



LOST/STOLEN/DAMAGED PASSPORT CHECKLIST

Your case manager will contact you via phone to go over your checklist shortly after you place your order online. If you wish to get a hold of us first, feel free to give us a call at 866-737-1344.

Form DS-11 and DS-64, your passport application

- Fill out the multi-page online application on the government site.
- Print two copies. One copy will be included in the sealed envelope and the other copy will be placed outside the sealed envelope.
- Do NOT sign until you are instructed to do so.

Travel itinerary or written statement

- This shows the government that you have sufficient need for expediting your passport.
- Either include flight plans, hotel reservations, etc. or a signed written statement explaining your need.
- Print two copies. One copy will be included in the sealed envelope and the other copy will be placed outside the sealed envelope.

Passport photos

- Please have these taken professionally (e.g. at Walgreens, CVS, etc.).
- Obtain two copies of your photo and verify that your photos fulfill the government requirements. One copy will be included in the sealed envelope, the other copy outside.

Letter of authorization

- This letter allows our company to act as an agent on your behalf.
- Your case manager will email this document after verbally going over this checklist with you.
- Print two copies. Place one copy inside the sealed envelope and one copy outside.

Government fee

- Include a check (personal or cashier's) or money order made payable to the "US Department of State", inside the sealed envelope.
- Write the check for \$170 if you are just getting the passport book. If you wish to get both the book and the card write the check for \$200.
- Do not make any mistakes on this check. Even the smallest mistake will render your check "altered" and the government will not accept it. E.g. do not cross anything out, do not misspell anything, do not double over any letters or numbers for emphasis, etc.

Proof of identification

- Print one copy of a valid driver's license or state issued ID with a photograph, front and back. This ID must be issued more than 6 months ago. Include inside the sealed envelope.
- If you are 16 or 17 years old, you must have one parent provide a copy of their driver's license as well. This parent must be with you when you visit an acceptance agent.

Proof of citizenship

- A state issued original or certified copy of your birth certificate or naturalization certificate of citizenship.
- The original must be included inside the sealed envelope. Please do NOT include a photocopy.
- This will be returned to you along with your passport.

Sealed envelope, visiting an acceptance agent

- All lost/stolen/damaged passport applicants must visit an acceptance agent to have their documents sealed by a federal official. Note that this is not the same thing as a notary. An acceptance agent can be found at a post office, courthouse, or college or university campus.
- Do not let the acceptance agent submit your application for you, as you will be sending your application to US Passport Online for processing.
- Make sure the government acceptance agent writes the applicant's name and date of birth on the outside of the sealed envelope.
- DO NOT OPEN THE SEALED ENVELOPE.

Once you have all of this compiled together, mail everything in to the address below.* We strongly recommend that you use a priority service such as FedEx. Please contact us via email or phone to provide us with your tracking number.

DO NOT SHIP YOUR PACKAGE TO THE ADDRESS LISTED ON THE GOVERNMENT FORM.

US Passport Online
3309 Northlake Blvd Suite #102
Palm Beach Gardens, FL 33403

*** For 1 and 2-3 business day services please contact our team for the address to mail your package to.**