



IMPORTANT NOTICE
to
PASSPORT APPLICATION ACCEPTANCE AGENTS
September 8, 2016

No Eye Glasses Permitted in Passport Photos

This notice is to inform Passport Application Acceptance Agents of a new requirement for passport photos. **Effective November 1, 2016 passport photos of customers wearing eye glasses will not be accepted except under special conditions.** The media has recently reported on this new requirement. Below are the talking points you should use when receiving inquiries about eye glasses from customers.

- Beginning November 1, 2016, customers must remove their eye glasses when taking a photo for a U.S. passport.
- This change in the requirement allows us to more readily identify our customers.
- Photos of customers wearing eye glasses often have a glare on the lens. Glasses also create shadows on customers' faces or block a portion of their eyes.
- Last year, more than 200,000 passport customers submitted poor quality photos which we could not use to process their passport applications. We needed to request new photos from these customers which delayed the issuance of their passport.
- By removing eye glasses, passport customers are less likely to experience delays in the application process.
- Customers may wear glasses only in rare circumstances of medical necessity, (e.g., when a customer has had recent surgery and eyeglasses are necessary to protect the applicant's eyes during urgent travel.)
- Customers should obtain a signed statement from a medical professional or health practitioner (such as a surgeon or ophthalmologist) in these cases.

We will send you reminder notifications about the requirement before the date it goes into effect. Please contact your regional Customer Service Manager(s) with any questions on this policy.