

# Applying for a British Overseas Territories Citizen (Virgin Islands) passport

Helping you fill in the application  
form

Revised 24 April, 2018



**Civil Registry & Passport Office**

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## Things you need to know

### ✔ Get it right

- This is a guide for applicants applying for a **British Overseas Territories Citizen (BOTC) passport**. This guide is intended to help you complete the application correctly.
- **DO NOT bend, use staples, paperclips or glue on either the application or the photographs. This application is not to be printed double sided.**
- **Don't book travel or visas until you have your passport.**
- We cannot accept responsibility for travel you book before it arrives. We will do our best, but cannot guarantee to return your passport within a certain time.
- Go to webpage [www.bvi.gov.vg](http://www.bvi.gov.vg) to find out how long it is likely to take for your passport to arrive.
- We won't send you an acknowledgement of your application form.
- If you want to check the progress of your application, please leave at least **2** weeks from when you submitted your application before contacting us.
- Provide a valid email address and contact telephone number so that we can contact you quickly if we need extra information to help us progress your application.
- If there are any details that you are not able to fit in the boxes on the application form, use the boxes in **section 8** of the form to provide the information in full.

### When can I renew my passport?

You can renew your passport in the final year of expiration (**Up to nine months of its validity**). You do not have to wait for it to expire.

### Some of the boxes are small, can I write outside them?

**No. See the example below.**

First and middle names

J	O	H	N		B	R	O	W	N		
---	---	---	---	--	---	---	---	---	---	--	--

Signature – (keep within the border)

<i>John Brown</i>
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### I've made a mistake on the form, what should I do?

**Cross out any mistakes. Do not use correction fluid. If you make more than three mistakes on any line or do not provide a clear signature in section 9, you will need to fill in a new form.**

### Do I need to provide photos?

Yes, two photos. If your photos don't meet our guidelines your passport application will be delayed. See the guidance at [www.gov.uk/photos-for-passports](http://www.gov.uk/photos-for-passports) for more advice or refer to the Appendix of this guide. **Photos should appear on a light grey or cream background.**

### Will I need an interview?

Please see page **18** for more details.

### Do all applications need a countersignatory?

Yes, all applications require a countersignatory.

## How to fill in each section of your application form

### Section 1: What type of passport are you applying for?

#### Get it right

- If you have previously held a British Overseas Territories passport, as an adult or child that was issued for five or ten years, it isn't damaged and you don't need to change any personal details, you need to apply for a renewal.
- You can't renew an expired 'old black' style passport. This is a passport with a black cover that was issued up until 1986. You must apply as a first-time applicant and submit the black passport along with your supporting documents.
- Put a cross in the Child box for under 16. Put a cross in the Adult box if you are 16 or going to turn 16 within two weeks of application submission.
- Put a cross in the Adult or Child box in the extension option if you are applying for a full five or ten year passport to replace a passport that was issued for one year or less.
- Put a cross in the relevant 'Changes to your existing passport' box. We will send you a new passport and you should pay the same fee as if you were renewing your passport.

#### Adult application

An adult is classified as age 16 or over. If you are going to turn 16 within two weeks of application submission, put a cross in the Adult box. Adult passports are normally valid for 10 years.

#### Child application

A child is classified as age under 16. Child passports are normally valid for five years.

#### Renewal

This applies if your existing undamaged British Overseas Territories Citizen passport, your name and British Overseas Territories Citizen status have not changed. If you are renewing a Child's passport, put a cross in the Child box if they are under 16 or Adult box if they are 16 or over. (Please see 'Changes' below if your appearance have changed).

#### First British Overseas Territories Citizen (Virgin Islands) passport

This applies if you have never had a British Overseas Territories Citizen passport before, held the "old black" passport, or you were previously only included as a child on someone else's passport. This includes those who were not British at birth but have gained citizenship through naturalisation or registration as a British Overseas Territories Citizen and are applying for their first British Overseas Territories Citizen passport.

#### Replacement

This applies if you want to replace a British Overseas Territories Citizen passport that has been lost, stolen or damaged.

#### Extension

If your last passport was issued for one year or less, put a cross in the Extension box.

#### Changes

This applies to a change in your name, photo (including where you cannot be recognized from your current passport photo).

## Sections to fill in

Type of customer	Section of the form to fill in
Renewal – Adult	Fill in sections <b>1, 2, 3, 4, 5</b> and <b>9</b> . The countersignatory must fill in section <b>10</b> and they must sign and date one of your passport photos.
Renewal – Child	Sections <b>1, 2, 3, 4, 5</b> and <b>9</b> . Section <b>6</b> if the child is aged 12 to 15. The countersignatory must fill in section <b>10</b> and they must sign one and date of your child’s passport photos.
First British Overseas Territory Citizen Passport – Adult	Sections <b>1, 2, 3, 4, 5</b> and <b>9</b> . The countersignatory must fill in section <b>10</b> and they must sign one of your passport photos.
First British Overseas Territories Citizen Passport – Child	Sections <b>1, 2, 3, 4, 5</b> and <b>9</b> . Section <b>6</b> if it applies. The countersignatory must fill in section <b>10</b> and they must sign and date one of your child’s passport photos.
Replacement – Adult or Child	Sections <b>1, 2, 3, 4, 5</b> and <b>9</b> . Section <b>6</b> if it applies The countersignatory must fill in section <b>10</b> and they must sign and date one of your passport photos.
Extension – Adult or Child	Sections <b>1, 2, 3, 4, 5</b> and <b>9</b> . Section <b>6</b> if it applies. The countersignatory must fill in section <b>10</b> and they must sign and date one of your passport photos.
Changes to your existing passport	Sections <b>1, 2, 3, 5</b> and <b>9</b> . Sections <b>4</b> and <b>6</b> if they apply. The countersignatory must fill in section <b>10</b> and they must sign and date one of your passport photos.

## Section 2: Who is the passport for?

### Get it right

- Include middle names in the name section – the name you enter should match your birth certificate, baptismal certificate, deed poll or marriage certificate. If it doesn't, it could delay your passport application.
- If you do not have enough space to write your name or contact details (for example, you have a long surname, or a long address, postcode, telephone number or email address), please use section 8 of the application form.

### Names to be shown on your passport

- Please enter the name of the person who the passport is for. (surname first and then first and middle names)
- The name that is shown on the passport should be the name that is used for all purposes. If you hold any other passport, all names must correspond.
- Enter names under 'surname' and 'first and middle names' that appear on your supporting documents such as your birth certificate, baptismal certificate, deed polls and marriage certificate.
- The personal details section of the passport can only include up to 30 characters (including spaces) for first and middle names and a further 30 characters for surnames. If your names are longer, we would shorten how they appear on your passport.
- If you have recently changed your name, enter your name as it is now.
- Special characters and accent marks on names cannot be included on British Overseas Territories Citizen passports.

### Change of name in passport

- If you are changing your name, put your new name in the 'Surname' and 'First and middle names' boxes and put your previous names in the 'Maiden or all previous names boxes'.
- Provide proof of your change of name if this is different from your supporting documents. Send proof to support every name change.
- If you no longer want your middle name to be included in your new passport when it has been on previous passports, tell us in section 8 of the application form. You will also have to provide supporting documents to show that you no longer use your middle name. If you don't, we will add your name to match what is in your previous passport and birth records.
- List all of your maiden or previous names that you have been known by (surname first and then first and middle names). Leave a space between each name and if they won't fit in the boxes, you should write them in full in section 8.
- You cannot change a child's name unless you have the permission of everyone who has parental responsibility for the child. Please see section 9 on parental responsibility for more information.
- Civil Registry & Passport Office cannot accept responsibility for any problems encountered as a result of issuing a passport in a new name which is not recognized in the country you live in.

## Current address

- Give your full residential address (where you live) including state, province, postcode or zipcode (where applicable).

## Gender

- Put a cross in the relevant box to say whether you (or your child) are male or female.

## Place of birth

- Give the names of the town and country you were born in as shown on your birth certificate (e.g. Road Town).

## Contact details

- Please give as many contact details as possible and make sure the information is accurate as we may need to contact you about your application. If you don't include an email address and mobile phone number, it may delay your application.
- To make sure our emails don't get missed in your spam folder, check your spam or junk folder regularly, or adjust your spam filter settings.
- We will contact you on your mobile phone number if we have any queries about delivery.

## Section 3: Details of previous and current passports held

### Get it right

Everyone must fill in Part A

### Uncancelled passports

In part **B**, enter details of **all** uncancelled passports that you are presenting.

A cancelled passport has the top right-hand corner of the cover cut off. An uncancelled passport has not been cancelled unless by its issuing authority. This may include:

- an expired passport (in other words one that has run out);
- passports you are or were included on (for example, as a child); and
- passports issued to you by any country (including British passports).

### Lost or stolen

You must only fill in part **C** if you or your child's current passport has been lost or stolen.

- Give us the details that you can about you or your child's lost or stolen passport, even if you have already told us that your passport has been lost or stolen.
- You must report the loss or theft of your passport as soon as possible. If your passport is lost or stolen you should:
  - Report it to the local police, in which the incident occurred so you can get an official police report. You will need this report to obtain a replacement travel document.
  - Complete an LS01 form and return it to the Civil Registry & Passport Office. This LS01 form will be needed when applying for a replacement passport.

If you later find the passport which you reported lost or stolen, you must return it to us. You will no longer be able to use the passport. You may also be held by the immigration authorities or the police if you try to do so.

For security reasons, any passport which is found by a third party such as the Police should be returned to us for cancellation and destruction.

## Section 4: Parents' details

### Get it right

You need to fill in this section if:

- You are applying to renew your passport, whether child or adult;
- You are applying to replace a passport that has been lost, stolen or damaged;
- You applying for your first passport (Virgin Islands);
- You are applying to extend your passport.

Give all the details for both parents of the person named at section 2 of the application form. This information is required to populate our new passport system in an effort to protect the identity of our applicants.

For nationality purposes, parents are defined in law as 'mother' and 'father'. Nationality by birth cannot always be gained through either parent's national status. Because of this, it is important that details of both parents are entered on the form.

- Details of your parents' claim to British Overseas Territory status will be required.

Step-parents and others taking a parental role that are not defined as either a 'mother' or a 'father' for nationality purposes must not fill in their details in section 4.

### Grandparents Information

For renewal BOTC (Virgin Islands) passport applications, grandparents' information is no longer required for the applicant. However, for first time BOTC (Virgin Islands) passport applications, grandparents' information for the applicant is required. Full name, town and country of birth, date of birth and date of marriage (if applicable) for the applicant's maternal and paternal grandparents are required to be type-written on a separate sheet of paper. This information is to be signed and dated by the applicant or by either parent (in the case of a child). Parents' town and country of birth should reflect the "town" as it appears on their birth certificates.

### Adoption

When a child is adopted in the qualifying Territory, nationality can be gained through either parent with British Overseas Territories status.

### Child with one parent

If you are the only parent of your child, fill in either the 'Mother or Parent 1' or 'Father or Parent 2' sections of the form, whichever applies to you and leave the spaces for an additional parent blank.

Add a note in section 8 to show that you are the only parent and why (whether you do not know the other parent of the child or are an individual adopter).

## Section 5: Certificate of registration or naturalisation

### Get it right

You must put a **cross** in the 'No' or 'Yes' box.

The **No box** applies if the person named in section 2 has been British Overseas Territories Citizens since birth. You do not need to fill in any more details in this section.

The **Yes** box applies if the person named in section 2 has been granted a certificate of registration or

naturalisation by the Home Office. Provide details from the certificate of registration or naturalisation here.

## Section 6: Children aged 12 to 15

### Get it right

A child applicant aged 12 to 15, or a child who will turn 12 within two weeks, needs to sign this section. This signature will appear in the passport. The person giving permission as a parent must still sign section 9 of the form.

### If your child is not able to sign the form, you should:

- leave this section blank; and
- in the case of a medical emergency, tell us in section 8 and attach a covering letter from a physician explaining why the child cannot sign.

## Section 7

Please do not write in this section. We have left it blank deliberately.

## Section 8: More information

### Get it right

Most people will not need to fill in this section. The examples below show when you should give us extra information using this section.

- Names or contact details, including email address and telephone number that you were not able to fit in the boxes in section 2.
- Please tell us which country's passport your countersignatory holds and his or her email address. The name of the country should read 'Virgin Islands'.
- If you have a mental or physical condition that you believe would prevent you from coming to, or taking part in an identity interview (See page 18).
- If your passport is damaged, explain briefly how it was damaged.

- If the application is for a child and you have parental responsibility, you should say if you have enclosed any court orders that relate to the child's residence in, contact with or removal from a country.
- If the address you have given in section 2 is not where you live, please explain why.

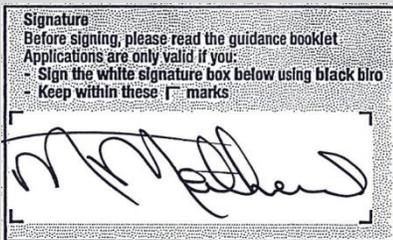
### If you need more space

- If there is not enough space in section 8, please include any extra information on a blank sheet of paper. This must be typewritten. You should sign this and include it with your application form.

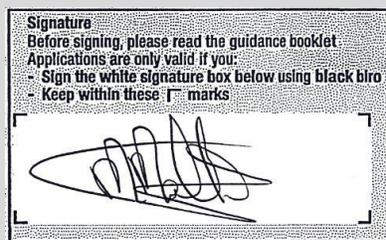
## Section 9: Declaration

### ✓ Get it right

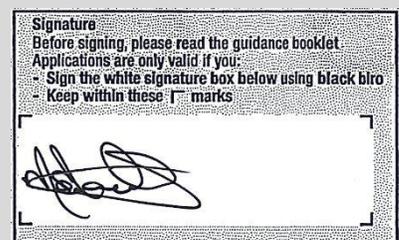
- Before you fill in and sign the declaration, read the form again to make sure that the information you have given is correct.
- Fill in this section if you are 16 or older, turning 16 in two weeks and are applying for:
  - your own passport
  - a passport for the child named in section 2, OR
  - someone who cannot sign and you are signing on their behalf.
- **In the case of a child under 16, either parent could include their name and relationship to the child as well as sign and date the declaration.**
- Read point 1 to 9 in the declaration section of the form before you date and sign. The signature you put on the application form will appear on the passport.
- If you are applying for a child, give your full name.
- Please keep within the borders when signing the application. See examples below.



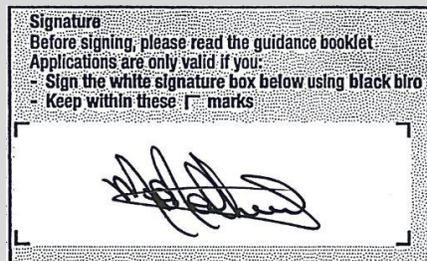
**Not Acceptable**



**Not Acceptable**



**Not Acceptable**



**Acceptable**

## People applying under age 18

If you are 16 and older, or you will turn 16 within two weeks, sign the declaration yourself. You do not require permission from the individual(s) with parental responsibility.

For applicants with a learning disability who cannot understand the consequences of signing the declaration in section 9, someone with parental responsibility should give their permission. Please use section 8 of the form to explain why the applicant cannot sign the declaration. A supporting letter should be submitted from the individual with parental responsibility.

### Parental responsibility

A child under 16 must have permission from a person with parental responsibility. If a child's parents are married, either parent can give permission if they were:

- married at the time of the child's birth, or
- married at any time after the child's birth.

If the child's parent is under 16, they can also sign the declaration on behalf of the child.

If the child's parents are not married, the mother can give permission. The father can sometimes give permission but usually only if he:

- has a parental responsibility order or agreement (which must be sent with the application)
- is named on the birth certificate (which must be sent with the application).

If a child has been adopted, either adoptive parent can give permission.

If parents are divorced, a custody order or maintenance order will not automatically take away the parent's parental responsibility.

Step parents (adults who enter into a marriage with someone that is already defined as a parent as explained above) can give permission only if they are

named on a parental order or parental responsibility agreement or have adopted the child.

If the child is in care or is living with foster parents, we will need permission from the Social Development Department before we can issue a passport to the child.

If the court has made an order about custody of the child, or about the child having a passport, this must be sent in with the application.

If an adult is acting as a parent in a situation other than one described in this section, please explain the circumstances in an accompanying letter to your application. We will also need documentary proof of your responsibility for the child.

If there is an ongoing custody case or a dispute about parental responsibility of the child, we may refuse to deal with the application if someone with parental responsibility has made an objection to the child having the passport. If the child is the subject of an ongoing custody case, we are unlikely to issue a passport without the express permission of both parents or on the direction of a local court. If we have already issued a passport to a child after an application has been made by one parent, the other parent or anyone else with parental responsibility cannot apply for a separate passport for that child.

Again, if we have issued a passport in good faith, we would not usually cancel that passport without the permission of both parents or a Court Order.

### If you cannot sign the declaration:

- someone with parental responsibility or guardianship should give their permission by signing the application. Please use section 8 of the form to explain why the applicant cannot sign the declaration. A supporting letter should be submitted from the individual with parental responsibility or guardianship, accompanied by a doctor's note.

For more advice or if the person with parental responsibility is not able to give permission, please see page 15 for ways to contact us.

## Section 10: Countersignature

### ✓ Get it right

A 'countersignatory' will need to fill in this section if you are applying:

- For a first British Overseas Territories Citizen passport;
- Renewing a passport;
- Replacing a lost, stolen or damaged passport;
- Extending a British Overseas Territories Citizen passport or
- Making changes to your existing passport.

### Countersignatories

- A countersignatory is someone who can confirm your identity. They need to confirm that, to the best of their knowledge, the details you have given in your application are correct, and they must also confirm that the photograph is of you.
- For child applications (aged under 16), it is also to confirm that they have personally known the parent who signed the declaration in section 9 of the application form, for at least two years. Please include the adults' name and not the name of the child. They must also confirm that this individual has parental responsibility for the child and confirm the child's photo.

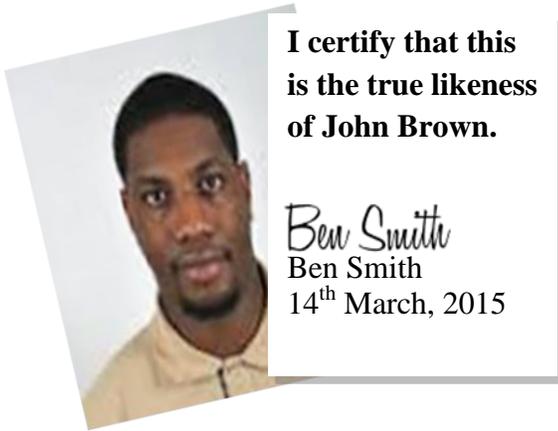
### The countersignatory must:

- be a professional person (including those who are retired) for example, senior banker, senior police officers, senior civil servants, ministers of government and religion, lawyers, doctors and people with professional qualifications like teachers, accountants, engineers and solicitors;

- have known you personally for at least two years, and;
- holds a British Overseas Territories (Virgin Islands) passport and exclude all other options provided on the application form (i.e. British, Irish, other EU, US or Commonwealth)

### The countersignatory needs to:

- tell us the country's (Virgin Islands) passport your countersignatory holds, and his or her email address at section 8;
- read through the completed application form to make sure the information is accurate;
- fill in section 10 of the form, giving their name, passport number, the capacity in which they know the applicant or applicant's parent (in the case of a child), number of years known, profession, employer's name, date and sign the signature box;
- give their business address (or private address if this does not apply) and contact details;
- for an adult application, 'certify' one of your photographs – signing and dating one of the photographs as shown in the example below;
- for a child application, 'certify' one photograph (giving the child's full name). The photograph should be signed and dated as shown in the example below; and
- put their initials next to any mistakes they may make in section 10.



### **The countersignatory must not:**

- be related to you (by birth or marriage);
- be in a personal relationship with you;
- be a commercially employed agent helping the applicant to apply for a passport;
- live at your address, or
- work for us at Civil Registry & Passport Office.

### **What we do with the details of the countersignatory**

As part of our work, we will check that the countersignatory is genuine. This may include checking their passport and other records to confirm their identity and their profession or professional qualifications.

Please make sure that your countersignatory knows that we may contact them and carry out these checks.

We may ask you to provide another application form with a different countersignatory if we are not satisfied with your choice of counterisgnatory or if we cannot contact them.

## What you need to include with your form

Please see checklist attached in the appendix. Please study this list carefully to make sure that you submit the right documents. Your application may be delayed if you don't submit the right documents. You may be required to submit additional supporting documents if we identify inconsistencies with the normal required documents.

### Get it right

- Unless stated, we do not accept photocopies, certified copies of documents, or documents that have been laminated. Please ensure that you present clear supporting documents that are not distorted or damaged.
- If you need to send a birth certificate, it must be a full birth certificate. (This is one that contains the details of both you and your parents).
- If any document you are providing is in a language other than English, also provide an official translation, duly notarized. This must be signed and stamped by a translator who is a member of a recognized professional organization to prove it is genuine.

## Questions and answers

### **I am renewing an adult passport. What supporting documents do I need to send?**

Please see the British Overseas Territory Citizen (Botc) Passport checklist in the appendix.

### **I am applying for a first British Overseas Territories Citizen passport. What supporting documents do I need to send?**

Please see the British Overseas Territory Citizen (Botc) Passport checklist in the appendix.

### **I am renewing a child passport. What supporting documents do I need to send?**

Please see the British Overseas Territory Citizen (Botc) Passport checklist in the appendix. In addition, please send us any court orders for the child that relate to

parental responsibility, residence, contact or taking the child out of a country. Please ensure the application form is countersigned.

### **I am applying for changes to be made to an existing passport. What supporting documents do I need to send?**

Please see the British Overseas Territory Citizen (Botc) Passport checklist in the appendix. In addition, you will be required to provide proof of your change of name. This also applies to those whose names were changed based on marriage. You will need to provide evidence of your name in current use, and if you have changed your name more than once, we will need to see proof to support every name change.

## Once you've filled in your application

### Passport fee

The passport fee is set in U.S. Currency and payable at the time of submitting the application.

We cannot usually refund the fee, if your application is unsuccessful or withdrawn. This is because we would have already carried out a lot of work in processing it.

The British Overseas Territories Citizen passport stays the property of the Crown, not the person who holds it. If payment is unsuccessful, we will cancel the passport and you will not be able to travel with it or use it for identity purposes.

### How much

\$125.00 – Adult (age 16 and older)

\$105.00 – Child (age 15 and younger)

Complimentary – Senior Citizens (age 65 and older)

### Express Service

## Contact us

We will need to ask you personal information to verify your identity when you contact us to check the progress of your application form.

### Passport advice

Visit us on the 1<sup>st</sup> Floor of the Sakal Building, Wickham's Cay, Road Town, Tortola, Virgin Islands, VG 1110 or contact us as follows:

**Mail:** Registrar General  
Civil Registry & Passport Office  
P.O. Box 3199  
Road Town, Tortola  
British Virgin Islands  
VG1110

**Email:** [infocris@gov.vg](mailto:infocris@gov.vg)

Expedited Service is no longer available however, an additional fee of \$65.00 will apply for requests for temporary passports for qualifying applicants.

### How to pay

You must pay in U.S. Currency by cash, credit card, debit card, local cheques or international money orders.

### Where to send

Please visit the Civil Registry & Passport Office on the ground floor of the Sakal Building to submit your application.

### We cannot:

- take responsibility for applications and supporting documents which missing on their way to us. We can only take responsibility once we have received the application and supporting documents into our care.
- replace any documents that you report as missing **one** month after we have issued the passport.

**Website:** [www.bvi.gov.vg](http://www.bvi.gov.vg)

**Facebook:** [www.facebook.com/bvicrppo](https://www.facebook.com/bvicrppo)

**Telephone:** 468-3034/3036

### Travel advice

The Civil Registry & Passport Office cannot answer questions about passport entry requirements for individual countries.

## Other information

### Service standards

We endeavor to treat all stakeholders in a fair and ethical way, whilst applying relevant laws and policies, thus contributing to the overall development and security of the Territory.

The Civil Registry and Passport Office is a department which falls under the Governor's Group that deals with all civil, nationality, belonging, passport and visa matters for customers both locally and internationally. We assist with obtaining travel documents, whilst supporting the government's mandate to become a 'World Class Public Service', by administering our services in an effective and professional manner.

### Our Values

- We believe that our customers deserve timely, courteous and professional service;
- We believe that constant monitoring and feedback will contribute to the growth and development of our department and our most valuable resource, our employees; and
- We believe that we are an integral link of the Public Service, working with the other links in a symbiotic relationship.

### Customer Service Goals – What can you expect from us?

- A safe environment for you and our staff;
- Information on the services we offer;
- Respectful, courteous and professional service;
- Responses to your inquiries and your requests for information in a timely manner;
- Access to our services on a 24 hour basis via our website at [www.bvi.gov.vg](http://www.bvi.gov.vg);
- Three qualified **Spanish** interpreters, if you do not speak English fluently.

- The details in your passport (including the chip) will be correct and we will return your supporting documents upon distribution of your new passport.
- We will give you a clear and helpful explanation if you are refused a British Overseas Territories Citizen passport because of citizenship or other reasons.

### Complaints about passports

#### Steps to take when dissatisfied with the service during a visit to a Government Office:

- Request to speak with the Customer Relations Officer;
- Request an Internal Complaints Form;
- Completely fill out the Internal Complaints Form;
- Return the Internal Complaints Form to the Civil Registry & Passport Office;
- Collect a signed copy from the office for your records;

#### Steps to take when dissatisfied with the service by telephone, mail or electronically:

- Visit the Civil Registry & Passport Office or request that an electronic Internal Complaints Form be emailed to your e-address;
- Completely fill out the Internal Complaints Form, ensuring that it is signed;
- Return it to the respective department electronically or hand delivery;
- Expect an electronic confirmation of your complaint or pick-up a copy at the Civil Registry & Passport Office.

## STAGE I

Once an Internal Complaints Form is received and processed, you will receive a written response from the Head of the Department within two (2) weeks of your submission. (Please note that you may be contacted by the Civil Registry & Passport Office to provide additional information).

## STAGE II

If you are not satisfied with the decision at Stage I, you have the right to request that your complaint be advanced to the next level of authority that in most cases will be the Ministry of the department where the complaint was filed.

You will then receive written correspondence that your complaint has been forwarded to the respective Ministry.

Once the Ministry receives and reviews your Complaint File, you will receive one or more of the following within one (1) month:

- A. Acknowledgement letter from the respective Ministry;
- B. Written correspondence with a decision from the Permanent Secretary;
- C. A meeting (telephone/in person) with the Customer Relations Officer.

## STAGE III

If you are dissatisfied with the response at the Ministerial level and you have not had an opportunity to meet with the Permanent Secretary, you have a right to request a meeting with the Permanent Secretary to discuss and/or seek an amicable resolution or obtain clarity on the policies and procedures associated with passports.

## STAGE IV

At this stage, in the unlikely event that no satisfactory resolution has been reached on your part, you have the right to request that the Ministry forwards your Complaints File and all correspondence to the Deputy Governor for final resolution.

If your internal complaint was processed and forwarded through all four stages without your satisfaction, you can contact the Virgin Islands Complaints Commission by telephone 284-468-5123 or by emailing [complaints@gov.vg](mailto:complaints@gov.vg).



*Our customers are valued, respected and appreciated, and we are here to provide all services, at a World Class Standard. **It's Your Right!***

### **When you write to or email us, please provide:**

- full details of the problem;
- the name and date of birth of the person the passport was for;
- the date the application form was submitted to our office;
- which of our offices the application form was submitted to;
- the passport number, if you have one;
- information so we can contact you (name, address, postcode, zip code, daytime/mobile and evening phone numbers, and a fax number and email address if you have these).

## **Identity interviews**

In some cases we may call you for an identity interview in order to verify details in your application. This will take place at the Civil Registry & Passport Office. In the case of child applications, we may need to talk to one or both parents of the child. The interview will help us to confirm your identity and that the passport application we have checked belongs to you. You may also be asked to attend an interview with additional documentation. This is an important part of our commitment to help to reduce identity fraud. It will help us to spot and prevent other people using your identity and committing fraud in your name.

You should send us your application form in the normal way. If an interview is considered necessary we will then contact you. This process will increase the time it takes for us to process your application.

If you have a mental or physical condition that would prevent you from taking part in an identity interview,

please let us know in section **8** of the application form. You should also provide a letter from your doctor or hospital consultant explaining your condition and if this is likely to be permanent or if an improvement can be expected.

## **What we will ask you at the interview**

We will ask you to confirm basic information about yourself or your child, including information that someone is trying to steal your identity that you may not know. Our questions will also be based on information you give in your application form, your supporting documentation and from our searches against other public and private sector databases or records. The questions we ask will not be the same at every interview.

If you are invited to come for an interview, we will write or telephone with more information.

## APPENDIX

### BRITISH OVERSEAS TERRITORY CITIZEN (BOTC) PASSPORT CHECKLIST

**Important:** Please note that although we have provided a general list of documents for each scenario listed below, additional documentation may be required in some cases. After review of your application, our customer service representative will inform you of any additional documentation required.

1. Applicant born in the Virgin Islands before 1983 require:
  - (a) A completed application form
  - (b) The fee
  - (c) Birth certificate
  - (d) 2 photographs
  - (e) Marriage certificate of applicant (where applicable)
  - (f) Divorce decree of applicant (where applicable)
  - (g) Current BOTC passport
  
2. Applicants who were born in the Virgin Islands or abroad after 1982, and whose mother is (was) a British Overseas Territory Citizen require:
  - (a) A completed application form
  - (b) The fee
  - (c) Birth certificate
  - (d) 2 photographs
  - (e) Birth certificate of applicant's mother to prove that she is (was) a British Overseas Territories Citizen
  - (f) Marriage certificate of applicant (where applicable)
  - (g) Divorce decree of applicant (where applicable)
  - (h) Current BOTC passport
  
3. Applicants who themselves and their mother were both born after 1982, and whose maternal grandmother is (was) a British Overseas Territories Citizen require:
  - (a) A completed application form
  - (b) The fee
  - (c) Birth certificate
  - (d) 2 photographs
  - (e) Birth certificate of the applicant's mother
  - (f) Birth certificate of the applicant's maternal grandmother to prove she is (was) a British Overseas Territories Citizen
  - (g) Marriage certificate of applicant (where applicable)
  - (h) Divorce decree of applicant (where applicable)

- (i) Current BOTC passport
4. Applicants who were born in the Virgin Islands after 1982 and whose father is (was) a British Overseas Territories Citizen require:
- (a) A completed application form
  - (b) The fee
  - (c) Birth certificate
  - (d) 2 photographs
  - (e) Birth certificate of the applicant's father to prove that he is a British Overseas Territories Citizen
  - (f) Marriage certificate of the applicant's mother and father
  - (g) Where applicable, divorce decrees absolute with respect to any previous marriages of applicant's parents.
  - (h) Marriage certificate of applicant (where applicable)
  - (i) Divorce decree of applicant (where applicable)
  - (j) Current BOTC passport
5. Applicants who were born on or after 1<sup>st</sup> July, 2006 and whose father is (was) a British Overseas Territories Citizen require:
- (a) A complete application form
  - (b) The fee
  - (c) Birth certificate
  - (d) 2 photographs
  - (e) Birth certificate of the applicant's father to prove that he is a British Overseas Territories Citizen
  - (f) Current BOTC passport
6. Applicants who themselves and their father were both born in the Virgin Islands after 1982 and the paternal grandfather is (was) a British Overseas Territories Citizen require:
- (a) A completed application form
  - (b) The fee
  - (c) Birth certificate
  - (d) 2 photographs
  - (e) Birth certificate of the applicant's father
  - (f) Marriage certificate of the applicant's mother and father
  - (g) Where applicable, divorce decrees absolute with respect to any previous marriages of applicant's parents.
  - (h) Birth certificate of the applicant's paternal grandmother to prove she is (was) a British Overseas Territories Citizen
  - (i) Marriage certificate of the applicant's paternal grandparents
  - (j) Where applicable, divorce decrees absolute with respect to any previous marriages of applicant's paternal grandparents
  - (k) Marriage certificate of applicant (where applicable)
  - (l) Divorce decree of applicant (where applicable)

(m) Current BOTC passport

7. Applicants who were born in the Virgin Islands or abroad, and whose father is (was) a British Overseas Territory Citizen require:
  - (a) A completed application form
  - (b) The fee
  - (c) Birth certificate
  - (d) 2 photographs
  - (e) Birth certificate of applicant's father to prove that he is (was) a British Overseas Territories Citizen
  - (f) Marriage certificate of the applicant's mother and father
  - (g) Where applicable, divorce decrees absolute with respect to any previous marriages of the applicant's parents
  - (h) Marriage certificate of applicant (where applicable)
  - (i) Divorce decree of applicant (where applicable)
  - (j) Current BOTC passport
  
8. Applicants who were Naturalised as a BDTC/BOTC in the Virgin Islands require:
  - (a) A completed application form
  - (b) The fee
  - (c) 2 Photographs
  - (d) Original Naturalisation certificate
  - (e) Marriage certificate of applicant (where applicable)
  - (f) Divorce decree absolute of applicant (where applicable)
  - (g) Current BOTC passport
  
9. Applicants who were Registered as a BDTC/BOTC in the Virgin Islands require:
  - (a) A completed application form
  - (b) The fee
  - (c) 2 Photographs
  - (d) Original Registration certificate
  - (e) Marriage certificate of applicant (where applicable)
  - (f) Divorce decree absolute of applicant (where applicable)
  - (g) Current BOTC passport

# CONDITIONS FOR COLLECTING A BRITISH OVERSEAS TERRITORY PASSPORT

**(TO BE READ BY ALL APPLICANTS)**

Please note that applicants who are 18 years of age and older, are expected to appear in person to receive their passports. If the applicant cannot appear in person and would like to have someone collect the passport on their behalf, a **typed letter of consent**, signed by the passport holder/authorized individual (over the age of 18) is required to collect the passport or any third party document(s),

In the case of persons under the age of 18, either parent of the child is required to appear in person to receive the child's passport along with a valid government issued identification. Any other person who is not the parent of the child is required to produce **a typed letter of consent** from either parent, along with a valid government issued identification to collect the child's passport.

Individuals collecting passports on behalf of the passport holder must produce valid government issued identification, for verification.

**All consent letters must be typed on a plain sheet of 8.5" X 11" sized paper.** They also must include the date, applicant's name, the collector's name, description of what is being collected and the applicant's/parent's/legal guardian's signature. The type-written letter should be addressed to Mrs. Stephanie Benn, Registrar General, Civil Registry and Passport Office.

Passports cannot be mailed or be collected by anyone under the age of 18.

The passport may not be released, if the applicant fails to comply. Thank you for your cooperation.



# **RULES FOR PASSPORT PHOTOS**

- You require two (2) identical photos for a passport application.
- You must provide new photos when making application for a new passport, even if your appearance hasn't changed.
- Your application will be delayed, if your photos do not meet the standards as outlined within.

## **The size of your photos**

Your photos must:

- measure 45 millimetres (mm) high by 35mm wide (the standard size used in photo booths in the UK)
- not be a cut down version of a larger picture

## **The quality of your photos**

Your photos must be:

- printed to a professional standard
- taken within the last month
- in colour on plain white photographic paper with no border
- taken against a plain cream or light grey background
- clear and in focus
- no dark shadows in the background
- without any creases or tears
- unmarked on both sides (unless a photo needs to be countersigned)
- unaltered by computer software

## **What your photos must show**

Your photos must:

- be a close-up of your full head and upper shoulders
- contain no other objects or people
- be in clear contrast to the background

In your photo, you must:

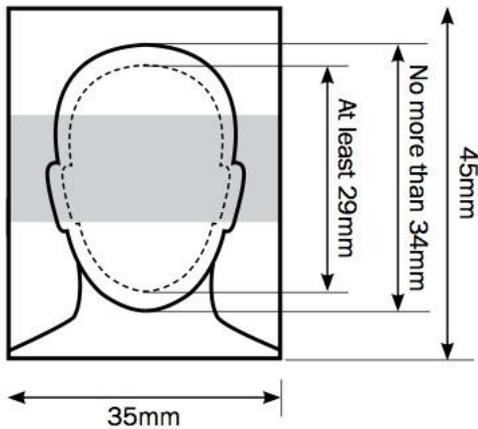
- be facing forward and looking straight at the camera
- have a neutral expression and your mouth closed
- have your eyes open, visible and free from reflection or glare from glasses
- not have hair in front of your eyes
- not have a head covering (unless it's for religious or medical reasons)
- not have anything covering your face
- not have any 'red eye'

- not have any shadows on your face or behind you

You can't wear sunglasses or tinted glasses. You can wear reading glasses but your eyes must show fully through clear lenses without glare or reflections.

### **The size of your image**

The image of you - from the crown of your head to your chin - must be between 29mm and 34mm high.



### **Photos of babies and children**

Children must be captured on their own in the picture. Babies must not be holding toys or using dummies.

Children under six (6) don't have to be looking directly at the camera or have a neutral expression.

Children under one don't have to have their eyes open. You can support their head with your hand, but your hand must not be visible in the photo.

### **Posting your photos**

When sending your application, your photos must be:

- separated from each other
- loose and not attached to your application form

# Photo do's and don'ts

