

Mutilated/Damaged Passport Requirements

Standard US passport processing directly through the US Passport Agency currently takes 7-10 weeks, 4-6 weeks for rush services. Our firm can expedite passports through our third-party, hand-carry expediting services in less than a week.

If international travel is less than 2-3 weeks (proof is required), there are two choices: to appear at one of the 26 Passport Agencies in the USA, or to use services like ours. If you wish to contact the Passport Agency, call 1-877-487-2778. If we can be of service, please continue.

PVA to help. Call First!

If traveling in less than one week call Passport Visa Advisors at 704-246-6373 for review of your travel situation to be sure we can accommodate your passport requirements.

Document Review

PVA offers optional Concierge and Document Review Services to make sure your application is correct before shipping to PVA. If you bypass these services, pay close attention to all requirements, as missing or incorrectly filled out documents will result in additional costs and delays.

Mutilated/Damaged Passport Criteria

Mutilated/Damaged passports typically occur at the house when a passport is chewed on by a baby or dog, pages torn by a child, or run through a washing machine. Excessive use, and/or abuse can lead to a damaged passport as well. Chew marks, torn or missing pages, defacing the passport itself, water damage, and/or torn covers are all signs of mutilated or damaged passport. Keep in mind that passports with minor damage can be rejected and cause delays or flight cancellation. Best to err on the side of caution and replace your damaged passport as soon as possible.

If a passport has been damaged, the traveler must apply for a new passport and have another form of citizenship, as passport is no longer considered as an acceptable proof of US citizenship. You will need to follow the directions to apply for a passport replacement.

A mutilated/damaged passport must be **applied for in person** using [Form DS-II and a letter of explanation](#) if at least one of the following is true:

- You are under age 16
- Your previous U.S. passport was issued when you were under age 16
- Your previous U.S. passport was lost or stolen, or mutilated or damaged
- Your previous U.S. passport was issued more than 15 years ago

Third-Party Hand-Carry Expediting Explained

Mutilated Damaged Passport Expediting Services consist of three main steps:

- Step 1 – The applicant appears at a local [Acceptance Agency](#) with their proof of US citizenship, proof of identity, and all supporting paperwork.
- Step 2 – The [Acceptance Agency](#) will review the documents and witness the applicant's signature on the application and once the supporting documents are verified, the Agent will seal all documents in an envelope by the agent and returned to the applicant.
- Step 3 – The applicant sends the sealed envelope to our firm, and we physically submit it to the US Passport Agency for their review. When the passport is complete, PVA collects it along with all supporting documents and ship them overnight to the applicant to arrive the following day.

Mutilated Damaged Passport Components

- Mutilated/Damaged Passport
- Proof of Citizenship
- Proof of Identification
- One Recent Passport Photo

- DS-II Application form – two copies*
- Letter of Authorization – two copies*
- Letter of Explanation – two copies*
- Proof of International Travel – two copies*
- Passport Fees
- Acceptance Agency Fees

* One set of copies will be presented to the Acceptance Agency and the other set sent to PVA. Don't give the AA both sets of copies.

Mutilated/Damaged Passport

Bring the mutilated/damaged passport to the Acceptance Agency

Proof of Citizenship

At the Acceptance Agency appointment, the applicant must submit one of the following original or certified documents:

- Fully valid, undamaged U.S. passport (may be expired)
- U.S. [birth certificate](#) issued by the city, county, or state of birth. The birth certificate must list the applicant's full name, date of birth, and place of birth as well as list the parent(s)' full names. The certificate has the date it was filed with registrar's office (must be within one year of birth), has the registrar's signature and the seal of the issuing authority
- [Consular Report of Birth Abroad or Certification of Birth](#)
- Certificate of Naturalization
- Certificate of Citizenship

Note: These documents must be physical hard-copy evidence of U.S. citizenship. Digital evidence is not allowed.

Proof of Identification

The applicant must have valid proof of identification, issued more than six months prior to the US passport application. Acceptable forms of identification include:

- Valid State issued Driver's License (front and back)
- Valid State issued Identification (front and back)
- Previously issued, undamaged US passport
- Naturalization Certificate
- Current Government ID (city, county, state, federal) (front and back)
- Current Military ID (front and back)
- Current (valid) foreign passport
- Current permanent resident card also known as "green card" (front and back)
- Trusted Traveler IDs (including valid Global Entry, FAST, SENTRI, and NEXUS cards) (front and back)

If primary proof of identification has been issued less than six months previous to the passport application plan to provide secondary identification documents [found here](#).

Passport Photos

The applicant must provide one recent passport photo with their application.

- Taken within the last six months
- Must be in color and on photo paper – glossy or matte finish is acceptable
- Photo size: must be 2" x 2" (51 x 51 mm)

[Click here](#) for complete passport photo guidelines.

Passport Application

The applicant must create a [DS-11 application](#) to take to the Acceptance Agency appointment. This form must be created online to generate a 2D bar code which allows the application to be processed faster than a hand-written application.

Print **TWO COPIES** of the last two pages of the DS-11 application, **SINGLE-SIDED**, color or black & white, and **DO NOT SIGN** the application until instructed to do so at the Acceptance Agency.

Letter of Authorization

All hand-carry applications must include a Letter of Authorization (LOA) granting permission to our firm to submit the passport documents on the applicant's behalf. Without this letter, the applicant can't utilize our services.

[Click here](#) and fill out and originally sign **TWO COPIES** of the Letter of Authorization. The LOA can be signed before the Acceptance Agency appointment.

Note: The Letter of Authorization must bear the original signature of the applicant. Photocopies, and scans are not acceptable to the US Passport Agency.

Letter of Explanation

[Click here](#) for a mutilated/damages passport letter of explanation. Don't just say, "my dog ate my passport." Instead, "I came home from a business trip, and I left my passport on the coffee table and our cat knocked it on the floor and during the night my dog chewed up my passport. I have an additional trip coming up in the next two weeks and need to replace my passport quickly."

Proof of International Travel

The US Passport Agency requires proof of travel within 2-4 weeks depending on the traveler's destination. If a traveler's destination does not require a visa, travel must be within two weeks to be eligible for these expedited services. If a visa is required (Australia, Vietnam, India, etc.), travel must take place within four weeks to be eligible for expedited services. Acceptable proof of international travel includes:

- An itinerary from the airline, travel agency, or online booking company showing the record locator number, traveler's name, and date of travel. Print **TWO COPIES** of the Proof of International Travel
- A business letter on company letterhead explaining why urgent travel is required. [Click here](#) for a business letter template.

- A personally signed letter of explanation explaining that a passport is required for employment.
- A personally signed letter explaining that the traveler's employer requires frequent travel with unexpected notice.
- If travel is to Canada or Mexico, a hotel confirmation is best, however a letter of explanation will also be considered.

Note: Letters of explanation are accepted at the discretion of the US Passport Agency.

Government Fees

The US Passport Agency charges \$190 for expedited adult passports and \$35 charge for the Acceptance Agency execution services. Both fees are paid at the Acceptance Agency.

The \$190 Expedited Passport Fee must be paid by cash, debit card, personal checks, money orders, or cashier's checks payable to "U.S. Department of State". Credit cards can't be used for the passport fee.

An additional \$30 will be charged for a Passport Card along with the Passport Book.

The Acceptance Agency's \$35 Execution Fee is paid to the U.S. Department of State and must be paid by cash, credit or debit card, personal checks, money orders, or cashier's checks payable to the Acceptance Agency.

Note: Please verify acceptable payment methods with the acceptance facility ahead of time.

Government Fees are paid at the Acceptance Agency and are not collected by PVA.

Execution Process

[Acceptance Agencies](#) are typically located at Post Offices, or other federal, state, and local government agencies, and usually requires an appointment.

Two websites to check for appointments include:

- [United States Postal Service \(USPS\)](#)

- [US State Department's Passport Acceptance Facility Search](#)

The first link is limited to Post Office Acceptance Agencies only whereas the second link lists all Acceptance Agencies, such as Clerk of Courts, Register of Deeds, library, and Voter Registration locations, and Post Offices as well. Any Acceptance Agency in any state will suffice.

Acceptance Agency appointments are usually in high demand and can be made four weeks in advance. Plan accordingly.

At the Acceptance Agency

- The applicant presents all documents to the Acceptance Agency
- The Agent reviews documents, watches the applicant sign the DS-11, takes the passport photo, collects passport fees, and completes their end of the process
- When satisfied with the application kit, the Agent will seal all documents into an envelope (that they provide) and hand back to the applicant. The applicant will leave only the \$35 payment behind.

After the Acceptance Agency

- The applicant will send PVA:
 - Sealed Acceptance Agency envelope
 - Unsigned DS-11 application
 - Signed Letter of Authorization
 - Signed Letter of Explanation
 - Proof of International Travel

Note: the extra copies are referenced above and must be outside the sealed AA envelope, but in the overnight shipping envelope sent to PVA.

Shipping

- If you have selected our pre-paid shipping option, PVA will email you a label to print and send to us.
- If you chose to ship on your own, please overnight your application kit (including your passport) to:

Passport Services
Passport Visa Advisors
250 N. Trade St, Suite 205
Matthews, NC 28105
704-246-6373

- If time is critical (travel in one week or less) contact PVA at 704-246-6373 before shipping to our offices as we might need to arrange for shipment to a different location.

Responsibilities:

Passport Visa Advisors' responsibilities include:

- Reviewing & preparing documents for submission at the Passport Agency.
- Submitting the application into the Passport Agency in person and collecting the passport (and supporting documents) upon completion.
- PVA's Quality Check will verify the information is correct on the passport before shipping it back. If any information is incorrect, we will resubmit to correct the issue at no additional cost.
- PVA will send the new passport and all other original documents to the address provided on the applicant's PVA order form.

The applicant's responsibility includes:

- Prompt shipping of all required documents shortly after your order has been placed with Passport Visa Advisors.
- Review of the passport once it arrives. If an error is found, please bring this to PVA's attention immediately and we will get the issue corrected.