

# Declare your New Zealand passport or travel document lost, stolen, damaged, or involved in a data breach or scam



Internal Affairs  
Te Tari Taiwhenua

PAS201

Use this form if you:

- want to report your New Zealand passport or travel document has been lost, stolen, damaged, or involved in a data breach or scam, and
- do not want to replace your passport or travel document immediately.

If you would like to apply for a new passport or travel document immediately, use the adult passport application form (PAS310), the child passport application form (PAS305), the Certificate of Identity application form (PAS205) or the Refugee Travel Document application form (PAS207).

## Before you fill in this form

You can complete this declaration online at: [passports.govt.nz/lost-stolen-or-damaged-passport](https://passports.govt.nz/lost-stolen-or-damaged-passport)

## Declaring your New Zealand passport or travel document lost, stolen or damaged

You should declare your passport or travel document lost, stolen, or damaged to prevent identity theft and other illegal use. We will permanently cancel your passport or travel document and add an alert to your record. We will not issue you a new passport or travel document until you apply for a new one.

If your passport or travel document has been lost or stolen in New Zealand, you must report the loss or theft of your passport or travel document to the Department of Internal Affairs.

If your passport or travel document is still valid, you will also need to report the loss or theft to the local police and obtain a police report or reference number.

If your passport or travel document has been lost or stolen outside New Zealand, you should report the loss or theft of your passport or travel document to the local police and the nearest New Zealand Passport Office, New Zealand Embassy or New Zealand High Commission. To find the contact details of your nearest New Zealand High Commission or Embassy visit: [mfat.govt.nz](https://mfat.govt.nz)

If your passport or travel document is damaged, you will be unable to use it for travel. Post your damaged document with this declaration.

## Declaring your New Zealand passport has been involved in a data breach or scam

If your passport or travel document has been involved in a data breach or scam, we can add an alert to your record. This means extra security checks are carried out if your passport details are used in a passport, citizenship, or RealMe Verified Identity application.

You can cancel your passport or travel document or continue to use it until it expires.

If you cancel your passport or travel document, you cannot use it for travel. Post it to us with this declaration.

## How to complete this declaration

Fill in this declaration and include details of when, where and how the passport or travel document was lost, stolen or involved in a data breach or scam.

The person named on the passport or travel document must sign the declaration unless they are aged 15 or under. In this case, the parent or guardian of the child must sign the declaration.

## How to submit this declaration

### Post

If your passport or travel document is damaged, or you are cancelling it because it was involved in a data breach or scam, post your passport or travel document with your completed declaration.

#### New Zealand

Post to:

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

Courier to:

New Zealand Passport Office  
Department of Internal Affairs  
Level 2, 7 Waterloo Quay  
Pipitea  
Wellington 6011  
New Zealand

#### Australia

Post to:

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

Courier to:

New Zealand Passport Office  
Department of Internal Affairs  
Level 22, 20 Bond Street  
Sydney NSW 2000  
Australia

#### United Kingdom

Post or courier to:

New Zealand Passport Office  
1 Pall Mall East  
London SW1Y 5AU  
United Kingdom

### Email

If your passport was lost or stolen, or you are placing an alert on your passport without cancelling it, email your completed declaration to: [passportsnz@dia.govt.nz](mailto:passportsnz@dia.govt.nz)

### Privacy statement

#### 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, Level 2, 7 Pipitea Street (PO Box 10-526), Wellington. Under the Privacy Act 2020 you may access and request a correction of any of your personal information.

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

Under the Passports Act 1992 and the Privacy Act 2020, 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. Information may also be disclosed under an authorised information matching programme in

accordance with Part 10 of the Privacy Act 2020.

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.

For more information, including a list of authorised information matching programmes, visit: [dia.govt.nz](http://dia.govt.nz)

The information collected in your application may be used in statistical analysis and reporting for service improvement and business management purposes. Personal information will only be used where necessary for those purposes.

Data is stored, accessed and retained in accordance with our Privacy Policy, Information Management Policy, and the DIA Code of Conduct which incorporates our ICT and security policies, and in compliance with the Privacy Act 2020 and the Public Records Act 2005.

# Declare your New Zealand passport or travel document lost, stolen, damaged, or involved in a data breach or scam



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How to answer this form:

- You can complete this form by hand or on-screen using Adobe Acrobat Reader.
- You can use the tab key to move to the next fillable form field in Adobe Acrobat Reader.
- You must still print off the application and sign by hand.

## 1. Which travel document has been lost, stolen, damaged, or involved in a data breach or scam? (tick one)

- ☐ New Zealand passport
- ☐ Refugee Travel Document
- ☐ Certificate of Identity
- ☐ Emergency Travel Document

## 2. Document details (if known)

Document number

Place of issue

Date of issue (dd/mm/yyyy)

## 3. Your details as they appear in the passport or travel document

Surname or family name

First and middle names

Date of birth (dd/mm/yyyy)

#### 4. Your contact details

Contact phone number

Email address

#### 5. Incident details

5a. What happened to your passport or travel document? (tick one)

- ☐ Lost
- ☐ Stolen
- ☐ Damaged
- ☐ Involved in a data breach or scam

Date of incident (dd/mm/yyyy)

5b. Explain what happened to the passport or travel document

Write as many details as possible. Include locations and addresses in your description. Send us a separate piece of paper with further details if you run out space to write on this page.

Explanation of incident

5c. Police report details (if your valid document was lost or stolen)

If your passport or travel document is still valid, you must report the loss or theft of your passport or travel document to the local police. You must also send us the original police report or provide the reference number.

- ☐ I have enclosed a police report.
- ☐ I have provided a police reference number below.

Police reference number

**6. Would you like to add an alert to your passport record?** (If your passport or travel document was involved in a data breach or scam)

This means extra security checks will be done if your passport details appear on a passport, citizenship, or RealMe Verified Identity application. You can choose to continue using your passport for travel up until the expiry date, or to cancel your passport.

If you choose to cancel your passport, post it to us with this form.

- ☐ Yes, I want to add an alert and keep using my passport.
- ☐ Yes, I want to add an alert and cancel my passport.
- ☐ No, I do not want to add an alert and I want to cancel my passport.


**7. Parent or guardian details** (if passport holder is aged 15 or under)

Fill in this section if you are completing this application on behalf of your child.

Full name

Relationship to child

**8. Declaration**

 **WARNING:** Once you declare your passport or travel document lost, stolen or damaged, it cannot be used for travel. It will be cancelled immediately and Interpol and border authorities will be advised. Anyone attempting to travel on a travel document that has been lost or stolen will be refused travel.

It is an offence against the Passports Act 1992 to knowingly or recklessly make a false statement to obtain another passport or travel document. To do so may result in a fine, imprisonment, or both.

- I declare that the information I have provided in this form is correct.
- I acknowledge that in notifying that my passport or travel document is lost, stolen or damaged to the Passport Office, a New Zealand Embassy, a New Zealand High Commission or the police, that it will be permanently cancelled and rendered unusable.
- I acknowledge that if I choose to cancel a passport or travel document involved in a data breach or scam, that it will be permanently cancelled and rendered unusable.
- I acknowledge that if my passport was involved in a data breach or scam and I choose to add an alert to my passport record, extra security checks will be done if my passport details appear on a passport, citizenship, or RealMe Verified Identity application.

Signature

Date signed (dd/mm/yyyy)