

Premium or Fast Track Service Refund Claim Form

Notes

- A refund is for any fee paid over and above the standard passport fee.
- The guaranteed turnaround targets are: -
 - Premium Service – same day
 - Fast Track Service – 1 week

Please note that: -

- A same day service is only available provided that the customer's appointment is before the published Regional Passport Office cut-off time.
- Applications for the Fast Track Service are returned by Secure Delivery and IPS allows two days for a delivery attempt to be made.
- In the event that that a customer is entitled to a refund, IPS shall only be liable to refund the fee paid over and above the standard passport fee. IPS shall not be liable for any indirect or consequential loss that the customer may suffer, however IPS will consider any claims on their merits.
- If you are applying for a refund of the Premium or Fast Track Service fee on compassionate grounds (i.e. the death or serious illness of a family member, a friend or a business associate, the need for persons travelling abroad for medical treatment or the seriously ill, and their carers, whose travel has been arranged by charitable/religious organisations.), you will also need to forward a letter of confirmation of the circumstances from a doctor, hospital, minister of religion, police officer, the countersignatory of your passport application or a similar person acting in an official capacity, OR the death certificate (or a copy) where appropriate.
- This form together with any additional evidence as above should be returned for the attention of the Customer Service Section of the regional passport office to which you made your passport application.
- A pre-paid address label is enclosed for submission by post.

Application for Refund of Premium or Fast Track Service Fee (Complete in full)

Applicant Details

Name:	Address:
Date of Birth:	
Passport Number:	
Application Number (if known):	

Reason for Refund (See Notes & Tick Box)

Guaranteed turnaround time not met

Compassionate Grounds (Attach Evidence)

Payee Details: (This should be the person who paid the fee)

Name and address (if different to the applicant):

NB. For those now resident abroad it may be expedient to include the name and address of a payee in the UK.

Applicant's signature.

For IPS Use Only

Refund on Application Number:

Refund to: Title Initials Surname

Refund amount:

Reason for Refund

Refund Approved (Tick Box): Yes: No:

Reason for Refusal:

Passport Note Made on File (tick if applicable):

Customer Service Officer's Reference:

CS Manager's Authorising Signature: Date