



Home Office

Withdrawing passport applications

Version 41.0

His Majesty's Passport Office guidance on withdrawing passport applications

Contents

Contents.....	2
About: Withdrawing passport applications.....	4
Contacts	4
Publication	4
Changes from last version of this guidance	5
Withdrawals policy.....	6
When we will withdraw an application.....	6
Withdrawal fees and payments.....	6
Reasons we will withdraw an application.....	7
Automatic withdrawal of online applications: customer does not send documents	8
Reminders we will send to ask for the documents	8
Automatic withdrawals: customer query	9
Automatic withdrawal of online applications: customer does not provide referee.....	10
DAP: withdrawal when the customer does not respond	11
DAP withdrawals: automatic withdrawals	11
DAP withdrawal: timescales for contacting customers.....	12
DAP withdrawal: when the examiner must send manual reminders	13
DAP withdrawal: manual withdrawal.....	13
DAP withdrawal: a customer asks to keep their application open longer.....	13
DAP withdrawal: failure or delay providing missing information or documents	14
DAP: when a customer asks us to withdraw their application	15
DAP withdrawal: applications that have fraud indicators	15
DAP withdrawal: applications that do not have fraud indicators	15
DAP withdrawal: processing the customer request to withdraw their application .	16
DAP withdrawal: customer unable or refuses to provide evidence	17
DAP withdrawal: applications that are associated to an LS record.....	18
DAP withdrawal: customer does not go to 3 or more interviews	18
DAP withdrawals: connected applications	19
DAP withdrawals: connected first time child applications	20
DAP withdrawals: when the customer does not send a withdrawal request	21
DAP withdrawals: withdrawal has started.....	22
Withdrawals: exceptions when we will keep an application open longer	23
Discretionary exceptions.....	23

Other exceptions.....	23
Exceptions: incorrect customer contact details	24
Exceptions: Treaty rights.....	24
Exceptions: contacting HM Revenue and Customs	24
Exceptions: returning supporting documents	25
Withdrawals: when the customer does not attend an interview	26
Failure to make an interview appointment (UK customer)	26
Failure to attend or complete an interview (UK customer)	26
Failure to make an interview appointment (international customer).....	26
Failure to attend or complete an interview (international customer)	26
Documents received after online application is withdrawn	28
DAP withdrawals: documents received after automatic withdrawal	28
BRIDGE withdrawals.....	29

About: Withdrawing passport applications

This guidance tells His Majesty's Passport Office operational staff about:

- why they must withdraw a passport application
- when they must withdraw an application
- when the system automatically withdraws an application

It also tells staff how to:

- withdraw an application on the system
- update the system when they withdraw an application
- deal with customers who send in their documents after the system has automatically withdrawn their online application

For guidance on refusing and withdrawing passport facilities, examiners must refer to withdrawing passports and passport facilities.

See the relevant guidance if you are withdrawing because the customer:

- has died
- is unable to attend an interview
- has made duplicate applications
- has made a treaty rights application but does not have the evidence to confirm treaty rights

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 **41.0**
- published for Home Office staff on **11 August 2025**

Changes from last version of this guidance

This guidance has been updated to tell Digital Application Processing (DAP) examiners in section:

- [Automatic withdrawal of online applications: customer does not send documents](#), about a new banner in DAP that helps staff navigate the timeline
- [DAP: when a customer asks us to withdraw their application](#) to make it clear to examiners how a customer's request to withdraw their application must be sent
- [DAP withdrawals: withdrawal has started](#) to:
 - move this section to a separate page
 - include guidance about a new information banner that shows when an application is [entering the withdrawal process](#)

Related content

[Contents](#)

Withdrawals policy

This section tells HM Passport Office examiners when to withdraw a passport application.

HM Passport Office will not keep a passport application open indefinitely. We tell customers about the information we need to process their application when they apply. It is the customer's responsibility to send us a fully completed application form along with any documents we need.

When we will withdraw an application

We will withdraw an application when the customer:

- asks us to:
 - in a signed and dated letter; or,
 - in an email sent from the email address they supplied on their application
- does not meet HM Passport Office requirements (for example, an application when we ask the customer for more information and they do not reply at all or in a reasonable time, or refuse to provide the information)
- is a Premium Service customer who:
 - cancels their appointment within 48 hours and the application has not been Passed For Issue

Before we withdraw an application for a customer who cannot provide evidence, we'll consider asking for alternative evidence and making a decision using a balance of probability.

The system will automatically withdraw an application when the customer:

- applies online but does not send us details of a digital referee or the documents we need to process their application (see automatic withdrawals)
- does not meet HM Passport Office requirements (for example, a Digital Application Processing (DAP) application, when we ask the customer for more information, and they do not reply at all or in a reasonable time)

Withdrawal fees and payments

HM Passport Office does not usually return the customer's fee when we withdraw their application. This is because the fee is for the whole administrative process and not just for the issue of the passport.

Examiners must refer to passport fees for more information about fees, when they can be returned and how to deal with refunds.

Reasons we will withdraw an application

As we cannot hold an application open indefinitely we must withdraw an application when:

- we have asked for more information or documents and the customer (or person acting on their behalf) does not respond within the timescales in this guidance (including deceased person's passport applications)
- an application is incomplete, and the customer tells us they cannot provide the missing information within the timescales in this guidance
- the customer fails or delays providing us with missing information or documents
- a customer needs to attend an interview but they:
 - do not make an appointment for their interview
 - make an appointment for an interview but do not attend
- we have told the customer they must align their name but they are unable or refuse to do so
- a resident of the British Overseas Territories (BOTs) applies to renew their British Overseas Territory Citizen (BOTC) variant passport directly to HM Passport Office instead of their BOT office
- a Diplomatic or Official passport application is received at an Application Processing Centre (APC) that does not deal with them and we transfer it to the Durham Diplomatic team
- the customer dies before their application is complete
- in exceptional circumstances, for example, when we tell the customer to submit a duplicate application at the counter because they need to travel urgently (in line with the Tiered Application Service guidance)
- we find a duplicate application
- a customer sends us 2 applications in error
- a customer sends in a passport application and tells us they were previously issued a standard passport because a jumbo one was not available but the visa pages in their passport are not full
- a customer fails to attend 3 appointments to provide a DNA sample in line with the DNA testing for British passport applications
- an APC receives a paper or counter application that needs to be transferred to another APC, as it does not deal with that type of application
- a Premium Service customer:
 - cancels their appointment within 48 hours (of their original appointment) and the application has not been passed for issue

Related content

[Contents](#)

Automatic withdrawal of online applications: customer does not send documents

This section tells HM Passport Office staff when the system will automatically withdraw an application that has been submitted through DCS (Digital Customer Service) and the customer does not send the documents we need.

Customers applying online use the Digital Customer Services (DCS) system and must send us documents by post before we can process their application.

The documents we require will depend on the type of application.

When we are waiting for documents for an application (either initial documents or additional information), DAP (Digital Application Processing) will have an **Outstanding customer information request** banner at the top of the screen showing:

- the items we still need, for example:
 - documents
 - photo
 - referee
 - interview
 - payment
- the date requested
- the due date

If you, the examiner, click on **See details** in the **Outstanding customer information request** banner you will be taken to the action on the timeline and communications sent to the customer about that outstanding request.

Reminders we will send to ask for the documents

When customers do not send us the documents we need, we will send them reminders. For online applications that go into DAP (Digital Application Processing) the system will send an automatic reminder text message or email after:

- 1 day
- 7 days
- 21 days
- 28 days
- 69 days, which includes a letter sent to the customer's address
- 120 days (90 days plus the 30 day grace period), which tells the customer we have closed their application

If a customer still does not send us their documents DAP will automatically withdraw the application after 120 days.

We keep the fee for administering the application (see passport fees for information on keeping fees and when they can be returned).

Automatic withdrawals: customer query

The customer may contact HM Passport Office to tell us they have sent the documents we have asked for, but they have received a notification telling them their application has been withdrawn.

If the customer has completed a required action in the allowed time (72 or 120 days), you (the person dealing with the customer enquiry) must tell the customer we will:

- link the documents and the application will continue
- contact them to advise of progress or if we require more information

If the automatic withdrawal has already started, you must follow [DAP withdrawal: withdrawal has started](#).

Related content
[Contents](#)

Automatic withdrawal of online applications: customer does not provide referee

This section tells HM Passport Office staff when the system will automatically withdraw an application that has been submitted through DCS (Digital Customer Service) and the customer does not provide a digital referee.

Customers applying online use the Digital Customer Services (DCS) system and must provide a digital referee if DCS tells them to.

When customers do not provide a digital referee, the system will send an automatic reminder text message or email after:

- 1 day
- 7 days
- 21 days
- 69 days, which includes a letter sent to the customer's address
- 120 days (90 days plus the grace period), which tells the customer we have closed their application

If a customer does not provide a digital referee DCS will automatically withdraw the application.

We keep the fee for administering the application (see passport fees for information on keeping fees and when they can be returned).

Related content

[Contents](#)

DAP: withdrawal when the customer does not respond

This section tells HM Passport Office examiners processing on DAP (Digital Application Processing) our timescales before we will withdraw an application.

If we do not get a response from a customer after we have asked them for more information or documents to process their application, we will withdraw their application.

DAP withdrawals: automatic withdrawals

If we are processing on DAP (Digital Application Processing), we tell the customer we will withdraw their application:

- 90 days after we ask for a digital referee, if they do not provide one
- 90 days after we receive their application, if they do not send us the documents we need to process their application (if we haven't asked the customer for a digital referee)
- 90 days after we receive their paper application, if they do not pay a fee
- 90 days after they submit their digital referee details, if they do not send us the documents, we need to process their application (if we have asked the customer for a digital referee)

If we are processing on DAP, we also tell the customer we will withdraw their application:

- 42 days after we ask for more information (for example, a new photo), if they do not respond
- 42 days after we ask for an additional payment, if the customer sent a paper application with an underpayment

DAP automatically applies an additional 30 day grace period before automatically withdrawing an application. DAP will therefore withdraw an application when we ask the customer:

- for a digital referee but they do not provide one, 120 days after we receive their application
- to send us the documents we need to process their application, 120 days after we receive their application (if we haven't asked the customer for a digital referee)
- to send us the documents we need to process their application, 120 days after they submit their digital referee details (if we have asked the customer for a digital referee)

This means that if we have asked the customer for a digital referee and supporting documents, they will have a maximum of 240 days, from submitting their application to automatic withdrawal.

DAP also automatically withdraws an application when we ask the customer:

- for more information (for example, a new photo or additional fee), and they do not respond 72 days after we ask for it

The grace period extension is for customers who have completed their actions and sent HM Passport Office their documents. This allows the Document Handling Unit time to complete their mailbag processes and register documents.

The grace period does not apply to customers who have not completed their action within the allotted time (either 90 or 42 days) given to them.

DAP withdrawal: timescales for contacting customers

We tell both UK and international customers they have 6 weeks (42 days) to respond to examiner requests for documents or information, before we will withdraw their application (but we also give the customer a grace period).

DAP examiners do not send reminders to customers, if the examiner asks for more information using tasks and the Comms Builder, but do not get a response. Instead, the system automatically sends reminders by text message or email after:

- 1 day
- 7 days
- 21 days, which includes a letter that is sent to the customer's address
- 35 days
- 72 days (6 weeks plus the grace period), which tells the customer we have closed their application

The reminders tell the customer we will withdraw their passport application if they do not respond. DAP will automatically withdraw the application. The system will automatically carry out final checks (for example, watchlist checks) at the point of withdrawal.

If the customer responds with all the information, you must progress the application in line with current guidance. If they only give us some of the information we asked for within the timescale, we will not extend the time allowed. This is unless either or both below apply:

- we ask for other information or documents we have not already asked for (another 6 weeks must be given)
- the reason given is one of the [exceptions](#) when we extend the withdrawal period

When asking customers for information or documents, you must use Knowledge Base to check if the customer can send other documents of similar standing to provide the necessary information.

DAP withdrawal: when the examiner must send manual reminders

If you need to send the customer a letter using your team mailbox (for example, when it is not possible to send the letter using Comms Builder), you must manually manage the withdrawal process and use the **On hold** functionality.

You must send the customer reminders and withdraw the application following the same time frame as automatic reminders and withdrawal. This is because DAP will not send automatic reminders unless you have used the Comms Builder.

You must contact the customer on:

- day 1 – the first letter or email
- day 7 – first reminder
- day 21 – second reminder (by email and a physical letter sent to the customer's address)
- day 35 – final reminder

On day 72 (6 weeks plus the grace period) you must withdraw the application if you have not received a response from the customer.

If you are contacting a third party (for example, a referee) using your team mailbox, you must follow this guidance for the timings for reminders. If you are processing a BOT (British overseas territory) variant passport application, you must follow the BOT variant guidance.

DAP withdrawal: manual withdrawal

Once the application reaches the withdrawal timeframe, you must:

- case note the application
- consider whether you need to update any of the document handling instructions on ARD (Application Receive Domain) – when you complete a manual withdrawal, ARD will automatically return all physical documents to the customer unless you change the instruction
- withdraw the application using the **Withdraw** option in any task where the option to withdraw is available

DAP withdrawal: a customer asks to keep their application open longer

If a customer contacts us with a genuine reason to keep a DAP application open longer (for example, because it meets one of our [exceptions when we will keep the](#)

[application open longer](#)), you the Customer Services Management Team officer must refer to the DAP applications: customer contact record guidance, to record the reason why the customer needs more time to send documents.

The application will stop sending customer notifications requesting documents and create an **Applicant needs more time to send documents** task for a DAP examiner to action. The DAP examiner must deal with the Applicant needs more time to send documents task.

If the automatic withdrawal has already started, you must follow [DAP withdrawal: withdrawal has started](#).

DAP withdrawal: failure or delay providing missing information or documents

We tell customers about the information and documents they must provide us when they apply for a passport.

You must withdraw the application when the customer:

- cannot provide the missing information or documents within the timescales set out in this guidance and you've considered, if:
 - the customer can provide alternative evidence
 - we can make a decision on a balance of probability
- does not keep in regular contact with us or they delay in giving us the missing information or documents we need

You must not withdraw an application where the customer has proof they have sent documents to us and we still need to investigate any possible lost document.

Related content

[Contents](#)

DAP: when a customer asks us to withdraw their application

This section tells HM Passport Office Digital Application Processing (DAP) examiners how to deal with requests from customers to withdraw their application.

When a customer asks us to withdraw their application, the request must come from the customer or a person who has authority to act on their behalf in line with Authorisation and consent guidance.

They must request it in writing, either:

- in an email, sent from the email address they supplied on their application; or,
- in a handwritten signed and dated letter, sent by post

You must not accept a signed and dated letter sent as an attachment by email.

If you identify any risk indicators on the application you must complete additional checks.

DAP withdrawal: applications that have fraud indicators

If you are working on Digital Application Processing (DAP), other fraud indicators mean you must complete additional checks. You must:

1. Not withdraw the application.
2. Complete additional checks.
3. Decide if you must:
 - withdraw the application
 - select **refer for investigation**

DAP withdrawal: applications that do not have fraud indicators

You must withdraw the application on the system if:

- there are no risk indicators
- the application does not need:
 - additional checks
 - to be referred for investigation
- there are no connected applications dependent on the application you intend to withdraw (for example a [child application](#))

How you withdraw the application will depend on the reason for the withdrawal.

DAP withdrawal: processing the customer request to withdraw their application

If the customer wants to withdraw their application on DAP, they will contact us by phone, email, or letter.

If the customer contacts the Contact Centre, you, the examiner, will see a task **Withdrawal requested**, and a summary of the customer's contact. This shows:

- who the caller is
- the caller's message
- the advice given to the caller

Once the contact centre has created the **Withdrawal requested** task, the customer's decision cannot be changed, as once DAP withdrawal has started it cannot be stopped. If the customer (or Contact Centre) has made a mistake and they wish to continue with an application, the customer must reapply.

If a customer chooses to withdraw their application, they must send a signed and dated letter by post or email (the email can be recorded onto DAP using the upload process by CSMT (Customer Service Management team)).

Before you withdraw the application, you must check if there are any risk indicators with the application.

If there are no risk indicators, you must select the **Check documents** tab to check the customer's letter is acceptable. When you get a letter or email asking to withdraw a customer's application, you must check:

- the letter is signed and dated by the customer or a person who has the correct authority (see Authorisation and consent guidance), or
- the email has been sent from the email address given on the application

Before you withdraw an application, you must check for connected applications. This is because other applications may be dependent on the application that is to be withdrawn.

To process the **Withdrawal requested** task, you must:

1. Select **Yes** under 'Do you want to withdraw this application?'
2. Add a case note to show why you are withdrawing it.

DAP will:

- tell the customer their application is withdrawn
- tell the Document Handling Unit (DHU) to return the customer's supporting documents

If the request is not acceptable, you must:

1. Select **No, need new documents** under 'Do you want to withdraw this application?'.
2. Send an email to the customer to ask for another letter.
3. Add a case note to show the reason for asking for another withdrawal letter.

If there are risk indicators, you must:

1. Decide if you need to complete additional checks before you refer for investigation.
2. Select **Refer for investigation** under 'Do you want to withdraw this application?'.
3. Add a case note to show why you are referring it.

DAP withdrawal: customer unable or refuses to provide evidence

You, the examiner, may decide to withdraw an application without getting a request from the customer if the customer is unable, or refuses, to provide the evidence or information that we need. For example, if a customer:

- refuses to change their name in their foreign document, to align with their British passport
- is unable to provide consent for a child's application

Before you withdraw the application, you must check if there are any risk indicators with the application. If there are risk indicators, you must decide whether to complete additional checks or refer for investigation.

If there are no risk indicators, you must:

1. Send the customer an email using the Comms builder explaining the reason for withdrawing the application.
2. Update ARD (Application Receive Domain) if guidance tells you the document handling instructions need to be updated. For example, if the customer is refusing to align their name, you may need to retain their British passport, so the document remains in storage in the Document Handling Unit (DHU).
3. Select **Withdraw this application** on the relevant task, or on one of the other tasks on the application if the relevant task does not have a withdraw option.
4. Case note the reasons for the withdrawal.

DAP will:

- withdraw the application
- tell the DHU to return the customer's supporting documents (or follow the updated handling instruction)

DAP withdrawal: applications that are associated to an LS record

Before you withdraw an application to replace a passport that has been reported as lost, you must check if there is an LS (lost or stolen) record associated to it.

If the application has an LS record associated to it, you must:

- pass the LS record, if it has been established the reporter is the genuine holder and all authorisation and consents have been received
- fail the LS record, if there is doubt about the declaration or authorisation and consent has not been received
- add an LS note to record your actions and decisions
- disassociate the LS record before withdrawing the application

If the application has already been withdrawn, you must follow [DAP withdrawal: withdrawal started](#).

DAP withdrawal: customer does not go to 3 or more interviews

If the customer fails to attend 3 or more interviews the customer service office manager (CSOM) will return an application to a DAP examiner.

You will see a task 'Withdrawal requested', and a summary of the request from the CSOM. This shows:

- the reason for the withdrawal
- interviewer notes
- interview manager notes

You must:

1. Check the timeline to investigate why the customer did not attend their appointments and consider in line with guidance:
 - Interviews – UK applications
 - Group 3 application
2. Check for any risk indicators on the application
3. Decide to:
 - withdraw the application
 - allow the customer to attend another interview
 - refer the case for investigation

If you find no acceptable reason to show why they did not attend and there are no risk indicators, you must:

1. Select **Yes** under 'Do you want to withdraw this application?'
2. Add a case note under 'Why are you withdrawing it?' to:

- record the reason for withdrawing the application

DAP will:

- tell the customer the application is withdrawn
- tell the DHU to send the customer's documents to storage

If you find a reason to allow the customer to rebook an appointment (for example, if their journey was cancelled or delayed) and there are no risk indicators, you must:

1. Select **No, reschedule interview – send email request to rebook.**
2. Add a case note under 'Do you have a message for the interviewer?' to:
 - record the evidence the customer has provided
 - tell the interview office the reason for rebooking

DAP will send the customer:

- an email to ask them to book another interview
- automatic reminders to rebook an interview

The application will be held in DAP to wait for the customer to contact us (see [Automatic withdrawals](#)).

If there are risk indicators, you must:

1. Decide if the risk indicators mean you must complete additional checks before you refer for investigation.
2. Select **Refer for investigation** under **Do you want to withdraw this application?**
3. Add a case note to show why you are referring it, including the reference number of any connected application.

DAP will refer the application to Counter Fraud team to investigate.

DAP withdrawals: connected applications

A connected application may be dependent on an application that you intend to withdraw (for example a first time child or adult application), whether it is for nationality or identity reasons.

You must follow Connected and block applications and check if the connected child or adult has a claim.

If they do have a claim you must:

1. Speak with the examiner dealing with the other application to complete both applications at the same time.
2. Complete additional checks if there are any risk indicators that mean checks are needed.

If the child or adult's application has not been allocated to an examiner, you must:

1. Contact Customer Services Management team by email to ask them to add a note to the timeline of the connected application to say:
 - the claim is dependent on application (insert number) currently awaiting withdrawal; and,
 - contact must be made with (insert your team email address) once allocated to examination
2. Call the customer (contact them by email if they do not answer the phone) to tell them:
 - their request to withdraw the application cannot be completed until the connected application has been examined
 - you have contacted our Customer Services Management team and asked them to add a note to the connected application for the other examiner to contact you
 - once the other examiner has actioned the request you will process the applications at the same time and let them know when this is completed
3. Add a full case note to the application you are dealing with to advise what you have done and the next steps.
4. Place the application on hold.
5. Check the connected application number every 2 days to make sure contact is made with the examiner dealing with the connected application.
6. Once the examiner working on the child or adult application contacts you, you must work together to process both applications at the same time in line with current guidance.
7. Call the customer when you have completed the withdrawal to tell them it has been withdrawn. If you cannot contact them on the phone you must send an email to the address on the application.

If there is no claim for the connected application, you must:

1. Add a full case note to explain any checks you have done and the outcome of the checks.
2. Continue to withdraw the application in line with [guidance](#).

DAP withdrawals: connected first time child applications

A connected first time child application may be dependent on the application that is to be withdrawn, whether it is for nationality or identity reasons.

You must use current guidance to check if the child has a claim. If they do, you must add a case note to the application to explain the child's claim. The applications can then be processed.

If the connected first time child application is solely dependent on the application to be withdrawn, you must:

- complete additional checks if there are any risk indicators that mean checks are needed

- refer the application to a line manager to refuse the application (if there are no risk indicators)

DAP withdrawals: when the customer does not send a withdrawal request

When we have asked the customer to send us a request to withdraw their application but they do not send it, you must follow the guidance for [when we do not get a response from the customer](#).

Related content

[Contents](#)

DAP withdrawals: withdrawal has started

This section tells HM Passport Office examiners about the banner that will show on the Digital Application Processing (DAP) system when an application has started the withdrawal process.

When an application enters the withdrawal process DAP (Digital Application Processing) will show a banner titled **This application is now being withdrawn** when:

- the customer did not respond (automatic withdrawal)
- the customer requested the application is withdrawn

DAP will re-run all previous checks when the application enters the withdrawal process which may create more tasks.

If the withdrawal summary box is showing on an application and we are still waiting for documents or additional information from the customer, you, the examiner, must:

- continue to process any tasks as required
- not:
 - contact the customer for any documents or information (including when a task requires you to)
 - send the case to the Exceptions Handling team (EHT)

When **This application is now being withdrawn** banner is displayed it means the withdrawal process cannot be stopped.

Related content

[Contents](#)

Withdrawals: exceptions when we will keep an application open longer

This section tells HM Passport Office staff working on DAP (Digital Application Processing) why we may exceptionally delay withdrawing an application.

There are several exceptions where we will keep the application open longer than our standard timeframes.

Discretionary exceptions

You must allow an additional 2 weeks, if the customer can provide evidence that:

- they have ordered the missing information or documents (for example a receipt of payment)
- the missing information or document is on its way (for example proof of postage)

Other exceptions

You must give the customer more than the usual 2 week discretionary extension when:

- we ask for additional documents or information that was not asked for as part of our published requirements (for example DNA)
- the customer shows us evidence that they were misinformed about the requirements, either by HM Passport Office or international Local Services
- we ask the customer to provide DNA but there are no appointments or the appointments are done on a monthly basis (see DNA testing for British passport applications)
- the customer has evidence HM Passport Office has received requested documents, but they have not been linked to the application

When deciding how much more time to give, you must use:

- a common sense approach
- Knowledge Base to check how long it takes for the customer to get documents

When we give a customer extra time, they must:

- stay in regular contact with us and tell us about the progress they are making in sending the missing information or documents
- provide evidence (for example, appointment for a DNA test)

If the customer has evidence HM Passport Office have received the documents, you, the examiner, must keep in regular contact with the customer. You must keep the customer updated on our progress in searching for the documents and what the next steps are if we cannot locate their documents. If we cannot locate the documents the application must not be withdrawn.

Exceptions: incorrect customer contact details

In some cases, the first time we ask the customer for more information or documents we do it by email. When we do not get a response, we send a reminder by email and by post.

When customers get a reminder letter, they might tell us that they did not get the original request for missing information or documents because:

- it was sent to the wrong email address
- it was sent to their spam folder instead of their inbox
- their email address was recorded incorrectly (by them or us)

When this happens, you must give the customer extra time to provide the missing information or documents from the date they contacted us. You must give the customer a further 6 weeks (for all DAP applications).

Exceptions: Treaty rights

If the application is live and the customer applies for discretionary registration in line with the WRS – completing checks you must hold the application open pending the outcome.

You must ask the customer to provide evidence they have applied. If after 3 months, we have not received evidence or the customer has not been in touch, the [normal timescales](#) will apply before you withdraw the application.

If the customer has been in contact and provides evidence they have applied, you must keep their application open indefinitely while we wait for the outcome.

Exceptions: contacting HM Revenue and Customs

In some cases, we may ask the customer for evidence of employment history. The customer will need to get this information from HM Revenue and Customs (HMRC), which can take up to 40 days.

If the customer confirms they have been in touch with HMRC and are waiting for them to send the evidence, you must allow 40 working days from the date the customer asked for it.

In some cases, a customer may need to send a Subject Access Request (SAR) to HMRC to get employment information, for example, if they need information for a period of time now shown on their employment history. These requests usually take

HMRC up to 1 month to process but it can be as long as 3 months. You must allow the customer up to 3 months to provide the information, if they give us evidence they have asked HMRC for their information as part of a SAR.

Exceptions: returning supporting documents

Some customers may ask us to return their supporting documents even though we still need them to process their application. You must consider taking and using colour copies of the document (if you can) before returning the original to the customer (see posting passports and documents).

If the supporting document is a passport needed for travel and you have returned the original, you must allow the customer 12 weeks to send it back to us (from the date you sent it back to them).

You must use discretion when deciding how much time to give the customer to send back other supporting documents. You must decide this on a case by case basis and refer to an Operational team leader if necessary. The time you give the customer must not be more than 12 weeks.

Related content

[Contents](#)

Withdrawals: when the customer does not attend an interview

This section tells HM Passport Office staff when to withdraw an application when a customer has been sent for interview.

As part of the application process, we may ask some customers (for example, first time adult applicants) to attend an interview to confirm their identity. We will send the customer a letter to tell them to make an appointment for their interview.

Failure to make an interview appointment (UK customer)

For applications on DAP (Digital Application Processing), the customer will receive automated reminders. If they do not make an appointment within the timescale for booking an interview DAP will automatically withdraw the application.

Failure to attend or complete an interview (UK customer)

Some customers might book their appointment but were unable to complete their interview, for example, they fail to attend the appointment (see Interviews - UK applications).

When this happens, Customer Service Office (CSO) staff will tell the customer that they need to book another appointment. If the customer does not complete their interview, CSO will return the application to the DAP examiner.

Examiners must refer to Interviews – UK applications to decide if there are exceptional reasons why they did not complete the interview.

If there are no exceptional reasons, examiners must withdraw the application using the [DAP](#) withdrawal guidance.

Failure to make an interview appointment (international customer)

For applications on DAP (Digital Application Processing), the customer will receive automated reminders. If they do not make an appointment within the timescale for booking an interview DAP will automatically return the application to the examiner.

Failure to attend or complete an interview (international customer)

As part of the international application process, we might ask international customers to attend an interview to confirm their identity (see Interviews: overview of the interview process).

For applications on DAP the customer will receive automated reminders. If they do not attend or complete 3 or more interviews the application will be returned to the examiner to review.

CBT will pass the application back examiners when the customer:

- fails to make or rearrange an appointment after CBT sent them reminders
- continues to cancel rearranged appointments

When this happens, you must withdraw the application.

Related content

[Contents](#)

Documents received after online application is withdrawn

This section tells HM Passport Office what to do when a customer sends us documents, after the Digital Application Processing (DAP) system withdraws their online application.

When we automatically withdraw an online application because a customer did not send us their documents, how we handle any documents after the withdrawal will depend on the system used to process the application, and who has received the documents.

If the documents are received in an APC (Application Processing Centre) the Customer Service Liaison team (CSLT) must check:

- which application system processed the application
- when the application was withdrawn
- when the documents were received

DAP withdrawals: documents received after automatic withdrawal

We tell customers (whose application is being processed on Digital Application Processing (DAP)) that we have withdrawn their application:

- after 120 days of asking them for their supporting documents
- after 72 days, when we have requested further information or documents from them

Because of the grace period, DAP does not automatically withdraw the application:

- until 120 days, after asking the customer for their supporting documents
- until 72 days, after asking the customer for further information or documents

If we receive (and record on the system) the documents after 90 days but before 120 days, or after 42 days but before 72 days, DAP will not withdraw the application and will process it as normal.

If a customer sends documents to a DHU (Document Handling Unit) after DAP has automatically withdrawn the application, ARD (Application Receive Domain) will create a Documents received for closed application task.

Related content

[Contents](#)

BRIDGE withdrawals

The section tells HM Passport Office staff who process Emergency Travel Documents how to withdraw a British Identity Document Generating Equipment system application.

The British Identity Document Generating Equipment (BRIDGE) system is used to issue Emergency Travel Documents (ETDs). Before we can withdraw an ETD application, the BRIDGE user must first send it for approval.

To send it for approval, the BRIDGE user must:

1. Click '**withdraw application**'. The 'withdraw application' screen will be shown.
2. Click '**customer withdrawal**' or '**administrative withdrawal**' depending on the reason why you are withdrawing the ETD application.
3. Enter the reason for the withdrawal in the mandatory '**additional notes**' field.
4. Click '**save**'.

The application will now be in 'waiting for approval to withdraw' mode. The approver will see the number of ETD applications waiting to be withdrawn on the 'welcome to the BRIDGE' screen.

To approve the withdrawal of the ETD application, the approver must use the BRIDGE system to:

1. Search for the application (see approving ETD applications).
2. Click '**waiting for withdrawal approval**'. A list of ETD applications that have been sent for approval will be shown.
3. Click on the link that shows the number of notes on the ETD application.
4. Select the ETD application that you want to withdraw.

The ETD application will now show the notes screen. The reason why the ETD application is to be withdrawn will be shown in the first note.

The approver must:

1. Check the notes for the reason why the application is to be withdrawn.
2. Click '**withdraw**' if there are no errors or absences and the reason is acceptable. The application will disappear from the list and can no longer be changed.
3. Click '**send back for changes**' if there are errors or absences on the application. The BRIDGE user must correct these before we can withdraw the ETD application.

Related content

[Contents](#)