to that country (for example, an immigration stamp or visa)
- have dual citizenship of another incompatible country the customer needs to travel to (usually in the form of an observation)

If a stamp or visa from 1 country will prevent or cause travel problems in another country or area, we will consider issuing an additional passport or travel document, regardless of the reason for travel.

You must always check the customer's circumstances and why they need an additional passport.

Proving travel to incompatible countries

To prove they are travelling to an incompatible country, customers must send us:

- their current passport containing stamps or observations, to show they travel (or have a connection) to an incompatible country (or a full colour copy of their passport if they need to use this for travel); or,
- evidence they intend to travel between incompatible countries (if they do not have a travel schedule, they may send us a signed letter from them, their employer or client, to explain why they need an additional passport)

We normally issue additional passports with full validity, but you may consider issuing a restricted validity passport in exceptional circumstances (for example, to allow for a one-off important visit). The FCDO may be able to issue an emergency travel document (ETD) to customers overseas in similar circumstances.

Links with Israel

Travel from Israel to some Arab or Muslim states, may cause a situation where the customer can be refused entry. These states include:

- Iran
- Iraq
- Kuwait
- Lebanon
- Libya
- Pakistan
- Saudi Arabia
- Sudan
- Syria
- Yemen

If a customer intends to travel to any of these countries, you must issue an additional passport to them, as long as their passports have an:

- Israeli immigration stamp or visa
- observation in their passport that refers to them being an Israeli dual national

If a customer is travelling from one of these states to Israel, you must not issue an additional passport.

Links with Saudi Arabia and Libya

If a customer is travelling to Saudi Arabia and their passport shows evidence they have travelled to Libya, you must issue an additional passport to them.

Links with Yemen and Pakistan

If a customer is travelling to Yemen and their passport shows evidence they have travelled to Pakistan, you must issue an additional passport to them.

Travel from Cuba to the USA through Mexico

If you know a customer with an additional passport is travelling from Cuba to the USA through Mexico, you must tell them to use the same passport to enter Cuba and Mexico, as:

- the Mexican immigration authorities stamp the passport 'Arrived from Cuba'
- using only 1 passport means the other passport does not make reference to Cuba (as references to Cuba may cause the customer problems when arriving in the USA)

Travel to Serbia from the Kosovo border

You must issue an additional passport to a customer travelling between Kosovo and Serbia (as Serbian authorities have denied entry to foreign nationals who have Republic of Kosovo stamps in their passport).

If the customer needs advice about travel between Kosovo and Serbia, you must refer them to the:

- [FCDO travel advice site](#)
- [Serbian Ministry for Foreign Affairs site](#)

Resident in Qatar

You must issue an additional passport to a customer who is resident in Qatar and can demonstrate they are working for a government body relating to:

- Saudi Arabia
- United Arab Emirates
- Bahrain
- Egypt

This is because some residents in Qatar have been denied entry at the borders of these countries due to an ongoing diplomatic dispute.

Observations showing dual citizenship

If a dual national has a foreign passport in another name, we must issue (or may have previously issued) their British passport with an observation to say:

‘The holder has a [name of country] passport, number [number] issued on [date] in the name of [name]. This passport is due to expire on [date]’

If a customer tells us the observation will cause them difficulty (for example, because they intend to travel to an incompatible country) we may consider issuing them with an additional passport. The additional passport will have limited validity to:

- cover the period of intended travel (for example, 6 or 12 months)
- meet the validity requirements of the country they are travelling to. To do this, you must check the entry requirement of the incompatible country on [GOV.UK](#)

When this happens, you must ask the customer to:

- complete a new application using the first time passport service type
- pay the correct fee for their application
- send us written evidence of:
 - their travel to an incompatible country
 - the period of travel
 - the length of stay

When you get the application, you must:

1. Ask a Higher Executive Officer (HEO) to authorise it (before you issue the additional passport).
2. Change the passport’s expiry date on the application to show the new validity.

3. Add the following observations to the passport:
 - OBTO 'THE HOLDER IS ALSO KNOWN AS [INSERT FREE TEXT UP TO 56 CHARACTERS]' and change the free text field to show the customer's other name.
 - OBTU 'VALID FOR [INSERT FREE TEXT] MONTHS. NOT TO BE REPLACED WITHOUT REFERENCE TO HM PASSPORT OFFICE [INSERT FREE TEXT].
4. Add a case note to explain:
 - the reason for the limited validity
 - the length of the visit
 - how much validity the customer needs in order to travel to the country
 - all the supporting documents and evidence you received
5. Scan all the evidence and supporting documents you received on to the system (so you have a permanent record of them).
6. [Add a passport note](#) to all passport records for the customer (to link them together).
7. Make sure you do not electronically or physically cancel any passport the customer needs for future use.

You must not automatically renew the additional passport when it expires. If you get the additional passport, you must cancel it. If the customer has problems travelling after their additional passport expired, they must reapply for another one and send us the correct evidence (in line with this guidance).

Customers who have problems travelling to other countries

If a customer needs an additional passport because they are travelling to countries not listed in this guidance, you (the examiner) must check the country details with them.

If the customer insists they will be refused entry to a country not listed in this guidance, you must:

- check with the Foreign Commonwealth & Development Office (FCDO) for their latest [travel advice](#)
- not issue the customer an additional passport while you check the latest travel advice

If the FCDO's advice confirms the country is incompatible, you must issue the additional passport and tell the Guidance team, so they can update the guidance.

You must tell the customer to make sure they use their passports so the reference or connection to the incompatible country (shown by immigration stamps or visas) is only shown in 1 passport.

We normally issue additional passports with full validity, but you may consider issuing a Restricted Validity passport in exceptional circumstances, for example, to allow for a one-off important visit or where there is a limited time period that the

additional passport is needed for (evidence of the need must be provided in both of these cases). The FCDO may be able to issue an emergency travel document (ETD) to customers overseas in similar circumstances.

Related content

[Contents](#)

Additional passports: business travellers and study reasons

This section tells HM Passport Office staff when we will issue an additional passport to a business traveller or to someone who frequently travels across borders to study, and the proof we need to support these types of application.

HM Passport Office will issue an additional passport to frequent business travellers and students studying overseas who may need an additional passport so they can:

- continue travelling for business purposes:
 - and apply for a visa at the same time
 - while they wait to get a new passport
- travel to [incompatible countries](#)
- continue their studies without disruption

We may also issue an additional passport to a frequent traveller's partner and dependents or to a person accompanying a student (for example, a parent or carer) on their journey across a border.

You (the examiner) must:

- consider these applications on a case by case basis, taking in to account the customer's specific needs
- ask your operational team leader (OTL) for advice (if you are unsure whether a business traveller's partner or dependents or a person accompanying a student qualify for an additional passport)

If there are still doubts, you (the OTL) must contact your local Quality Examiner Support team (QuEST) for advice.

Who we may consider a traveller for study purposes

We are aware of situations where students (or the person accompanying them) have to frequently travel across international borders to study. We will consider an additional passport:

- as their passports will fill with stamps quickly
- so they can continue their studies without disruption
- based on the evidence that shows why they need one

You may accept applications from students (or a person accompanying them):

- travelling between Singapore and Malaysia to live and attend school or college
- living in Brunei and attending a school in Borneo
- attending the Raffles American school in Malaysia but travel to Singapore

- from other countries and schools if their circumstances relating to frequent travel for study show this

Proof of frequent travel for business or study reasons

Alongside their British passport (or colour photocopy) the customer must send us proof they are a frequent traveller or need the passport for study purposes if they tell us they need an additional passport.

Proof of travel for study

If you decide the customer (or the person accompanying them) is a traveller for study and is eligible for an additional passport, they can apply for one without sending us their old passport.

Customers must send us confirmation from their head teacher or head of faculty confirming why they (or the person accompanying them) need to regularly travel across borders.

Proof of travel for business

Business customers must send us a letter confirming why they need an additional passport. The letter must be on company headed paper and be:

- signed and dated within 6 months of the date the application was made
- from:
 - a senior person within their organisation
 - the customer's client
 - the customer themselves

You must check the letter and the organisation supporting the application for an additional passport are genuine, by checking online to confirm they exist. For example, checking the official website to make sure the company logo and email domain names match the details on the letter. You must contact the organisation, client or customer and ask them for the covering letter and evidence, if any information is missing.

You must:

- continue examining the application without contacting the company, if you complete online checks and are satisfied the:
 - company exists and support the content of the letter
 - letter is genuine
- phone (or email) the organisation to confirm the contents of the letter, if you complete online checks and have doubts

If you contact an organisation and have fraud concerns, you must:

1. Refer the application to your local Counter Fraud team (CFT) explaining your concerns.
2. Follow their advice.

Related content

[Contents](#)

Additional passports for His Majesty's Government staff

This section tells His Majesty's Passport Office staff what to consider when issuing additional passports to staff working for His Majesty's Government.

His Majesty's Government employees (and their dependents) who frequently travel overseas, may apply for an additional passport using a letter from their manager or human resources team. It must be on government department headed paper.

You, the examiner, must deal with requests for additional standard passports using the guidance [for business travellers](#).

Foreign, Commonwealth & Development Office: additional passports

Staff in the Foreign, Commonwealth & Development Office (FCDO) may apply for an additional passport (and sometimes more than 1 additional passport) if they frequently travel or because they travel to [incompatible countries](#).

The FCDO authorising officer will confirm in writing if the customer needs an additional passport. They do not need to confirm which countries the customer will visit.

FCDO staff can submit a Portable Document Format (PDF) letter of authorisation instead of a traditional letter but it must include an electronic signature from their line manager or human resources team.

Diplomatic and Official service additional passports

You must be aware that we do not consider someone holding a Diplomatic or Official passport and a standard (or personal use) passport, as having an additional passport.

Diplomatic or Official service staff applying for an additional standard or Diplomatic passport must also provide authorisation to hold one from a senior member of the service.

If a staff member from a government department asks for 2 or more passports of any type (for example, 2 Diplomatic, Official or standard passports) they must have approval from their human resources department.

Ministry of Defence and His Majesty's Armed Forces

Staff in the Ministry of Defence (MOD) and His Majesty's Armed Forces may have an urgent need for an additional passport or may need to hold onto their existing passport while they apply to renew it.

A senior staff member (warrant officer or above) in the department must support the application for an additional passport and confirm in writing why the customer needs one.

Related content

[Contents](#)

DAP: examining applications for additional passports

This section tells His Majesty's Passport office examiners processing on DAP (Digital Application Processing) how to examine an application for an additional passport.

When you, the DAP (Digital Application Processing) examiner, check a customer's application for an additional passport you must consider:

- the application type used to process the application
- if you can confirm the customer's nationality and identity
- if the customer is entitled to hold an additional passport
- if they or their organisation used a frequent traveller exemption before and if they have always returned their passport to us after receiving their new one

Additional passports on DAP: creating the task

If you, the DAP examiner, see the customer is entitled to an additional passport, you must select **I cannot do this application** then **Additional passport, need old passport left uncanceled**.

When you select this option, DAP will create an **Additional passport, need old passport left uncanceled** task.

Additional passports on DAP: other tasks created

When the customer submits their application, DAP will automatically complete checks against passport and application records. The tasks DAP generates will depend on the application type, and whether the customer already holds more than 1 passport or is applying for their first additional passport. If the application type is:

- renewal, DAP may generate a multiple British passports task
- replacement, DAP will generate a lost or stolen task, and your manual passport records search will identify previous passports
- first time application, DAP may generate an undeclared passport task

DAP may also create other tasks, which you must process following the relevant guidance.

Additional passports on DAP: processing the task

To process the **Additional passport, need old passport left uncanceled** task, you must:

1. Make sure you have confirmed the [customer's identity](#)

2. Make sure the [application type](#) is correct and transfer the application to AMS (Application Management System) if you need to change the application type to first time.
3. Check the [customer's need](#) for an additional passport.
4. Check the [customer is entitled](#) to an additional passport and has sent the correct evidence.
5. Check the [customer's passport](#).
6. Make sure you can issue the passport [without cancelling the customer's other passport](#).

When you decide if the customer is entitled to an additional passport, you must:

- add a case note to the application to show the actions and decisions you made, and
- make sure the customer's evidence showing the need for an additional passport is scanned on to the system, as a permanent record (unless you are told not to)

After you have completed the task and issued the passport, you must [update passport records and passport notes](#).

Additional passports on DAP: confirming the customer's identity

If a customer applies for an additional passport, you must confirm their identity by comparing the photo and personal details on their application, against our passport records using:

- HM Passport Office's passport records
- the Generic Issuance Environment (GENIE) database (if you need to)

You can accept the application without a referee, if:

- you can confirm the customer's identity from our passport records; and,
- there are no fraud concerns; and,
- there is no evidence the customer's passport is damaged

If you can confirm the customer's nationality and identity, you must not invite them to attend an identity interview unless they:

- have lost their passport multiple times; or,
- are making a first-time passport application and applying for their first additional passport at the same time

Additional passports on DAP: application (service) types

When a customer makes an application for an additional passport:

- online, Digital Customer Services (DCS) will allocate an application type, based on the information the customer provides
- using a paper form, the customer may select any application type

If the customer wants to renew or replace an existing additional passport and the application type is renewal or replacement, you can proceed with the application on DAP, because when you complete the application DAP will:

- electronically cancel the passport being renewed or replaced
- instruct the DHU (Document Handling Unit) to physically cancel the passport

If the customer wants to renew or replace an existing additional passport and the application type is first time, you can change the application type to renewal or replacement.

If the customer is applying for their first additional passport, and they need their current passport to remain uncancelled, you must:

- continue to process the application on DAP if the application type is first time (because on a first time application DAP will not automatically cancel the current passport)
- transfer the application to AMS if the application type is renewal (because DAP will cancel the current passport which we need to leave uncancelled, and DAP does not provide the functionality to change the application type to first time)

Additional passports on DAP: checking the need

You must carefully consider the reason why the customer wants an additional passport and:

- if it will meet their travel needs
- the amount of validity they need on an additional passport
- if they would benefit from the larger, 54 page frequent traveller passport instead

If you think a 54 page frequent traveller passport is more suitable, you must phone the customer to tell them. If the customer agrees that a frequent traveller passport is the better option, you must:

1. Change the application to show they want a 54 page frequent traveller passport.
2. Take the correct fee.
3. Tell them they must send you their old passport so you can cancel it, before you can issue a 54 page frequent traveller passport.

Until the functionality to take the extra fee is available on DAP, you will need to transfer the application to AMS.

Additional passports on DAP: checking entitlement to an additional passport

The customer must send us proof they need an additional passport. In all cases, you must check the:

- customer's British passport and our passport records to confirm their:
 - British nationality
 - identity
 - need for an additional passport (for example, proof of frequent travel)
- customer's evidence confirms their need for an additional passport
- customer's request for an additional passport has a [wet signature](#)
- organisation (for example, school, airline, company) supporting the application is genuine

You must check the letter and the organisation supporting the application for an additional passport are genuine, by checking online to confirm they exist. For example, checking the official website to make sure the company logo and email domain names match the details on the letter.

You must:

- continue examining the application without contacting the company, if you complete online checks and are satisfied the:
 - company exists and support the content of the letter
 - letter is genuine
- phone (or email) the organisation to confirm the contents of the letter, if you complete online checks and have doubts (you must use the contact information you have confirmed online)

If you contact an organisation and have fraud concerns, you must refer the application for investigation to the Counter Fraud team (CFT) explaining your concerns, and follow CFT's advice.

Additional passports on DAP: checking the customer's passport

When the customer sends us proof they need an additional passport they must also send us:

- their current passport if they are applying for their first additional passport; or,
- a colour photocopy of their current passport if they need to hold onto it while their application is being processed, if they are applying for their first additional passport; or,
- the passport they are renewing (if they already hold an additional passport) together with a colour photocopy of any other British passports they hold

We may accept a colour copy of the full current passport including all visa pages if the customer explains in a letter why they cannot send us their passport. In this

instance the customer must be a business traveller or student (including those who accompany them) who:

- travels frequently and:
 - the passport they are renewing holds visas or travel permits which they need for continued travel; or,
 - they currently hold one British passport which they need to keep with them during the application process (for example, as local laws mean they cannot be in a country undocumented)

If the customer is unable to provide a colour copy of their passport, in exceptional circumstances you (the examiner) can continue to deal with the application, when you have satisfactorily confirmed the customer's identity, entitlement and nationality, using our own records. You must ask the customer to send you their passport or a colour photocopy if you cannot confirm their details from passport records.

You may need to check the pages in the customer's old (or current) passport to confirm the customer meets our requirements for an additional passport.

You must ask the embedded civil servant (ECS) working in the DHU to review the old passport for you. If you decide the customer has not provided enough evidence, you must contact them and request this.

Additional passports on DAP: cancelling the correct passport

When we renew an additional passport, we will physically and electronically cancel it. As customers may be applying for their first additional passport you must always:

- only cancel a passport that has been sent in for renewal or replacement
- make sure you cancel the correct passport

If you are dealing with an application on DAP, you must process the application as:

- a first time application if this is the customer's first additional passport (DAP will not cancel the existing passport in our passport records if you use the 'first time' type)
- renewal or replacement application type if the customer is renewing or replacing an existing additional passport

If you are processing the renewal or replacement of an additional passport, you must:

1. Open the customer's application to the **Application details** tab.
2. Select **Personal details**, this will show you the customer's details from their application and the details we hold for them in passport records for the passport they have declared on the application.
3. Check the old passport details are for the passport that requires cancelling (and not the additional passport that must remain uncanceled).

If you are processing a renewal or replacement application and are satisfied the old passport details are correct you may proceed. The system will automatically:

- electronically cancel the passport in passport records; and,
- tell the DHU to physically cancel the passport (before returning it to the customer)

Additional passports on DAP: updating passport records

If a customer holds 2 or more British passports (of any kind), you, the examiner, must manually update passport records with a passport note on every valid passport record the customer has, including the new passport (unless you are told not to).

You must follow the Multiple British passports and nationality statuses guidance for how to do this.

DAP: customer sends additional passport for cancellation

If the customer sends both their old passport for renewal and their additional passport and tells us they do not need the additional passport, you must:

1. Check the customer's passport number for renewal, is showing in the **Personal details** tab.
2. Add an instruction to Application Receive Domain (ARD) to physically cancel the additional passport that is not required (see ARD: cancel a document).
3. Add a passport note to show the reason for the cancellation.

DAP: customer asks you to cancel their additional passport at the counter

If the customer provides both their old passport for renewal and their additional passport and tells us they do not need the additional passport, you must:

1. Check the customer's passport number for renewal, is showing in the **Personal details** tab.
2. Physically cancel the additional passport.
3. Add a passport note to show the reason for the cancellation.

DAP: customer is not entitled to an additional passport

If the customer is not entitled to hold an additional passport, you must tell the customer:

- they are not entitled to hold an additional passport, and
- we will refuse (withdraw) the application, and
- we will not refund the application fee

If the customer has previously held more than 1 passport, you must:

- physically and electronically cancel the additional passport (for example, if they have sent us an additional passport they have tried to renew)
- add a passport note in passport records to any other passports the customer holds to record your actions

Related content

[Contents](#)

AMS: examining applications for additional passports

This section tells His Majesty's Passport office examiners processing on AMS (Application Management System) how to examine an application for an additional passport.

When you, the AMS (Application Management System) examiner, check a customer's application for an additional passport, you must consider:

- the application type used to process the application
- if you can confirm the customer's nationality and identity
- if the customer is entitled to hold an additional passport
- if they or their organisation used a frequent traveller exemption before and if they have always returned their passport to us after receiving their new one, however:
 - if a customer did not return their old passport in the past, this does not automatically mean they cannot use overlap passport process
 - you must consider the passage of time and the customer's reasons why they did not return their old passport

Additional passports on AMS: application (service) types

Customers can apply for an additional passport by post, in person or online. The additional passport service is not widely promoted and there is no separate application type on the passport issuing system for processing these.

If a customer makes an application for an additional passport online, Digital Customer Services (DCS) will allocate an application type, based on the information the customer provides. This may be renewal, replacement or the first time application type.

If you are dealing with an application on the Application Management Service (AMS), the service type may have been automatically selected by DCS or the customer may have selected it on a paper application form.

On AMS, you must make sure the service type is:

- renewal, if the customer is applying for their first additional passport or renewing an existing additional passport as there is no requirement for a referee
- replacement, if the customer is applying to replace a lost or stolen additional passport, in line with the LSR: replacing lost, stolen and recovered passports guidance

AMS will generate a multiple current passports warning as automatic checks against Main Index (MI) will show the customer already holds another passport.

Additional passports on AMS: checking the need

You must carefully consider the reason why the customer wants an additional passport and:

- if it will meet their travel needs
- the amount of validity they need on an additional passport
- if they would benefit from the larger, 54 page frequent traveller passport instead

If you think a 54 page frequent traveller passport is more suitable, you must phone the customer to tell them. If the customer agrees that a frequent traveller passport is the better option, you must:

- take the correct fee
- change the application to show they want a 54 page frequent traveller passport
- tell them they must send you their old passport so you can cancel it, before you can issue a 54 page frequent traveller passport

If the customer wants to continue with their application for an additional passport, you must deal with their application for it (as long as they are eligible for one), in line with this guidance.

You must add a case note to the application recording all the actions and decisions you made, including any decisions the customer made.

Additional passports on AMS: checking entitlement to an additional passport

The customer must send us proof they need an additional passport. In all cases, you must check the:

- customer's British passport and our MI records to confirm their:
 - British nationality
 - identity
 - need for an additional passport (for example, proof of frequent travel)
- customer's evidence confirms their need for an additional passport
- organisation (for example, school, airline, company) supporting the application is genuine.

You must check the letter and the organisation supporting the application for an additional passport are genuine, by checking online to confirm they exist. For example, checking the official website to make sure the company logo and email domain names match the details on the letter.

You must:

- continue examining the application without contacting the company, if you complete online checks and are satisfied the:
 - company exists and support the content of the letter
 - letter is genuine
- phone (or email) the organisation to confirm the contents of the letter, if you complete online checks and have doubts

If you contact an organisation and have fraud concerns, you must refer the application to your local Counter Fraud team (CFT) explaining your concerns and follow their advice.

Additional passports on AMS: checking the customer's passport

When the customer sends us proof they need an additional passport, they must also send us:

- their current passport if they are applying for their first additional passport
- a colour photocopy of their current passport, if they need to hold onto it while their application is being processed
- the passport they are renewing (if they already hold an additional passport) together with a colour photocopy of any other British passports they hold

We may accept a colour copy of the full current passport including all visa pages, if the customer explains in a letter why they cannot send us their passport. In this instance the customer must be a business traveller or student (including those who accompany them) who:

- travels frequently and:
 - the passport they are renewing holds visas or travel permits which they need for continued travel
 - they currently hold one British passport which they need to keep with them during the application process (for example, as local laws mean they cannot be in a country undocumented)

If the customer is unable to provide a colour copy of their passport, in exceptional circumstances you (the examiner) can continue to deal with the application, when you have satisfactorily confirmed the customer's identity, entitlement and nationality, using our own records. You must ask the customer to send you their passport or a colour photocopy if you cannot confirm their details from Main Index.

You may need to manually check the pages in the customer's old (or current) passport, to confirm the customer meets our requirements for an additional passport, before you issue one.

If you decide the customer has not provided enough evidence, you must contact them and request this.

Additional passports on AMS: confirming the customer's identity

If a customer applies for an additional passport, you must:

- confirm their identity
- compare the photo and personal details on their application, against our records using:
 - Main Index (MI)
 - the Generic Issuance Environment (GENIE) database (if you need to)
- accept the application without a referee, if:
 - you can confirm the customer's identity from our passport records
 - there are no fraud concerns
 - there is no evidence the customer's passport is damaged

If you can confirm the customer's nationality and identity on the system, you must not invite them to attend an interview, unless they:

- have lost their passport multiple times
- are applying for their first British passports and applying for their first additional passport at the same time

When you have confirmed the customer's identity and nationality from our records, you must check the proof they need an additional passport, is acceptable for our purposes.

Additional passports on AMS: recording decisions

When you decide if the customer is entitled to an additional passport, you must:

- add a case note to the application to show the actions and decisions you made
- make sure the customer's evidence showing the need for an additional passport is scanned on to the system, as a permanent record (unless you are told not to)

Additional passports on AMS: cancelling the correct passport

When we renew an additional passport, we will physically and electronically cancel it (unless they are [frequent 'overlap' travellers](#)). As customers may be applying for their first additional passport you must:

- only cancel a passport that has been sent in for renewal or replacement
- make sure you cancel the correct passport

To make sure you do not cancel the wrong passport, you must:

1. Open the customer's application to the **Photo and Signature** tab.

2. Check only 1 passport number is recorded.
3. Remove the tick from the **Cancel Passport** box on the **Previous Passport Details** section if the customer is not renewing this passport (and it must remain valid).
4. Save the record before you move to a new screen. If you do not save the change, AMS will cancel the customer's other passport.

If the customer is renewing a previous additional passport, you must leave the tick in **Cancel Passport** box. The system will automatically cancel the passport on MI.

When the new additional passport has been issued, the system will automatically remove the tick from the **Cancel Passport** box and this option will be no longer available.

Additional passports on AMS: updating Main Index

If a customer holds 2 or more British passports (of any kind), you, the examiner working on AMS, must manually update MI records with a passport note on every valid passport record the customer has, including the new passport (unless you are told not to).

You must follow the Multiple British passports and nationality statuses guidance for how to do this and check the passport note correctly shows on MI.

AMS: customer is not entitled to an additional passport

If the customer is not entitled to hold an additional passport, you must:

1. Tell the customer:
 - they are not entitled to hold an additional passport
 - we will refuse (withdraw) the application
 - we will not refund the application fee
2. If they have previously held more than 1 passport:
 - physically and electronically (on MI) cancel the additional passport, (for example, if they have sent us an additional passport they have tried to renew)
 - add a passport note on MI to any other passports the customer holds to record your actions

Related content

[Contents](#)

Other frequent traveller exceptions (overlap customers)

This section tells His Majesty's Passport Office staff when we will issue an additional (overlap) passport to someone who is a frequent traveller, including who is eligible for an overlap passport and the evidence we need, when we will issue an overlap of an additional passport, and who is not eligible for an overlap passport.

HM Passport Office is aware some customers must regularly travel across international borders to work and so need to keep their current passport during the renewal process. For example, this could be because they travel as part of their job.

These customers are not normally eligible for an additional passport. However, we may exceptionally consider issuing a second passport to overlap with their current one, so they are not:

- stranded in a foreign country
- stopped from working because they are without a passport

We refer to these passports as 'overlap passports', they are valid for a maximum of 3 months and allow the customer to hold an 'additional' or second valid passport during the overlap period.

You can process overlap applications on both DAP (Digital Application Processing) and AMS (Application Management System). The requirements are the same regardless of the system you are working on, but the processes are different.

Who is eligible for a frequent 'overlap' traveller passport

Frequent travellers are people who travel so often they are unable to send us their passport for renewal. We consider frequent travellers (overlap customers) to be:

- airline crew
- UK government staff who hold diplomatic or official status and their dependants who live overseas, renewing their standard passport (with or without a diplomatic or official observation)
- working in the haulage industry (for example, lorry drivers)
- working in the food preparation, supply or distribution sector whose jobs involve preparing, supplying or delivering food to supermarkets and shops

These customers will be eligible for an overlap passport if all the following 4 points apply:

- they are unable to apply for Premium or Fast Track service in the UK
- they are applying for a standard renewal and none of their personal details have changed

- at least 1 of the following points applies:
 - their current passport is due to expire in the next 9 months and within the standard validity period (for example, 10 years), additional months added beyond the standard validity period must be ignored
 - the visa pages in their current passport are full and they need their new passport to put new visas in
- they confirm in writing why being without a passport would have a significant impact on their employment, for example, when they need to:
 - travel across borders frequently to get to their place of work and their passport quickly fills with entry and exit stamps
 - get visas or permits in their new passport to continue to travel and they need to travel while they renew their passport

We will also consider issuing an overlap passport if the customer has an exceptional compassionate reason why they need an additional passport.

You (the examiner) must raise a guidance query to receive authorisation to issue an additional passport under an exceptional compassionate circumstance.

When customers are not eligible for a frequent ‘overlap’ traveller passport

Customers are not eligible for an overlap passport when:

- they do not fulfil the requirements in [Who is eligible for a frequent ‘overlap’ traveller passport](#); or,
- their personal details have changed (because the customer cannot hold multiple passports in multiple identities) – the customer must submit their passport for renewal and have their passport cancelled; or,
- their passport is damaged – the customer must submit the passport and apply for a replacement; or,
- they have more than 9 months validity on their passport – the customer may be eligible for an additional passport, or will need to submit their passport for renewal

If the customer is not eligible for an overlap (but has applied for this) you must contact the customer by phone or letter and explain why they are not eligible and the service that is available to them (for example, a change of name).

Proof of frequent travel for overlap customers

If you decide the customer is a frequent traveller and is eligible for an additional (overlap) passport, they can apply for one without sending us their old passport. The customer must send us:

- a colour copy of every page of their current valid British passport, including all the visa pages

- a letter dated within 6 months of the date of application, signed, on headed paper from their employer, prospective employer or client (if the customer is self-employed) that confirms:
 - the employee's job role
 - an offer of employment has been made (of the customer is about to start work)
 - the customer needs their passport for their job role for identity or travel reasons
 - why they travel and how often
 - why the customer cannot use the Fast Track or Premium service in the UK (if the customer lives in the UK)
 - the employer's email address and phone number
 - confirmation the employer or client will return the passport to us within 3 months to be cancelled, if they have agreed to do this
- a signed and dated letter from the customer that:
 - explains why they need an additional passport (if the customer tells us they need an additional passport for an exceptional reason)
 - includes confirmation that they will return the passport to us within 3 months to be cancelled

If the employer or client's letter does not confirm they will return the passport to us within 3 months, the customer must provide us with a signed and recently dated letter to confirm they:

- will send us the passport within 3 months, to be cancelled
- understand the passport will be cancelled electronically if it is not returned within the 3 month period

You must remember that stamps in the customer's passport will usually confirm their travel history but may not be there if they are a new employee.

Proof of frequent travel for airline crew

HM Passport Office must accept electronic letters (email) from all airlines in support of additional passport applications.

Confirmation checks must be conducted on all airline letters regardless of whether they are electronic or not.

Proof of frequent travel for diplomatic or official staff and dependants

Customers who live overseas because they or their immediate family member work for the UK government in a diplomatic or official capacity may apply for an overlap passport if needed. These standard passports may or may not require a diplomatic or official observation.

These customers (and their dependants) must supply a letter from the Foreign, Commonwealth & Development Office confirming their employment and the name of

any dependants (who may be applying) if they need an overlap passport. You, the examiner, must check the letter is acceptable.

You must deal with the request for an overlap passport from these customers alongside guidance for Standard passport applications: diplomatic or official staff.

Customer is applying for an overlap of an additional passport

Customers may apply for an overlap of an additional passport. You must check if the customer [still meets the criteria in this guidance](#) before issuing the passport.

If the customer is not eligible for an overlap (but has applied for this) you must contact the customer by phone or letter and explain why they are not eligible and the service that is available to them (for example, a change of name).

Related content

[Contents](#)

DAP: processing overlap passport applications

This section tells His Majesty's Passport Office staff processing on DAP (Digital Application Processing) how to issue an additional (overlap) passport to someone who is a frequent (overlap) traveller.

If the customer is entitled to hold an additional passport as an overlap customer, you must:

- check the customer's request for an overlap passport is genuine (in line with this guidance)
- not cancel their current passport on the system when you issue their new one
- process the application as a renewal (if the application is a first time, you must change the application type to renewal)

DAP: creating an overlap passport task

DAP examiners, Contact Centre agents or Customer Service Management team (CSMT) staff must force DAP to create a task that allows examiners to process an overlap passport application and not cancel the customer's current passport. These tasks are:

- **Additional passport, need old passport left uncanceled**
- **Not sending flight or cabin crew passport**
- **Not sending passport needed for work, not airline crew**

If the customer wants an overlap passport:

- DAP examiners must select **I cannot do this application** then **Additional passport, need old passport left uncanceled**, if the customer is entitled to an overlap passport
- CSMT or Contact Centre agents must select, on the contact record screen, either:
 - **Not sending old passport: flight or cabin crew**
 - **Not sending old passport: needs passport for work, not airline crew**

DAP: processing an overlap passport task

You, the DAP examiner, must have one of these 3 tasks to process the application for an overlap passport, without cancelling the customer's current passport:

- **Additional passport, need old passport left uncanceled**
- **Not sending flight or cabin crew passport**
- **Not sending passport needed for work, not airline crew**

To process these tasks and the application for an overlap passport, you must:

1. Check the customer is eligible for an overlap passport.
2. Check the customer's request for an additional (overlap) passport is genuine, in line with this guidance. Use the task to request any evidence from the customer, if needed.
3. Check the customer has provided a photocopy of their current passport, using the **Documents** tab (DAP automatically uses the 'photocopy' status of the passport to not automatically cancel the passport when you issue the new one).
4. Clear the task and **Submit** the application (once all other tasks are completed in line with guidance).

When you have completed the application, DAP will not immediately cancel the customer's old passport in passport records. DAP will automatically:

- send a notification to the customer to tell them their new passport has been issued (this is different to the standard notification, as it will not say the old passport has been cancelled)
- send an email to the customer telling them to return their current passport to CSMT within 3 months for cancellation
- send a notification to CSMT to tell them the customer will be sending their passport for cancellation within 3 months
- electronically cancel the customer's passport on Main Index after 3 months (if it has not already been cancelled)

DAP: CSMT cancelling the old passport after overlap passport has been issued

When CSMT receives the customer's old passport, they must:

- physically cancel the customer's passport, and return it to the customer; and,
- electronically cancel the passport in passport records and add a passport note to confirm the action taken

CSMT do not need to cancel the customer's passport in passport records after 3 months if the customer has not sent it because DAP will do this automatically.

DAP: customer is not entitled to an overlap passport

When you check the customer's request for an additional (overlap) passport, you may decide the customer is not entitled to an overlap passport.

You must ask the customer to send us their original passport for renewal, change or replacement. When the passport is received, you must:

1. Make sure the passport is recorded on the **Documents** tab as an original document, not a photocopy (DAP automatically uses the 'original' status of the passport to automatically cancel the passport when you issue the new one).
2. Clear any of the overlap passport tasks that may have been created, case noting the reasons the customer is not entitled to an overlap.
3. Complete processing the application.

DAP will:

- cancel the customer's current passport in passport records (without the 3 month delay)
- send the standard notification to the customer to tell them their new passport has been issued
- send the automatic instruction to the DHU, to physical cancel and return the customer's old passport

If the customer does not want their passport to be renewed (or changed or replaced), you must withdraw the application. In line with the Fees guidance, the customer is not entitled to a refund of the fee if they decide to withdraw the application.

Related content

[Contents](#)

AMS: processing overlap passport applications

This section tells His Majesty's Passport Office staff processing on AMS (Application Management System) how to issue an additional (overlap) passport to someone who is a frequent (overlap) traveller.

If the customer is entitled to hold an additional passport as an overlap customer, you must:

- check the customer's request for an additional passport is genuine
- not cancel their current passport on the system when you issue their new one

You, the AMS (Application Management System) examiner, must process the application then:

- send the customer letter 178 to tell them to return their old passport as soon as they receive their new one, or within 3 months (unless they applied using a Local Service office)
- email an electronic copy of the letter to the Customer Service Management team (CSMT) (as they will cancel the passport at the end of the 3 month period, if it has not been returned to us)

CSMT must cancel the customer's passport (physically and on the system) when they receive it, or at the end of the 3 month period. Customer Service Liaison teams (CSLT) will cancel additional passports sent by overlap customers to Document Handling Units.

Overlap customers: applying through a Visa Application Centre

If the customer is applying from an overseas country with a Local Service Visa Application Centre (VAC) and they need to keep their current passport, you must email the customer (copying in the VAC). You must tell the customer to visit their local service (VAC) and hand over their old passport as soon as they receive their new passport, or within 3 months of getting it.

The VAC will physically cancel the passport and forward it to CSMT. CSMT must cancel the passport on the system when they get it.

Related content

[Contents](#)