



# Application for a New Zealand Passport

*Uruwhenua Aotearoa*

# Adult Renewal

**USE THIS FORM** if you are 16 years or over and:

- ▶ your name has not changed since your last passport was issued, **AND**
- ▶ your passport has not been lost or stolen.

**Use the Adult form** if you are 16 years or over and: you are applying for a New Zealand Passport for the first time; or your name has changed since your last passport was issued; or your passport has been lost or stolen.

## Our New Zealand Passport

Our passport is valued and respected around the world for its integrity. We ask you to provide a range of information so that we can maintain its integrity by confirming your identity and entitlement to a New Zealand Passport.

The New Zealand Passport is valid for a maximum period of 5 years. The validity period starts from the date of issue and runs until the date of expiry.



This icon is used when you need to take extra care. The instructions with this icon will help you to understand whether you need to complete a particular section, or remind you not to miss out important details.

## What you need to complete this application

- ▶ Two (2) identical recent colour photos of yourself
- ▶ Someone to act as an identity referee who is over 16 years of age and has a valid New Zealand Passport
- ▶ The correct application fee

## How to contact us

**New Zealand:** Freephone 0800 22 50 50  
Phone +64 4 474 8100 Fax +64 4 382 3410

**Australia:** Freephone 1300 559 535  
Phone +61 2 9225 2300 Fax +61 2 9223 0223

**United Kingdom:** Phone +44 20 7968 2730 Fax +44 20 7968 2739

Website: [www.passports.govt.nz](http://www.passports.govt.nz) Email: [passports@dia.govt.nz](mailto:passports@dia.govt.nz)



Please call our helpline if you need any assistance to complete this form

# How to complete this application form

Use this guide section to help you to fill in the form. The numbers in this guide will take you through each step in the form.



## READ ALL INSTRUCTIONS CAREFULLY

Check you have answered all the questions on this form that relate to you. We can only process your application if you complete the form accurately. If you miss out any details we may need to contact you and there may be a delay in processing your application.

This application form will be scanned and processed using computer software. We ask you to follow the instructions below to improve the accuracy and efficiency of our scanning and data capture.

► Use a BLACK or BLUE ballpoint pen and complete in your own handwriting.

► Write in CAPITAL letters inside each box like this 

A	B	C
---	---	---

1	2	3
---	---	---

, NOT like this 

a	q	C
---	---	---

7	8	6
---	---	---

► Tick options inside the boxes like this , NOT like this

► Put a line through mistakes like this 

<del>A</del>	<del>B</del>	<del>C</del>
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. DO NOT use correction fluid or correction paper.

## 1 Your personal details

### Names

Write your name exactly as it appears in your passport.

If you only have one name, write it in the space provided for surname or family name.

### Height and eye colour

Height and eye colour is important information. We can't process your application without it.

- Fill in your height using centimetres.
- Choose an eye colour that is closest to your own, such as brown, blue, green, grey, hazel or black.

### Passport number

Write your passport number exactly as it appears in your passport.

We do not need you to send us your passport. Please do not send it in with your application.

**WARNING** Once your passport application has been received, your old passport will be cancelled immediately and cannot be used for travel. Anyone attempting to travel on a cancelled passport will be refused travel.

## 2 Your contact and delivery details

### Your home address

This is the place where you are currently living. Do not give a box or bag number, or a 'care of' (c/-) address.

### Your contact details

We need your contact details in case we have questions about your application. Write in phone numbers and an email address so we can contact you.

► Example of how to enter your phone number:

+ 

0	6	4
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0	4
---	---

4	7	4	8	1	0	0
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COUNTRY CODE      AREA CODE      PHONE NUMBER

## Your delivery address

- If you want your passport delivered to a home address in New Zealand, someone must be at home to sign for it. If there is no one at home to sign for it, you will need to organise a redelivery
- If you want your passport delivered to a business, tell us the name and the address of the business
- If you want your passport delivered by international courier you must provide a street address, not a Post Box number.

## 3 Your emergency contact

**Give us the name and contact details of a person who can be contacted in emergency situations.**

If you have an accident, become sick or are involved in an incident while you are travelling overseas, someone can be contacted on your behalf. We recommend that you choose a person who is not likely to be travelling with you.

## 4 Identity referee

**Who can be your identity referee?**

Your identity referee must:

- have a valid New Zealand Passport
- have known you for 1 year or more
- be 16 years of age or older
- not be related to you; for example, your identity referee cannot be your parent, child, brother, sister, aunt, uncle or cousin
- not be your spouse or partner
- not live at the same address as you.

You need to provide your identity referee's passport number, name and contact phone numbers.

## 5 Your Applicant Declaration

### Head covering

If you wear a head covering for religious or medical reasons, please tick this option.

If you did not wear a head covering in your last passport, please complete a Statutory Declaration form telling us why you now wear one, and send it to us with your application.

### You must sign this declaration if:

- you have filled in your application form yourself
- you can sign your own name but someone else has filled in the application form for you.

If you cannot sign your own name, please leave the section unsigned and tick this option.

If you were able to sign your name in your last passport, the person who filled in the application form for you must complete a Statutory Declaration form stating the reason why you are now unable to sign this application. Please send the Statutory Declaration to us with your application.

### Write on the back of one photo

Write your full name and the date on the back of one photo.

### Photos – getting passport quality photos

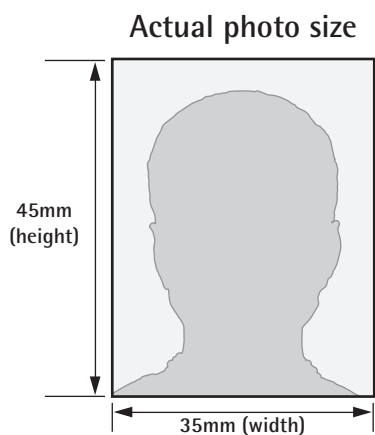
Provide two identical colour photos that are less than 6 months old and send with this application.

New technology has been introduced to scan your photos and ensure that they meet international travel standards. We strongly recommend that you obtain your photos from a business that provides a passport photo service, as the business will help ensure that your photos meet our requirements.

Photographs that do not meet our requirements will NOT be accepted and this will delay the issue of your new passport.

To help you avoid some of the most common problems with photo quality, we have summarised the main requirements below and provided some sample photos.

If you need more detailed information about photos, visit our website [www.passports.govt.nz](http://www.passports.govt.nz) or phone us at the contact numbers listed on the front cover of these Guide Notes.



## Photographic image requirements

### Photo age

- photos must be less than 6 months old.

### Photo size

- standard size 35mm x 45mm.

### Head size

- head, including hair, should fit within the oval shown in the template below
- maximum size of head, including hair, must be 80% of photo
- head must be centred, with a clear gap around the sides and top of the head, including hair.

### Paper quality

- use high quality, high resolution photo paper
- you can also use colour film or low gloss coated thermal papers as long as the printer is high resolution
- DO NOT use matt paper, heavy-backed thermal paper or an ink-jet printer.

### Photo quality

- photo must be a true image, not altered in any way
- photo must be in focus, with no red-eye and no reflected light on the face.

### Background

- the background must be plain and light, but not white
- there must be strong contrast between image and background, with no shadows.

### Pose

- face the camera straight on, with your head straight, eyes open and mouth closed
- maintain a neutral expression, not smiling or frowning
- ensure you have no hair across your face or eyes as eyes must be clearly visible.

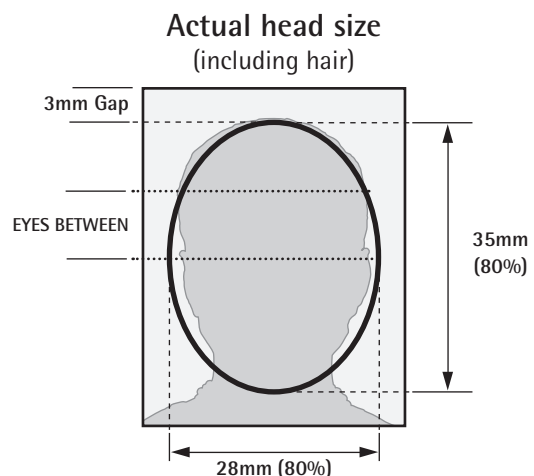
### Glasses

- eyes must be clearly showing through glasses, with no reflection
- remove glasses with heavy-rimmed frames
- do not wear sunglasses, or glasses with tinted lenses that obscure your eyes.

### Head covering or headband

- no head covering or headband should be worn in the photo, unless you must wear either for religious or medical reasons. In this case you must tick the box in the Applicant Declaration at section 5.

If you did not wear a head covering or headband in your last passport please complete a Statutory Declaration form and send it to us with your application.



## Photographic image requirements – examples

Please note that these example photos are not actual size.

### Head size and facial expression

Acceptable



Unacceptable



Head too big



Expression not neutral

### Glasses, head covering, scarves and hair

Acceptable



Unacceptable



Frames too heavy



Frames obscuring eyes

Acceptable



Unacceptable



Light reflection on lenses



Tinted lenses obscuring eyes

Acceptable



Unacceptable



Scarf covering chin/edges of face



Face partially covered by head covering

### Contrast and lighting

Acceptable



Unacceptable



Shadows on background



Contrast too dark

## 6 Application fees and payment

### Choosing a level of service

When we have all the information we need and the correct payment, we will process your application within the following service times.

**Standard service:** up to 10 working days

**Urgent service:** up to 3 working days

**Callout service:** outside business hours by appointment only

Remember to add on delivery time to and from the Passport Office for Standard and Urgent service.

### Urgent service

There is an extra fee for using the Urgent service.

### Callout service

There is an extra fee for using the Callout service.

This service is available by appointment outside business hours, 7 days a week, for emergency situations. Contact us for more information.

**New Zealand:** Freephone 0800 22 50 50

**Australia:** Freephone 1300 559 535

**United Kingdom:** +44 20 7968 2730

### Cost of your application and courier fees

To find out the cost of application fees and courier fees, refer to the fees information available at [www.passports.govt.nz](http://www.passports.govt.nz) or phone one of the following numbers:

#### New Zealand:

Freephone 0800 22 50 50 within New Zealand

+64 4 474 8100 from overseas

#### Australia:

Freephone 1300 559 535 within Australia

+61 2 9225 2300 from overseas

#### United Kingdom:

+44 20 7968 2730

If you are using the Urgent or Callout service because your travel is for bereavement or serious illness, you may not have to pay the extra fee or we may refund the extra fee. Send us a letter (in English) from a doctor, hospital or the police to explain the circumstances.

### How to pay

Your application fee must be paid in the currency of the country where you are sending your application to be processed.

If you apply by mail you can pay your fee by credit card, debit card (UK only), cheque or money order. **DO NOT POST CASH.**

If you apply in person at a Passport Office counter, you can also pay by cash or EFTPOS.

### If you pay by cheque or money order

- fill in all parts of the cheque or money order and make it payable to the Department of Internal Affairs
- if your cheque is dishonoured you will have to pay additional bank or debt collection charges.

### If you pay by credit card or debit card (UK only)

- provide all requested details in section 6 of the form
- note that Diners card is not accepted.

### Delivery details

If your delivery address for your new passport is in the same country where you are lodging your application, it will be sent by secure delivery service at no additional cost to you. The delivery service is courier in New Zealand, Express Post in Australia or First Class Mail in the United Kingdom.

If you want your new passport sent to an address outside the country where you are lodging your application, you will need to pay a fee for delivery by international courier. The international courier fee is available in the fees information at [www.passports.govt.nz](http://www.passports.govt.nz) or phone one of the numbers above.

## **7 Send your application to us**

Send us your application or take it to one of the Passport Offices listed below.

We recommend you send your application to us by courier so you can track delivery.

### **NEW ZEALAND**

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Courier or post to:

New Zealand Passport Office  
Department of Internal Affairs  
PO Box 1568  
109 Featherston Street  
Wellington 6140  
New Zealand

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Office Locations:

#### **Wellington**

New Zealand Passport Office  
Department of Internal Affairs  
109 Featherston Street  
Wellington

*Hours: Monday to Friday 8:30am - 5:00pm,  
except Wednesday 9:00am - 5:00pm*

#### **Auckland**

New Zealand Passport Office  
Department of Internal Affairs  
AA Building  
99 Albert Street  
Auckland

*Hours: Monday to Friday 8:30am - 5:00pm,  
except Wednesday 9:00am - 5:00pm*

#### **Manukau**

New Zealand Passport Office  
Department of Internal Affairs  
20-24 Lambie Drive  
Manukau City

*Hours: Monday to Friday 8:30am - 5:00pm,  
except Wednesday 9:00am - 5:00pm*

#### **Christchurch**

New Zealand Passport Office  
Department of Internal Affairs  
NZI House  
96 Hereford Street  
Christchurch

*Hours: Monday to Friday 8:30am - 5:00pm,  
except Wednesday 9:00am - 5:00pm*

### **AUSTRALIA**

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Post to:

New Zealand Passport Office  
Department of Internal Affairs  
GPO Box 365  
Sydney  
New South Wales 2001  
Australia

Courier or hand deliver in **Sydney** to:

New Zealand Passport Office  
Department of Internal Affairs  
55 Hunter Street  
Sydney

*Hours: Monday to Friday 9:00am - 4:00pm,  
except Wednesday 9:30am - 4:00pm*

### **UNITED KINGDOM**

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Post, courier, or hand deliver to:

New Zealand Passport Office  
Department of Internal Affairs  
New Zealand House  
80 Haymarket  
London SW1Y 4TQ  
United Kingdom

*Hours: Monday to Friday 10:00am - 2:00pm*

### **OTHER COUNTRIES**

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If you live outside New Zealand, Australia, or the United Kingdom, either courier or post your application to the New Zealand Passport Office nearest you or contact your nearest New Zealand Embassy or High Commission.

To find the contact details of your nearest New Zealand Embassy or High Commission visit [www.mfat.govt.nz](http://www.mfat.govt.nz)

## Privacy statement

The information you provide helps us establish your identity and determine if you are eligible for a New Zealand passport. We may obtain information from other sources (including, but not limited to, the Citizenship Office and the Registrar-General of Births, Deaths and Marriages) using an authorised information-matching programme (under Section 78A of the Births, Deaths, Marriages and Relationships Registration Act 1995 or Section 26A of the Citizenship Act 1977).

### How is your privacy protected?

All relevant information about you is collected in line with the Passports Act 1992 and is held securely by the New Zealand Passport Office, Department of Internal Affairs, 120 Victoria Street (PO Box 10-526), Wellington.

Under the Privacy Act 1993 you may access and request a correction of any of that personal information.

### When may information from your passport records be disclosed?

Under the Passports Act 1992 and the Privacy Act 1993, this information may be disclosed, subject to agreement in writing between the Secretary of Internal Affairs and the Chief Executive of the organisation requesting the information, to any appropriate agency, body, or person to aid border security, facilitate the processing of passengers, verify the identity of a holder of a travel document, or determine whether a person is a New Zealand citizen.

For more information visit [www.dia.govt.nz](http://www.dia.govt.nz)

The information that may be disclosed includes the information recorded in your passport; your eye colour; your height; the status of your passport; our passport database key number; and any other information relating to your passport that may be required.



## Checklist

- Have you checked your application form and ensured it has been correctly completed?
- Have you included the correct payment for your application?
- Have you signed the applicant declaration in section **5** of your application form?
- Have you supplied 2 identical recent colour photos of yourself?
- Have you written your name and the date on the back of one photo?

## Will you need to send any documents with this application?

**No.** We do not require your old passport. Please **do not** send it to us.

*Please note that in some circumstances we may need to contact you for further information or original documents if we are unable to verify your details by computer.*





# Application for a New Zealand Passport

Uruwhenua Aotearoa

# Adult Renewal



Please use a BLACK or BLUE ballpoint pen and write in CAPITAL letters in the centre of each box so that our computer software can accurately capture your information.

## 1 Your personal details

**Write** your name as it appears in your passport

Surname or family name

First and middle names

**Write** your place of birth

City or town you were born in

Country you were born in

**Write** your date of birth

DD / MM / YYYY ▶ e.g. 29 / 09 / 1968

**Tick** your gender

Male  Female

**Write** your height

(centimetres)

**Write** your eye colour

▶ e.g. BROWN, BLUE, GREEN, GREY, HAZEL, BLACK

**Write** your passport number



We do not require your old passport. Please **do not** send it to us.

## 2 Your contact and delivery details

**Write** your home address

Unit and/or house number

Street name

Suburb

City or town

Post code

State

Country









# FEES SHEET

## Application for a New Zealand Passport

All fees must be paid in the currency of the country where you are sending your application form to be processed.

### Application Fees

If you are lodging your application:

- in New Zealand, make your payment in New Zealand dollars
- at the New Zealand Passport Office in Sydney, make your payment in Australian dollars
- at the New Zealand Passport Office in London, make your payment in Great British pounds.

ADULT / ADULT RENEWAL	Lodged in New Zealand	Lodged in Australia	Lodged in the United Kingdom
Total cost of each application for <b>Standard Service</b> (up to 10 working days)	NZD \$153.30	AUD \$162.00	GBP £76.00
Total cost of each application for <b>Urgent Service</b> (up to 3 working days)	NZD \$306.60	AUD \$324.00	GBP £152.00
Total cost of each application for <b>Callout Service</b> (by appointment only)	NZD \$664.30	AUD \$622.00	GBP £291.00

CHILD	Lodged in New Zealand	Lodged in Australia	Lodged in the United Kingdom
Total cost of each application for <b>Standard Service</b> (up to 10 working days)	NZD \$81.70	AUD \$83.00	GBP £40.00
Total cost of each application for <b>Urgent Service</b> (up to 3 working days)	NZD \$235.00	AUD \$245.00	GBP £116.00
Total cost of each application for <b>Callout Service</b> (by appointment only)	NZD \$592.70	AUD \$543.00	GBP £255.00

## International Courier Fees

If you want your passport delivered to a country different from the country where you are lodging your application, you will need to pay an international courier fee for delivery.

<b>DELIVERY ZONE</b>	<b>Lodged in New Zealand</b>	<b>Lodged in Australia</b>	<b>Lodged in the United Kingdom</b>
<b>New Zealand</b>	Included in application fee	Lodge your application in New Zealand	Lodge your application in New Zealand
<b>Australia</b>	NZD \$10.00	Included in application fee	Lodge your application in Australia
<b>United Kingdom</b>	NZD \$25.00	Lodge your application in the United Kingdom	UK First Class Mail – included in application fee Courier – GBP £9.00
<b>Asia Pacific countries</b>	NZD \$15.00	AUD \$24.00	Lodge your application in New Zealand or Australia
<b>United States</b>	NZD \$20.00	AUD \$28.00	GBP £22.50
<b>Europe (excluding the UK)</b>	NZD \$25.00	Lodge your application in the United Kingdom	GBP £13.50
<b>the 'Rest of World'</b>	NZD \$25.00	Lodge your application in New Zealand or the United Kingdom	GBP £29.50

### NOTE:

- If your delivery address is in Pakistan or the Ukraine – please lodge your application in the United Kingdom.
- If your delivery address is in Iran – please contact the New Zealand Embassy in Tehran for further advice.

Please note that international deliveries may be subject to additional fees and charges, imposed for example by the courier company and/or customs of the country where your new passport is being delivered to.

These fees and charges can not be paid in advance to the Department, instead have to be paid directly by the applicant in the country of delivery.