



Application for a New Zealand Passport

Uruwhenua Aotearoa

Adult Renewal

GO [ONLINE](#) anytime to apply for a New Zealand passport:

- ▶ Renew an existing or out of date passport
- ▶ Replace a lost, stolen or damaged passport
- ▶ Change the name in your passport
- ▶ Renew a passport in a hurry

No paper, postage or visit to our office.

Go to www.passports.govt.nz



The easiest and fastest way to renew your passport is online.
Paper applications take longer as they require extra processing.

USE THIS FORM if you do not have internet access and are 16 years or over and:

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

Use the Adult form if you do not have internet access and 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, stolen or damaged.

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.



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

- ▶ 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 4 462 0650

Australia: Freephone 1300 559 535
Phone +61 2 9225 2300

United Kingdom: Phone +44 20 7968 2730

Website: www.passports.govt.nz

TEAR OFF AND KEEP FOR YOUR REFERENCE



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

New Zealand: Freephone 0800 22 50 50

Australia: Freephone 1300 559 535

United Kingdom: +44 20 7968 2730

If you have any queries about your application form, phone the helpline and quote this application number:



Te Tari Taiwhenua
Internal Affairs

How to complete this application form

Tear off 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
---	---	---	---	---	---
- Put a line through mistakes like this

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

. 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.
If your name includes a diacritic please contact us for advice.

Name endorsements

The Department is no longer able to include "also known as" name endorsements into a passport.
If your current passport contains an also known as name, this will not be included in your new passport.
If you already have your married name endorsed into your current passport and want your new passport issued in this name, then write this name in question 1.

Gender diverse (X)

While New Zealand travel systems recognise "X" gender passports, some international travel authorisation systems and e-Gates may not, you may still be asked to provide your gender information as either male or female when travelling.
You may want to check with the embassy or high commission of any country you wish to visit or transit through to enquire about any entry requirements.
For more information, please visit our website, www.passports.govt.nz/what-you-need-to-renew-or-apply-for-a-passport/information/.

Changing your gender identity

If you would like your passport issued in a gender that is different to your birth record, citizenship record or previous passport, write your preferred gender in the changing gender identity section of the passport application form.
The Department of Internal Affairs reserves the right to request the return of your previous passport for cancellation.

Height and eye colour

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

- Write 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.

Emergency Travel Document

If you are applying for a replacement of your Emergency Travel Document you must use the Adult form. Please do not complete this form.
The Department of Internal Affairs reserves the right to request the return of any travel document from the holder at any time.

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 or if we need to contact you about your passport. Write in phone numbers and an email address, so we can contact you.

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, write 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 or part of your extended family group
- 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, date of birth 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 2 identical colour photos that are less than 6 months old and send them with this application. **Do not staple or paperclip the photos to the application as this will damage them and we may not be able to use them in your passport.**

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 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.

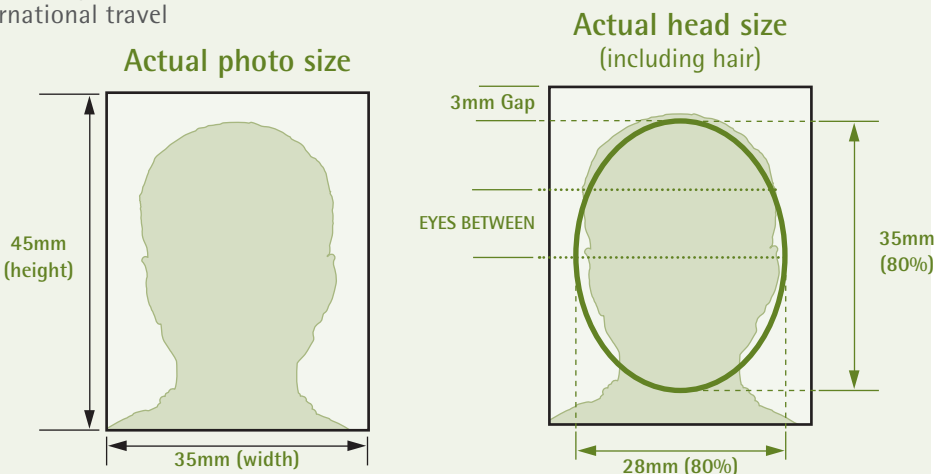
Glasses

- 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: for current processing timeframes, visit passports.govt.nz/passport-timeframes

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.

Cost of your application and courier fees

To find out the cost of application fees and courier fees, refer to the fees sections on pages 5 and 6 of this application form, visit www.passports.govt.nz or phone one of the following numbers:

New Zealand:

Freephone 0800 22 50 50 within New Zealand
+64 4 462 0650 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 or debit card. DO NOT POST CASH.

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

If you pay by credit card or debit card

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

Delivery details

Delivery is by courier. Refer to the fees section on page 6 of the application form for more information.

The international courier fee is also on the fees sheet or visit www.passports.govt.nz or phone one of the numbers above.

7 Send your application to us

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

NEW ZEALAND	AUSTRALIA	UNITED KINGDOM
Post to: New Zealand Passport Office Department of Internal Affairs PO Box 1568 Wellington 6140 New Zealand	Post to: New Zealand Passport Office Department of Internal Affairs GPO Box 365 Sydney NSW 2001 Australia	Post or courier to: New Zealand Passport Office Department of Internal Affairs 1 Pall Mall East London SW1Y 5AU United Kingdom
Courier only to: New Zealand Passport Office Department of Internal Affairs Level 2, 7 Waterloo Quay Pipitea Wellington 6011 New Zealand	Courier to: New Zealand Passport Office Department of Internal Affairs Level 22, 20 Bond Street Sydney NSW 2000 Australia	

OTHER COUNTRIES

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

Alternatively, contact your nearest New Zealand Embassy or High Commission to see if you can submit your application via their office for an additional fee. **NB Not all offices provide this service.**

To find the contact details of your nearest New Zealand High Commission or Embassy visit www.mfat.govt.nz.

Passports Act 1992, Section 4(3)(b)

Under the terms of the Passports Act 1992, the Minister may refuse to issue a New Zealand passport where:

- there is in force a warrant issued in New Zealand for the arrest of the applicant
- the applicant is on bail or is subject to a community-based sentence under subpart 2 of Part 2 of the Sentencing Act 2002; or
- a sentence of home detention under subpart 2A of Part 2 of the Sentencing Act 2002; or
- is released under subpart 2 of Part 1 of the Parole Act 2002; or
- the applicant is required by an order made by a New Zealand court to refrain from obtaining a passport or to surrender a passport; or
- the applicant is subject to an order made by a New Zealand court that requires the applicant, or the effect of which requires the applicant to remain in New Zealand; or
- the applicant is subject to a sentence imposed by a New Zealand court, the effect of which requires the applicant to remain in New Zealand.

Privacy statement

The information we ask for as part of your New Zealand passport application is needed to confirm your identity and eligibility to be issued a New Zealand passport. The information collected is required to process your application for a New Zealand passport under the Passports Act 1992.

We may use information sharing agreements, authorised by law, to obtain information from other sources (such as the Citizenship Office and Births, Deaths and Marriages) to establish your identity and confirm your eligibility for a New Zealand passport.

Depending on where your New Zealand passport is being delivered, we will provide your email address and contact phone number to our trusted courier providers. This will allow them to provide you with your tracking number and contact you if there are any issues with delivery. You can find a current list of our courier providers at www.passports.govt.nz.

For delivery within the United Kingdom your email address and contact phone number will only be used if there are any issues with delivery. You will not receive a tracking number.

The Department may, under a written agreement between the Secretary of Internal Affairs and the Chief Executive of the organisation requesting the information, share information from your passport records with an organisation that requires the information to 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. This information sharing is authorised under the Passports Act 1992 and the Privacy Act 2020. More information can be found at www.dia.govt.nz.

The information that may be shared includes, but is not limited to, the information recorded in your passport, the status of your passport, the Department's passport database key number, and other information relating to your passport that may be required. You have a right to access and request a correction of any personal information collected under the Privacy Act 2020.



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.



Detach the guide notes here





Application for a New Zealand Passport

Uruwhenua Aotearoa

Adult Renewal



Please use a BLACK or BLUE ballpoint pen and write in CAPITAL letters inside 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**

/ / ► e.g. 2 9 / 0 9 / 1 9 6 8

Tick your **gender**

Male Female

Gender X See page 1 of the guide notes

Changing your gender?

Write your **height**

(centimetres)

Write your new gender here

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.



WARNING: Once your 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

Write your home address

Unit and/or house number Street name

Suburb

City or town

Post code

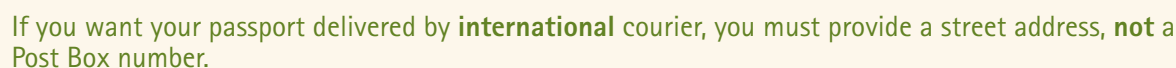
State

Country



Please write your email address in CAPITAL letters so that our computer software can accurately capture your information.

Write the address you want your passport **delivered** to if **different** from your **home address**



Business name (if required)

State	Country

3 Your emergency contact

Write the name and contact details of a person who can be contacted in case of emergency

Write their address and contact details

Home phone +

COUNTRY CODE AREA CODE PHONE NUMBER

Day-time phone +

COUNTRY CODE AREA CODE PHONE NUMBER

Fees – effective from 25 May 2023

An Adult passport is valid for a maximum period of 10 years.
A Child passport is valid for a maximum period of 5 years.


ADULT	Lodged in New Zealand	Lodged in Australia	Lodged in the United Kingdom
Standard service (see guide notes)	NZD \$206.00	AUD \$242.00	GBP £137.00
Urgent service (up to 3 working days)	NZD \$412.00	AUD \$484.00	GBP £274.00
Callout service (by appointment only)	NZD \$837.00	AUD \$928.00	GBP £525.00

CHILD	Lodged in New Zealand	Lodged in Australia	Lodged in the United Kingdom
Standard service (see guide notes)	NZD \$120.00	AUD \$142.00	GBP £80.00
Urgent service (up to 3 working days)	NZD \$326.00	AUD \$384.00	GBP £217.00
Callout service (by appointment only)	NZD \$751.00	AUD \$828.00	GBP £468.00

Application fees must be paid in the currency of the location where you are lodging your application.
Application fees are regulated by the Passport (Fees) Regulations 2015.

As fees are all regulated in New Zealand dollars, from time to time the fees for lodging your application in Australia or the UK are reviewed to reflect the current exchange rate. The latest review took effect from 25 May 2023.

If you reside outside of New Zealand, and are sending your application to New Zealand for processing, we will exclude the GST amount from the above New Zealand application fees. Please note that international courier fees apply.

See over for international courier fees 

Payment card details

Funds must be available in your account when your application arrives or it will be delayed.

[Tick card type](#) ▶

☐ Visa ☐ MasterCard ☐ AMEX ☐ Debit card

Card number

-

-

-

Card expiry date

/

If you are making payment with a credit card at our UK office include the CSV number (last 3 or 4 digit number of the reverse side of the card)

CSV Number

(Only needed when lodging application in the UK)

Name as it appears on card

Cardholder's signature

▶

I authorise the Department of Internal Affairs to charge the total amount across to my credit or debit card.

International courier fees

DELIVERY ZONE	Lodged in New Zealand	Lodged in Australia	Lodged in the United Kingdom
New Zealand	Included in application fee	Lodge your application in New Zealand	Lodge your application in New Zealand
Australia	NZD \$15.00	Included in application fee	Renew your passport online or lodge your application in Australia
United Kingdom	NZD \$25.00	Renew your passport online or lodge your application in the United Kingdom	GBP £9.00
Asia Pacific countries	NZD \$15.00	AUD \$24.00	Renew your passport online or lodge your application in New Zealand or Australia
United States	NZD \$20.00	AUD \$28.00	GBP £27.50
European countries (excluding the UK and countries listed below)	NZD \$25.00	Renew your passport online or lodge your application in the United Kingdom	GBP £18.50
Bulgaria, Bosnia and Herzegovina, Cyprus, Croatia, Greece, Macedonia and Malta	NZD \$30.00	Renew your passport online or lodge your application in New Zealand or the United Kingdom	GBP £18.50
'Rest of World' Includes: Azerbaijan, Armenia, Georgia, Moldova and Ukraine	NZD \$30.00	Renew your passport online or lodge your application in New Zealand or the United Kingdom	GBP £34.50

NOTE:

- If your delivery address is in Libya, 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.
- If your delivery address is in Morocco – please contact our London Office prior to submitting your application.

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 must be paid directly by the applicant in the country of delivery and cannot be paid in advance to the Department.