

PROMPT PASSPORT SERVICES

Required Document Checklist — Emergency Damaged U.S. Passport Requirements

1. REQUIRED DOCUMENTS

☐ DS-11 Application Form

Complete Form DS-11 online via the official government tool and print single-sided. **CRITICAL: Do NOT sign it yet.** You must sign it in person before an authorized Acceptance Agent.

☐ The Damaged Passport

You must submit the damaged passport book with your application package. It will be retained by the government during processing.

☐ Signed Damage Statement

Provide a detailed, signed statement explaining in writing how the damage occurred to your passport. Print one copy to include with your application.

☐ Letter of Authorization (LOA)

Emailed immediately after checkout. Authorizes our courier to submit your application. **ACTION REQUIRED:** Print two (2) copies. Sign both copies by hand in black or blue ink. One copy goes inside the sealed envelope; the second copy stays outside for the final shipping package.

☐ Proof of U.S. Citizenship (Original + Copy)

Provide an original or certified copy (returned to you). Accepted: Long-form Birth Certificate (raised seal), undamaged previous older U.S. Passport, or Naturalization Certificate.

☐ Valid Photo ID & Photocopy

Provide a current Driver's License or State ID plus a clear, single-sheet photocopy of the front and back. Note: If your ID was issued within the last 6 months, provide two secondary IDs.

☐ Passport Photo

One (1) recent 2x2 inch color photo on high-quality photo paper with a plain white background. No glasses, hats, or filters. Must be under 6 months old.

☐ Government Fee (Check or Money Order)

Personal or cashier's check made out exactly to **"U.S. Department of State"** (write full name & DOB on memo line). Cash/credit not accepted.

- **Adult Passport Book: \$213.36** (Includes expedited fee + 1-2 day return shipping)
- **Adult Passport Book & Card: \$243.36** (Includes expedited fee + 1-2 day return shipping)

☐ Proof of Urgent Travel (Within 14 Days)

ACTION REQUIRED: Provide two (2) copies (one inside the sealed envelope, one outside). Accepted forms: A printed flight itinerary, cruise booking under your name, or land travel proof.

2. IN-PERSON IDENTITY VERIFICATION (ADJUDICATION)

Take all items listed in Section 1 to a local Passport Acceptance Facility (Post Office or County Clerk). The agent will verify your identity, witness your signature, and seal the items into an "Adjudication Envelope". Ensure one copy of the LOA and one copy of your travel proof are sealed inside.

CRITICAL: Do NOT open this envelope once handed back to you. Keep it sealed.

3. DELIVERY & SHIPPING INSTRUCTIONS

Place your sealed adjudication envelope, your extra LOA copy, and your extra travel proof copy inside a secure shipping package.

Ship your package directly to our processing hub:

Prompt Passport Services
Attn: ERIC MITA OR MIKE HATZANTONIS
2324 S Lambert Street
Philadelphia, PA 19145

- **Shipping Method:** Ship via FedEx with "No Signature Required" selected for immediate processing at our hub.
- **Tracking:** Email your FedEx tracking number to our support team as soon as your package is shipped so we can monitor your incoming application.

INSTRUCTIONS FOR THE PASSPORT ACCEPTANCE AGENT

Please provide these instructions directly to your local acceptance agent:

The applicant has chosen to expedite their passport application using an authorized, registered hand-carry courier service recognized by the U.S. Department of State.

According to the official Passport Agent's Reference Guide (PARG) concerning hand-carried passport services, Chapter 10, Section 11 explicitly states that a customer is entitled to utilize a third-party courier service and have their executed, sealed application envelope returned directly to them.

Executed applications may be returned to the customer or an authorized third party in a securely sealed envelope, to be hand-carried directly to a Passport Agency, provided the customer satisfies the following conditions:

- Demonstrates an imminent travel need via a confirmed travel itinerary.
- Needs one or more foreign visas without sufficient time to mail the application traditionally, or within 4 weeks.
- Has an imminent departure and their respective federal agency requests that the customer forward the executed application directly to headquarters.
- Has a signed Letter of Authorization (LOA) to release the executed application and documentation, explicitly authorizing a specific courier service to hand-carry the application and/or pick up the completed passport.

The applicant has successfully fulfilled all of these requirements and has provided the necessary documentation for execution.

We greatly appreciate your professional cooperation and assistance in executing this application and returning the completely sealed adjudication envelope directly to the applicant for hand-carry submission. Thank you for your service and assistance.