

## LOST OR STOLEN PASSPORT REQUIREMENTS

**Purpose:** The primary purpose for soliciting the information is to ensure that no person shall bear more than one valid or potentially valid United States passport at any one time, except as authorized by the U.S. Department of State, and to combat passport fraud and misuse.



### REPORT AND REPLACE A LOST OR STOLEN PASSPORT IN THE U.S.

#### 1. – Report your valid passport lost or stolen immediately Form DS-64

- Complete a statement regarding lost or stolen passport (**Form DS-64**). Fill in as much of the passport information as you can. Fill in the rest of the form with as much detailed information as possible.
- Sign and submit above **Form DS-64** Statement Regarding a Lost or Stolen Passport. If you decide not to apply for a new passport immediately, you may report your lost or stolen passport by completing **Form DS-64** and mailing it to:  
**U.S. Department of State - Passport Services**  
**Consular Lost/Stolen Passport Section**  
**1111 19th Street, N.W. Suite 500**  
**Washington, D.C. 20036**

#### NOTE

- If your **valid passport** was lost or stolen, please submit the **DS-64** form with the **DS-11** application when you apply for a replacement. Complete the forms in advance but please do **NOT** sign and date the **DS-11** and **DS-64** application form until the Passport Acceptance Agent instructs you to do so.
- If your passport has been lost, a letter stating you are unable to find the passport must accompany your application. Sign the letter. If your passport has been stolen, a copy of the police report must accompany your application.
- The information you provide on the **DS-64** Statement regarding a Lost/Stolen Passport will be entered in the Consular Lost/Stolen Passport System. Passports reported lost or stolen are invalidated and can no longer be used for travel. If you recover the passport after you have reported it lost or stolen, please submit it to the address listed above. When you submit it, at your request the authorities will cancel it and return it to you. If not requested, it will be destroyed. Once a passport is reported lost or stolen, it cannot be re-validated.
- If your child's **valid passport** was lost or stolen, please submit the **DS-64** form with the **DS-11** application when you apply for a replacement.

#### 2. – Complete Application for Passport, **Form DS-11**.

- Complete Question # 18 as follows:  
Write your name as it appears on your passport  
Include the passport number if known  
Under "Disposition", mark the appropriate box  
If your passport was expired, write "EXPIRED" next to the "OTHER" box.

#### 3. – Present Proof of U.S. Citizenship. You may prove U.S. citizenship with any one of the following:

- Previous U.S. Passport (mutilated/altered/damaged passports are not acceptable as evidence of U.S. citizenship.)
- Certified **birth certificate** issued by the city, county or state  
A certified birth certificate has a registrar's raised, embossed, impressed or multicolored seal, registrar's signature, and the date the certificate was filed with the registrar's office, which must be within 1 year of your birth
- **Consular Report of Birth Abroad or Certification of Birth**
- Naturalization Certificate or Certificate of Citizenship
- A Delayed Birth Certificate filed more than 1 year after your birth may be acceptable if it: Listed the documentation used to create it and: was signed by the attending physician/midwife, or lists an affidavit signed by the parents, or shows early public records.

- If you do NOT have a previous U.S. passport or a certified birth certificate, you need: a **Letter of No Record** issued by the State with your name, date of birth, which years were searched for a birth record and that there is no birth certificate on file for you, **AND** as many of the following as possible:
  - Baptism certificate, Hospital Birth Certificate
  - Census Record, Early School Record
  - Family Bible Record, Doctor's Record of Post-Natal Care

**NOTE:**

- These documents must be early public records showing the date and place of birth, preferably created within the first five years of your life.
- You may also submit an Affidavit of Birth; form DSP-10A, from an older blood relative, i.e. a parent, aunt/uncle, sibling, who has personal knowledge of your birth. It must be notarized or have the seal and signature of the acceptance agent.
- If you were born abroad AND do not have a Consular Report of Birth Abroad or Certificate of Birth on file, you need:
  - a) If you claim citizenship through birth abroad to one U.S. citizen parent:
    - Foreign birth certificate
    - Proof of citizenship of your U.S. citizen parent, AND
    - An affidavit of your U.S. citizen parent showing all periods and places of residence or physical presence in the United States and abroad before your birth.
  - b) If you claim citizenship through birth abroad to two U.S. citizen parents, you will need:
    - Your foreign birth certificate
    - Parents' marriage certificate
    - Proof of citizenship of your U.S. parents
    - An affidavit of your U.S. citizen parents showing all periods and places of residence or physical presence in the United States and abroad before your birth

**NOTE:** Voter registration cards and Army discharge papers are NOT proofs of citizenship.

#### 4. – Present Proof of Identity

You may prove your identity with any one of these, if you are recognizable:

- Previous U.S. passport (altered or damaged passports are not acceptable as evidence of U.S. citizenship.)
- Naturalization Certificate, Certificate of Citizenship
- Current, valid Driver's license (issued more than 6 months ago), Government ID: city, state or federal, Military ID: military and dependents

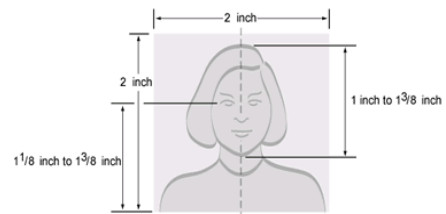
**NOTE:** Your Social Security Card does NOT prove your identity.

If none of these are available, you need:

- Some signature documents, not acceptable alone as ID (ex: a combination of documents, such as your Social Security card, credit card, bank card, library card, etc.), and
- A person who can vouch for you. He/she must:
  - Have known you for at least 2 years,
  - Be a U.S. citizen or permanent resident with valid ID
  - Fill out Form DSP-71 in the presence of the passport agent.
- **FOR MINORS UNDER THE AGE OF 16:**  
Each minor shall appear in person. Both parents/legal guardians must present evidence of identity when they apply for a minor under the age of 16. Read more information on identity requirements for minors under the age of 16.
- **FOR MINORS aged 16 to 17:**  
Your child **MUST** appear in person.  
For security reasons, parental consent may be requested.  
If your child does not have identification of his/her own, you must accompany your child, present identification and co-sign the application.

#### 5. – Two Passport Photographs which must be:

- Color. Identical and 2x2 inches in size
- Taken within the past 6 months, showing current appearance
- Full face, front view with a plain white or off-white background
- Between 1 inch and 1 3/8 inches from the bottom of the chin to the top of the head
- Taken in normal street attire. Uniforms should not be worn in photos except religious attire that is worn daily.
- Do not wear a hat or headgear that obscures the hair or hairline. If you normally wear prescription glasses, a hearing device, wig or similar articles, they should be worn for your picture.



- Dark glasses or nonprescription glasses with tinted lenses are not acceptable unless you need them for medical reasons. A medical certificate may be required.

**NOTE:** Vending machine photos are not acceptable. We strongly recommend not sending digital photos.

## 6. - Proof of Departure for rush service. You must send one of the following:

- Two copies of your plane ticket showing departure date (preferable)
- Two copies of your itinerary from the travel agent or airline
- If you do not have a ticket or itinerary, and if this a business trip, you may present a business letter from your employer (Please contact us for details and a sample letter).

## 7. Two Letters of Authorization

**Print two copies of the letter of authorization which is located at the end of these instructions.**

These letters must have original signatures. Faxes or photo copies are not accepted. **Please sign with blue ink.**

**NOTE:** Most Passport Agencies now accept applications only by appointment. To make an appointment for processing please contact **IAG** at (202) 349-1454 as soon as possible to reserve your emergency processing space. Washington, D.C. requires all rush processing requests to be pre-scheduled.

## 8. Service Fees

### Government Fees:

- Make one check payable to US Department of State: include your date of birth on the check or money order. Personal checks must show a printed address.  
Age 16 and older: The total passport fee is \$170\*  
Under age 16: The total passport fee is \$140 \*  
\*The \$170 or \$140 portion is comprised of a government expedite fee of \$60, a government processing fee of \$90 (for 16 and older) or \$60 (for under age 16), and \$20 for security surcharge.
- Make the second check or money order in the amount of \$25 payable to the Post Office or Court Clerk and will be kept by them (visited in step 2). This is the fee they charge to help you with your application.

### IAG Service Fee:



[Click here](#) for Passport Service Fee.

Please contact **IAG** at (202) 349-1454 or 1-866-727-7362 for further instructions and price.

Note: Government and shipping fees are separate.

Emergency Service..... If issue is required in 12/48 Business Hours (By appointment only)  
Urgent Service..... If issue is required in 3 - 6 business days (By appointment only)  
Express Service..... If issue is required in 7 - 15 days

The fee payment to Inter-American Group, Inc (**IAG**) can be paid by **VISA, MASTERCARD, MONEY ORDER, COMPANY CHECK or CASHIER CHECK**, payable to "Inter-American Group, Inc. (**IAG**). Include credit card authorization. You will receive a copy of the credit card receipt with your completed documentation.



**PLEASE PRESENT ALL ABOVE LISTED ITEMS TO THE LOCAL PASSPORT ACCEPTANCE AGENT FOR APPROVAL.**

You must sign the application in front of the Passport Acceptance Agent, and then they should seal-up the following items in their envelope:

- The completed Passport Application: **Form DS-11 (Original) and Form DS-64 (Original)**
- Proof of citizenship and Proof of identity and copy of I.D.
- Two (2) recent passport photographs
- The \$135 check or money order to "US Dept. of State",
- One copy of the proof of departure
- One original of the **IAG** letter of authorization

The original application form DS-11, DS-64, Proof of citizenship, copy of I.D., one copy of the itinerary, and one original letter of authorization, should be placed inside your sealed envelope, by the passport clerk, and the others should be paper-clipped to the outside of that envelope. The Passport Acceptance Agent should use their official stamp or seal along the seal of the

**envelope.** The envelope may be marked "to be opened by authorized passport agent only" and "hand carry". The "sealed envelope" should be returned to you in order to send it to **IAG**, Inc.

The Federal Government has established a detailed set of rules that specify exactly how this procedure must occur. If the Passport Acceptance Agent you are working with is unfamiliar or uncomfortable with the process of using a passport expediting service they can refer to the section of their Passport Acceptance Agent Guidance Manual which outlines, "The Hand Carrying of Executed Applications" and may call their regional passport agency and/or contact US State Department.

The sealed envelope process is a way for a government official to verify your identity without requiring that you appear in person at a Passport Agency. Your application materials will be officially sealed into an envelope by the Courthouse or Post Office. **IAG** will carry this unopened envelope to the Passport Agency on your behalf to expedite issuance of the passport. The law allows that you have a right to have a representative carry this envelope to a Passport Agency as long as you have an urgent need for a passport.

- **Do NOT open** sealed envelope for any reason
- Do **NOT** use pencil or red pen to complete forms
- Do **NOT** seal the payment to **IAG** AND **DO NOT** seal the IAG Customer Order Form
- Write on the sealed envelope: Applicant name, date of birth and date of departure.



## SHIPPING OF APPLICATION

**USE IAG Order Form.**

**Print out and complete IAG Customer Order Form**

Please do not give the **IAG** Customer Order Form to your Local Passport Acceptance Agent. **IAG** is NOT allowed to open sealed envelopes. Only the U.S Passport Office can open the envelopes. The **IAG** customer Order Form is what we use to determine which procedure we must use to get your application done in time for your travel dates. Without the Customer Order Form we do not know what service you are asking for, where to return your completed package and how to get in contact with you.

When you have your sealed envelope from the Passport Acceptance Agent please send your package to:

**IAG** (Inter-American Group, Inc)  
[www.passportdocs.com](http://www.passportdocs.com)  
1701 Pennsylvania Ave. N.W. Suite 300  
Washington, D.C. 20006

### Checklist: Please send the following in the package:

- the sealed envelope from the Acceptance Agent
- the other signed **IAG** letter of authorization
- the photocopy of your applications [Form DS-11](#) and [Form DS-64](#)
- the other copy of the proof of departure
- **IAG** service fee and **IAG** customer order form

**Return Shipping Fee:** Please check with [www.FedEx.com](http://www.FedEx.com) for the exact amount of shipping prices. Then add the total amount with your service fees. You can also include a prepaid air bill with your credit card number or your FedEx account number. To receive your passport as soon as possible, we strongly suggest that you arrange overnight delivery service for sending your application and returning your passport. For Saturday Delivery please verify if FedEx provides this service in your local area. **IAG** is not responsible for the actions, loss or any delays incurred for shipments consigned to these or any other delivery services.

**SPECIAL DELIVERY:** for Airport Delivery additional fees will apply.

Reagan National Airport - DCA..... \$70.00 per delivery + airline cargo fee  
Dulles Airport - IAD..... \$120.00 per delivery + airline cargo fee

**NOTE:** Passport Agency officials may request additional documentation at their discretion and in declining issuance of travel documents may not in some instances disclose the reason for denial of a passport. **IAG** cannot be held responsible for delays in processing due to incomplete, inaccurate, or missing documentation including but not limited to missing or incorrect proof of identity, proof of U.S. Citizenship, proof of travel, missing photographs, or incorrect passport execution fees. **IAG** cannot be held responsible for the actions and/or decisions made by the U.S. Passport Agency. Should your application be rejected for whatever reason, you bear the cost of return shipment of your documents and all expediting fees are not-refundable: No exceptions. Compensation is not available. **IAG** will not be responsible for loss or delay caused by events that we cannot control, including but not limited to acts of God, weather conditions, acts of public enemies, war, strikes, civil commotions, or acts or omissions of public authorities (including passport and embassy consular officials) with actual or apparent authority. **IAG** is not responsible for any documents inadvertently held or lost by consulates or US Government Agencies. Should this occur, which is highly unlikely, we will work to recover the documents from the agency or consulate. **IAG** makes no other warranties, expressed or implied. In no event will **IAG** be liable for any indirect, incidental, or consequential damages. Further, **IAG's** total liability with respect to each passport application shall be limited to the amount of the **IAG's** service fee paid by you.

**All services are limited to time standards of the U.S Government business hours.**

**BY SENDING AN APPLICATION TO IAG, YOU ACCEPT THE ABOVE CONDITIONS.**





1701 Pennsylvania Ave. N.W. Suite 300 Washington, D.C. 20006

(202) 349-1454 - Fax (202) 349-7123 - E-mail: [info@passportdocs.com](mailto:info@passportdocs.com)

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## PASSPORT AUTHORIZATION LETTER

Date: \_\_\_\_\_

**Passport Services  
US Passport Office  
Washington, D.C.**

I \_\_\_\_\_, hereby grant a representative of Inter-American Group, Inc, “**IAG**”, to process my application for US Passport, to pickup my completed passport when it is ready and to discuss all matters with the Department of State pertaining to the processing of my passport application and issuance of my passport.

Sincerely,

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

**Passport Holder Only**

Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_

Place of Birth: \_\_\_\_\_

Contact phone number is: \_\_\_\_\_

Date of departure from U.S.: \_\_\_\_\_

Countries to travel to: \_\_\_\_\_

\_\_\_\_\_

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Note to Applicant:

**These letters must have original signatures.** Note that faxes or photocopies are not accepted. Original signature is required. Please sign with blue ink. It is illegal for any person other than the applicant to sign this passport document. A husband may not sign on behalf of his wife, or vice versa. **IAG** - Inter-American Group, Inc ([www.passportdocs.com](http://www.passportdocs.com)) acts only as an agent on behalf of the applicant.

