



U.S. Department of State Passport Services

IMPORTANT NOTICE TO AIRLINE AND TRANSPORTATION FLIGHT CREWS

March 23, 2020

Due to public health measures to limit the spread of the coronavirus, all passport agencies are closed to the public until further notice. Passport agencies will continue to serve customers with life or death emergencies that require them to travel outside the United States **within 72 hours (3 business days)**.

Passport Services will also serve airline and transportation flight crew members who urgently need a passport.

Instructions for Assistance

If you have not already applied for a passport:

1. Contact the National Passport Information Center at 877-487-2778 and identify yourself as a flight crew member who urgently needs to apply for (or renew) a passport.
2. The Duty Officer will take your information and schedule an appointment at the nearest passport agency.
3. In addition to your passport application materials, you will also need to submit a letter from your supervisor, on company letterhead that includes:
 - Name of the traveler
 - Reason for the urgency of applying for a passport
 - Printed name and title of the supervisor
 - Signature of the supervisor
 - Date the letter was issued

Passport applications and information on how to apply for your passport are located at travel.state.gov.

If you have already applied for your passport but have not received it:

1. Contact the National Passport Information Center at 877-487-2778 and identify yourself as a flight crew member who has already applied and urgently need your passport.
2. The Duty Officer will contact the passport agency that is processing your passport application.
3. The passport agency will contact you with instructions on how to submit a letter from your supervisor, on company letterhead that includes:
 - Name of the traveler
 - Reason for the urgency of applying for a passport
 - Printed name and title of the supervisor
 - Signature of the supervisor
 - Date the letter was issued
4. The passport agency will coordinate with you on the delivery or pickup of the completed passport.

Proof of travel is not required. The \$60 expedited service fee must be included with the passport fee.