IMPORTANT NOTICE TO PASSPORT ACCEPTANCE AGENTS
August 10, 2020

Acceptance of Expired Drivers Licenses and State Identification Cards

Due to the COVID-19 pandemic, some states are automatically extending the validity period of state driver licenses and state identification cards.

Passport applicants are normally required to submit a valid identification document, such as a driver's license or state identification card. Effective immediately and until further notice, you may accept a recently expired driver's license or state identification card if the applicant claims that they cannot get a new document issued because the state office is closed or the state has extended the validity of the document. Please advise these customers that the passport agency will contact them if they need additional information or supplemental identity documents.

Passport Operations during the Pandemic
We are busy processing passport applications as we continue to bring more employees safely back to work. Details of our operations are located on travel.state.gov and are updated regularly.

It is important to remember:
- We are not offering expedited service at this time. **You must not collect the $60 expedite fee** from customers. We will notify you when expedited service is available.
- Passport agencies and centers are only open to assist customers who need a passport in the next 72 hours (3 business days) for a life-or-death emergency. Customers must make an appointment for life-or-death emergency service by contacting the National Passport Information Center (NPIC) and cannot walk in to our agencies or centers.
- Customers who apply at an acceptance facility or renew through the mail will still experience delays before receiving their passport. We anticipate a return to our normal processing times this fall.
- Customers can check the status of their application online at travel.state.gov or by calling NPIC at 1-877-487-2778.

Please contact your Customer Service Manager(s) if you have questions.

CA/PPT/S/PMO/CS – 08.10.2020