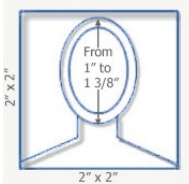
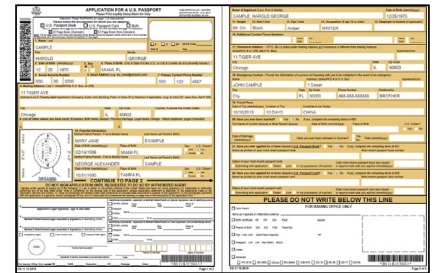




# TOUR GROUPS LOST OR MUTILATED PASSPORT

ALL TRAVELERS must include the following documents in your package to G3:

- Original proof of US citizenship.** Submit the original document, and make one photocopy.
  - Birth certificate issued by a US city, county, or state - an original or certified “long form” certificate from the Office of Vital Statistics showing both parents names, with a raised seal. Hospital-issued birth certificates are not acceptable. You can acquire a certified birth certificate from the Office of Vital Statistics in your state of birth or at <http://vitalchek.com>.
  - Consular Report of Birth Abroad or Certification of Birth issued by a US Consulate overseas.
  - Original, signed US Naturalization Certificate.
  - Previously issued, undamaged US Passport.Your original proof of citizenship will be returned with your new passport.
- Documentation of passport loss or damage.**
  - If your passport has been lost or stolen, US Passport Form DS-64, “Statement Regarding a Lost or Stolen Passport,” will be created online along with your US Passport Application Form DS-11 (see Page 6.)
  - If your passport is mutilated, submit a letter explaining how the passport was damaged. This letter must bear your original pen-to-paper signature; a sample is attached.
- Your mutilated passport, if applicable.** If your passport has been mutilated, it must be included with your passport application, regardless of condition.
- US Passport Application Form DS-11.** The application must be created online at <https://pptform.state.gov> (see Page 6). Print two copies of the DS-11 form. Do not sign the form until instructed to do so at the Passport Acceptance Facility.
- One NEW passport-style color photograph.**
  - Photo must be on high-quality photo paper with a white background, taken within the last 6 months.
  - Must be 2”x2” with face measuring 1” to 1 3/8” from top of head to chin.
  - Photos must be clearly different from photos in any previously issued passports.
  - You must have a neutral expression; do not smile widely or grimace.
  - No glasses, uniforms, or hats are allowed, except for religious headgear. You must include a signed letter explaining that the item is worn daily for religious reasons.
- Letters of Authorization, completed and signed.** The Letter of Authorization (LOA) allows G3 to represent you to all agencies involved in issuing your passport. Please print and sign all LOAs attached. The signature on all the LOAs must be an original pen-to-paper signature in blue or black ink, and must match the signature on your current passport and your application form. No faxes, scans or copies will be accepted.
- Proof of known or anticipated travel plans showing departure within one month.**
  - Copy of airline reservation showing applicant’s name,
  - Copy of crewmember trip sheet, or
  - A business letter (on company letterhead) stating that a passport is required for travel. This letter must be signed by a representative of the company other than the applicant with an original pen-to-paper signature and must specify the applicant’s departure date(s) and destination(s). A sample is attached.
- A photocopy of the front and back of your state-issued driver’s license or identification card.** The photocopy must be on 8.5”x11” paper, on only one side of the paper; you may use two sheets of paper if necessary. If the name on the ID does not match the name on the proof of citizenship, submit an original name change document (i.e. marriage certificate or court order). If you hold out-of-state identification or are 16-17 years old, contact G3 for additional identification requirements.
- US Government Fees,** payable by check or money order.
  - Execution fee of \$35, payable to the Acceptance Facility (USPS or Clerk of Court).
  - Passport application fee of \$170 (for passport book only) or \$200 (for book and card), payable to “Department of State.”



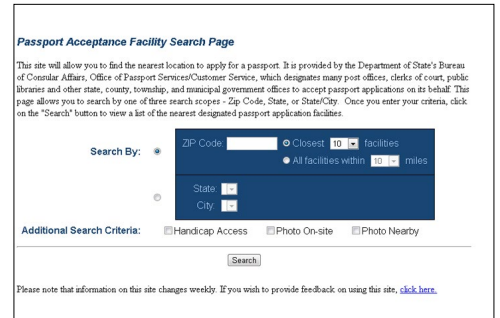
Requirements

You will need to appear in person at a Passport Acceptance Facility to have your identity verified and documents reviewed by an Acceptance Agent. To find the most convenient Passport Acceptance Facility, visit <http://iafdb.travel.state.gov/>. See page 2 for instructions.



# PASSPORT ACCEPTANCE FACILITY LOST OR MUTILATED PASSPORT

After you have gathered your documents including your Passport Application Form DS-11, you will need to appear in person at a Passport Acceptance Facility to have your identity verified and your documents reviewed by a Passport Acceptance Agent. The Agent will execute a sealed envelope, sealing your application and other documents into an envelope that can only be opened by US Passport Agency personnel. The G3 Order Form should not be sealed into the envelope.



Passport Acceptance Facilities can be found at main branch US Post Offices and at Clerk of the Court offices. To find the most convenient Passport Acceptance Facility, visit <http://iafdb.travel.state.gov/>. Most Passport Acceptance Facilities require appointments.

The Government Fees for your new passport will be paid by check or money order when you visit the Passport Acceptance Facility. Please note that starter checks are not accepted. The fees are:

- Execution fee of \$35, payable to the Acceptance Facility (USPS or Clerk of Court). This fee is not sealed inside the envelope.
- Passport application fee of \$170 (for passport book only) or \$200 (for passport book and card), payable to "Department of State." This fee will be collected by the agent and sealed inside the envelope.

The Government Fee for return shipping of the passport is not required and must not be included in the sealed envelope, as G3 will pick up your completed passport at the US Passport Agency.

Inform the Passport Acceptance Agent that a passport expediting service (G3) will be hand carrying your application into the Passport Agency. **Do not let the Passport Acceptance Agent mail in your sealed envelope to the general passport processing center.**

Once your sealed envelope has been executed, send it to G3 right away. Your sealed envelope must be submitted to the Passport Agency within 5 business days of execution. After 5 business days, you will be required to re-execute the sealed envelope. G3 is not able to open the sealed envelope; it can be opened only by Passport Agency personnel.

Acceptance Guide

Your Sealed Envelope Will Contain:	Send These Materials to G3 Via FedEx or UPS Along With Your Sealed Envelope:
<input type="checkbox"/> Your ORIGINAL proof of US citizenship	<input type="checkbox"/> A PHOTOCOPY of your proof of US citizenship
<input type="checkbox"/> One SIGNED Passport Application Form DS-11	<input type="checkbox"/> The UNSIGNED Passport Application Form DS-11
<input type="checkbox"/> One Letter of Authorization with original signature	<input type="checkbox"/> One Letter of Authorization with original signature
<input type="checkbox"/> One copy of your proof of travel plans	<input type="checkbox"/> One copy of your proof of travel plans
<input type="checkbox"/> One photocopy of your driver's license or ID card	<input type="checkbox"/> One photocopy of your driver's license or ID card
<input type="checkbox"/> Your passport photo	<input type="checkbox"/> The completed G3 Order Form (Page 5)
<input type="checkbox"/> Passport application fee (\$170 or \$200) payable by check or money order to "Department of State"	<input type="checkbox"/> G3 Service and Return Delivery Fees (see Page 4)



# TOUR GROUPS LOST OR MUTILATED PASSPORT

## Enhanced Services

G3 offers a range of optional Enhanced Services, available as individual add-ons or as a bundle:

<b>Document Pre-Check:</b> Email <a href="mailto:ConciergeDesk@g3visas.com">ConciergeDesk@g3visas.com</a> for a thorough review of your documents within one business day, before you send them to one of our Operations Centers.	\$59.00
<b>Application Creation:</b> Our experts will readily create your visa or passport application ensuring it meets the requirements of the consulate or agency, saving you valuable preparation time. Your application will be emailed to you within three business days, in PDF format for you to print and sign with a pen-to-paper signature.	\$150.00
<b>Application Correction:</b> G3 will correct any errors on your visa application within one business day, and email it to you for you to print, sign, and send in to our office.	\$55.00
<b>Business Letter Creation:</b> G3 will compose the necessary business letters for your passport application, and will email them to you within two business days to print on letterhead and sign.	\$50.00
<b>Inbound FedEx Airbill:</b> G3 will generate a FedEx Standard Overnight air bill for you to efficiently send your documents to our office.	\$35.00
<b>Return Delivery Confirmation:</b> Your G3 associate will track your package and follow up with you to confirm via phone or email to confirm you have received it.	\$15.00
<b>Complete Concierge Service: Opt for our bundled Concierge Service and receive every Enhanced Service listed above, and the ultimate in white glove customer care.</b>	<b>\$225.00</b>

## PASSPORT SERVICE NOTES

- If you require your passport be issued in less than 2 business days, contact G3 to request Emergency Processing; 888.883.8472 or email [Passports@g3visas.com](mailto:Passports@g3visas.com).
- Travelers may select a large 52 page book when creating the DS-11 passport application form. Large books are issued at the discretion of the US Passport Agency.
- In all cases, applicants must provide known or anticipated travel plans. This can include a copy of an airline reservation or a business letter explaining the need for the passport due to upcoming travel plans.
- Applicants who submit a previously issued US passport may be required to submit additional proof of citizenship if their appearance has changed significantly.
- If you select a passport book and a passport card when creating your DS-11 passport application form, the passport card may be issued separately and will be mailed directly to the applicant. Please note: passport cards can be used to enter the United States from Canada, Mexico, the Caribbean, and Bermuda at land border crossings or sea ports-of-entry. The passport card cannot be used for international travel by air.

## PROCESSING NOTES

- Send all required documents and the completed Passport Order Form to G3 using a service with tracking such as FedEx or UPS.
- Due to submissions deadlines set by agencies, documents received by G3 are hand-carried to the appropriate processing facility on the next business day.
- Business days are Mondays through Fridays and do not include US Federal Holidays or other incidental processing restrictions set by agencies.
- It is not possible to change passport processing speed once the request has been submitted to the US Passport Agency. Please ensure you select a processing speed that meets your needs.
- Credit card payments are subject to a 5% credit card convenience fee unless the physical card is presented in person.
- Passport services are rendered at the discretion of the US Department of State. G3 acts on the behalf of the client, and takes no responsibility for the services rendered by Travel Agents, Government Agencies, Consulates or Embassies in connection with issuance of visas and passports. G3 takes no responsibility for delays or loss of passports as may occur through above services or by any delivery service. Damage compensation is not available.
- By submitting this form, I agree to G3 Global Services' Terms of Use, Privacy, Cancellation, Payment, and Shipping Policies. For more information follow this link: [www.g3visas.com/Policies.html](http://www.g3visas.com/Policies.html).



# TOUR GROUPS LOST OR MUTILATED PASSPORT

Applicable Fees

US Government Fees for Passport Processing			
Passport Replacement (Book Only)	<input type="checkbox"/> \$170.00 (Paid at Passport Acceptance Facility)		
Passport Replacement (Book and Card)	<input type="checkbox"/> \$200.00 (Paid at Passport Acceptance Facility)		
<i>An additional \$35 Execution Fee will be paid at the Passport Acceptance Facility (see Page 2).</i>			
G3 Service Fees			
Service Type	Mission Critical 3 Business Days	Priority 7 Business Days	Expedited 12 Business Days
Passport Replacement	<input type="checkbox"/> \$275.00	<input type="checkbox"/> \$195.00	<input type="checkbox"/> \$110.00
Return Delivery Fees			
<input type="checkbox"/> FedEx Standard Overnight Delivery Next Business Day by 3PM	\$35.00	<input type="checkbox"/> FedEx First Overnight* Delivery Next Business Day by 8:30AM	\$85.00
<input type="checkbox"/> FedEx Priority Overnight Delivery Next Business Day by 10:30AM	\$45.00	<input type="checkbox"/> FedEx Saturday Delivery* Delivery by 3PM	\$55.00
<input type="checkbox"/> Same Day Delivery* Delivery by FedEx or Commercial Airline	Please Call	<input type="checkbox"/> FedEx International Delivery* including Puerto Rico Delivery Times Vary by Location	Please Call
<input type="checkbox"/> FedEx or UPS Account Number Provided <input style="width: 100%;" type="text"/>	\$5.00	<input type="checkbox"/> FedEx or UPS Return Airbill Included <input style="width: 100%;" type="text"/>	No Charge
<i>*These services may not be available for all delivery locations.</i>			

Passport Protection Plan <input type="checkbox"/> \$40.00 Extra
<b>If your passport is lost, stolen, or damaged, G3 will replace it without charging our standard service fee. G3's Passport Protection Plan includes the following benefits:</b>
<b>Application Creation:</b> Our experts will create your paperwork for you to ensure that it meets the requirements of the passport agency, allowing you to avoid delays and additional stress.
<b>Expedited Passport Processing:</b> Your new passport will be issued at our expedited processing speed. If desired, you may upgrade to a faster service by paying the price difference at the time of claim.
<b>Personal Attention:</b> Upon receipt of your materials, we will hand-carry your documents to the passport agency, then pick up your completed passport and review it for accuracy.
<b>Long-Term Validity:</b> Your Passport Protection Plan is in force until the day your passport expires.
<b>International Support:</b> If your passport is lost, stolen, or damaged while you are outside of the US, G3 will create your passport applications and provide you with scans of your lost passport so you can have your passport issued in person at the nearest US Embassy or Consulate.
<b>G3's Industry-Leading Standard of Service:</b> Our experienced staff will provide personal communication and in-depth knowledge to ease your mind and resolve your concerns.

*Passport Protection Plan does not cover US Government Fees, shipping fees, or replacement of valid visas. Questions? Contact [Passports@g3visas.com](mailto:Passports@g3visas.com).*

**Send Completed Order Form and All Required Documents To:**

**G3 Global Services, Attn: Passport Department**, 919 18th Street NW, Suite 230, Washington, DC 20006  
888.883.8472 Toll Free | [WashingtonDC@g3visas.com](mailto:WashingtonDC@g3visas.com)  
[www.g3visas.com](http://www.g3visas.com)



**G3 Global Services**  
 919 18th Street NW, Suite 230  
 Washington, DC 20006  
 888.883.8472  
 www.g3visas.com

# TOUR GROUPS LOST OR MUTILATED PASSPORT

Your invoice will be sent to your contact email.  Check here if you require a hard copy included with your return delivery.

## Payment Information

Payment Via Check #:  *Check payable to G3 Global Services*

Payment Via Credit Card:

Visa/MasterCard:  -  -  -

Exp. Date: \_\_\_ / \_\_\_ Security Code:

OR

American Express:  -  -

Exp. Date: \_\_\_ / \_\_\_ Security Code:

Name as it appears on the card:

Billing Address:

City:  State:  Zip:

Signature: \_\_\_\_\_

Payment Via Approved Billing Terms

G3 Customer Number, Billing, P.O., Project or Reference Code#:

## Enhanced Services Requested:

- Document Pre-Check, \$59.00
- Application Creation, \$150.00
- Application Correction, \$55.00
- Business Letter Creation, \$50.00
- Inbound FedEx Airbill, \$35.00
- Return Delivery Confirmation, \$15.00

or bundle all services above with our

Complete Concierge Service, \$225.00

## Total Fees from Applicable Fees Page

*Please include Applicable Fees page with your request.*

	FEE	# Travelers	TOTAL
Enhanced Service Fee	<input type="text"/>	X <input type="text"/>	= <input type="text"/>
US Government Fee	PAID AT ACCEPTANCE FACILITY		
G3 Service Fee	<input type="text"/>	X <input type="text"/>	= <input type="text"/>
Passport Protection Plan	<input type="text"/>	X <input type="text"/>	= <input type="text"/>
		Return Delivery Fee	<input type="text"/>
		Subtotal	<input type="text"/>
		Add 5% for credit card convenience fee	<input type="text"/>
		Total Payment Enclosed	<input type="text"/>

## Traveler Information

Traveler 1 Name:	Date of Birth:
Traveler 2 Name:	Date of Birth:

## Passport Service

Service:  Passport Replacement (Book Only)  Passport Replacement (Book and Card) Processing Speed:  Mission Critical  Priority  Expedited

## Travel Details

Date of US Departure:	I must have my passport no later than:
Name of Tour Company:	Tour Destination Country:
Notes:	

## Contact Information *Who should G3 contact about this request?*

Name:	Company:
Contact Email (required):	
Daytime Phone:	Mobile Phone:

## Return Delivery Address *This must be a physical address for FedEx delivery; no P.O. Boxes.*

Name:	Company:	
Street Address:		
City:	State:	Zip Code:
Daytime Phone:	Mobile Phone:	

ASSOCIATE NAME:

FOR OFFICE USE ONLY

DATE RECEIVED BY G3:

ORDER NUMBER:

# OF TRAVELERS:

OrderForm

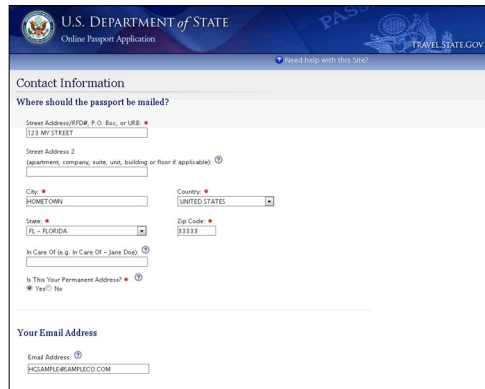


# ONLINE APPLICATION GUIDE LOST OR MUTILATED PASSPORT

Your Passport Application Form DS-11 must be created online at <https://pptform.state.gov/> and printed. Handwritten applications are not accepted.

To begin, click the fraud notice button then click "Submit." On the next page, select "Apply Online." If you encounter error messages, you may wish to utilize a different web browser.

You will complete a multi-page questionnaire that will create an application with a 2D barcode required for expedited services. All passport requests submitted by G3 are considered expedited by the US Department of State. Applications that are incorrectly completed or not barcoded will be subject to a \$55 application correction fee.



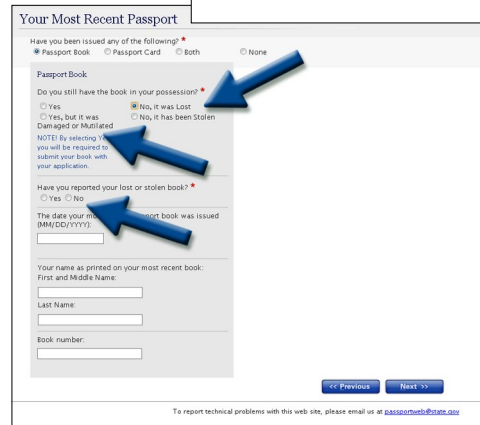
On the second page of the online questionnaire, you will be asked "Where should your passport be mailed?" Fill in your permanent home address. G3 will retrieve your passport in person from the US Passport Agency and will return it via Federal Express to the delivery address listed on your G3 Passport Order Form.

On the screen labeled "Travel Plans," fill in the information about your trip. The trip date and destination should match the trip information listed on your proof of intended travel. If you have more than one international departure, list the details of your first trip.



On the "Your Most Recent Passport" screen, input the details of your lost or mutilated passport.

- If your passport was mutilated, select "Yes, but it was Damaged or Mutilated."
- If your passport was lost or stolen, select "No, it was Lost" or "No, it has been Stolen." Select "No" for the question "Have you reported your lost or stolen book?" even if you have reported a theft to the police. Selecting "No" will allow the Form DS-64 to be created; the following screen will ask for details of how the passport was lost or stolen.



Fill in your name as printed in your most recent passport, along with the number of your most recent passport. If you do not know the number of your lost passport, you may fill in "00000000." Your new passport will be issued with a different passport number.



# ONLINE APPLICATION GUIDE LOST OR MUTILATED PASSPORT

On the "Passport Products and Fees" screen, select the following options:

- Passport Book (\$110)
- Expedited at Agency Service (\$60)
- Standard Delivery

These government fees are not paid online. The fees will be paid by check or money order at the Passport Acceptance Facility and will be sealed into the envelope (see page 2).

Do not select "File Search (\$150)" -- this option is only for applicants who cannot submit any proof of citizenship.

You will have a chance to review your information before your application is completed.

On the final page of the online questionnaire, scroll to the bottom of the page and click the box that says "I have read and acknowledge the steps and information contained above" and then click the "Create Form" button. Your passport application will open in another window as a PDF form for you to print. You may also save a copy of your completed application onto your computer.

Your completed application will contain six pages for mutilated passport applications or eight pages for lost passport applications. Print two copies of the last two pages, which are the DS-11 form. Applicants whose passport was lost or stolen must also print two copies of first page, which is the DS-64 form (pictured below.) These forms must be printed single-sided, double-sided applications are not accepted by the US Department of State. Do not sign the applications. You will sign one copy of the applications when you visit the Passport Acceptance Facility (see page 2).

If you would like to have one of G3's passport experts fill out the online application for you, Enhanced Services are available (see page 3). Please email [ConciergeDesk@g3visas.com](mailto:ConciergeDesk@g3visas.com) to initiate your passport service.

## **Letter of Authorization**

Please carefully read the information below before completing this Letter of Authorization.

An individual's personal information cannot be released by the U.S. government to another party without the written consent of the individual under the provisions of the Privacy Act of 1974 (5 USC 552a). As a result, an employee at a U.S. passport agency cannot discuss the details of your passport application with a third party without your written consent.

Please check **all** that apply:

I authorize the company stated below to submit my passport application to a passport agency and pick up the passport from a U.S. passport agency on my behalf.

I authorize the passport agency to disclose to the company listed below any requests for further documentation and/or information that that may arise in connection with my passport application, and I authorize the company to respond to such requests under my direction.

I do not authorize the passport agency to disclose to the company listed below any requests for further documentation and/or information that may arise with my passport application. I want the passport agency to contact me directly should an issue arise with my passport application that concerns matters other than the date on which the passport will be ready for pick-up from the passport agency.

### **Applicant Information**

**(Note: All of the information below may ONLY be filled out by the applicant, parent, legal guardian, or person legally acting in loco parentis)**

Applicant Name: \_\_\_\_\_  
(Last Name, First Name, Middle Name)

Applicant Phone No: \_\_\_\_\_ Date: \_\_\_\_\_  
(Area Code-XXX-XXXX) (MM/DD/YYYY)

Courier Company Name: **G3 Visas and Passports**

Applicant Signature: \_\_\_\_\_  
(If the applicant is under the age of 16 the parent(s), legal guardian(s), or person legally acting in loco parentis must sign)



## **Letter of Authorization**

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(Last Name, First Name, Middle Name)

Applicant Phone No: \_\_\_\_\_ Date: \_\_\_\_\_  
(Area Code-XXX-XXXX) (MM/DD/YYYY)

Courier Company Name: **G3 Visas and Passports**

Applicant Signature: \_\_\_\_\_  
(If the applicant is under the age of 16 the parent(s), legal guardian(s), or person legally acting in loco parentis must sign)



## Sample Mutilated Passport Letter from Applicant

\*\*\*\*\*Please print your business letter on company stationery.\*\*\*\*\*

June 20, 2019

US Passport Agency  
US Department of State

To Whom it May Concern:

I am requesting a new passport to replace my current passport, which has been mutilated.

My passport, number 123456789, issued on 11 January 2015 (include your passport number and issue date), has been severely water damaged. I accidentally left my passport in my shirt pocket, and the passport wound up in the washing machine. (Explain the circumstances that resulted in damage to your passport.)

I have submitted my mutilated passport along with all other documentation to receive a new passport. I appreciate your assistance with my request. If you have any questions, please contact me at 555-555-1234 (include your phone number).

Sincerely,

*Lucinda Jane Albright*

Lucinda Jane Albright

*(The letter must have your full name and original ink signature.)*

Sample Letter