

## **Frequently asked questions about new passport arrangements**

### **Q: Why is The British Embassy in Copenhagen not issuing full passports anymore?**

The Foreign & Commonwealth Office Passport Network Rationalisation project was tasked to deliver a more streamlined, efficient and sustainable overseas passport operation.

The overseas passport operation is self-funding and has been operating at a loss for over five years. With increasing demand for document security (requiring the introduction of more sophisticated and expensive issuing systems), we have to find a way to balance our books.

In order to cut our running costs and avoid a significant rise in passport fees, we need to reduce the number of locations where we process applications and print books. The National Audit Office recommended this course of action in 2006, with the added benefit of reducing opportunities for fraud by having less blank passports in circulation.

The UK is alone among major partners in continuing to print passports abroad. Most countries repatriate all printing and personalisation to a central domestic production facility. Customers typically have to wait 4 to 6 weeks for a passport.

### **Q: What services will the Consulate continue to provide for British nationals living and travelling in Denmark?**

The Consular Team will continue to provide assistance to British residents and visitors who need our help. We have a professional and high performing consular team here in Denmark and the changes to the passport service should free up more time to allow them to meet the growing demand for assistance and to respond effectively in a crisis situation.

Emergency passports will still be available for customers who need to travel quickly.

**Q: How much will it cost to get my application done in Dusseldorf?**

The cost of the passport will be same £124.50 plus a courier fee of 28 Euros

**Q: What will the process be?**

Customers need to submit their applications direct to the British Consulate General in Dusseldorf. Once the passport is ready, Dusseldorf will return the passport direct to the customer via courier service.

**Q: This means I will have to wait longer for my new passport?**

All our new production centres aim to issue all passports in line with our Consular Business Target commitment to deliver 90% of passports to customers within ten working days, from the receipt of the correct supporting documents and fee.

Using a courier service may add up to 48 hours onto the production time. But our aim is to provide a more secure and efficient service as well as a timely one. We will draw upon the good practice and experience of other posts, which have already seen their operations rationalised, to ensure the transition to these new arrangements goes smoothly.

**Q: Who will monitor this and ensure this does run smoothly?**

The change in operations will be carefully monitored by staff in Copenhagen and Dusseldorf. The key objective is to ensure that service levels remain as high for our customers as they have been until now.

**Q: Have you transferred passport production elsewhere in the world?**

Yes, other mergers have been successfully completed in Europe, North America and Southern Africa.

**Q: How will you guarantee protection for my personal documents and completed passport?**

By using only the most reliable local and internationally recognised courier companies, who also provide a tracking service.

In the meantime you must:

- Look after your passport.
- Check its validity. (Passports can be renewed up to 9 months before they expire. The extra time will be added on to the new passport's validity.)
- If you do not have a full validity passport, you will need to allow extra time to obtain one.
- If you are a frequent traveller, to countries requiring a visa, please enquire at the counter about purchasing a second passport.\*

\*These are issued at the discretion of the British Embassy. Applicants must demonstrate that: a) they are entitled to a British passport and b) there is a genuine need to hold a second passport.