

Press release: Ten minute passport renewal service extends to 16 to 25 year olds

The online passport renewal service, which takes an average of 10 minutes to complete, has previously only been available to people over the age of 26.

An HMPO survey found that 63 percent of people would prefer to renew their passport online. Over 300,000 16 to 25 year olds renew their passport each year, the expansion means that they will all be able to benefit from the service which provides an easy, convenient and secure service to British nationals across the globe.

Immigration Minister Brandon Lewis said:

This service makes it easier than ever before to renew your passport and I am delighted that we are now able to offer it to 16 to 25 year olds.

We are harnessing technology to transform our services. As part of this service, customers are able to digitally upload pictures taken on their tablet or smartphone, and even those taken at photo shops or booths, to their passport application.

We want to ensure we have a modern and easy-to-use service for our millions of passport holders and applicants.

The survey also found that 84 percent of women and 74 percent of men were embarrassed to some extent by their current passport photograph.

In addition over 30 percent of applicants report that it can take them multiple attempts to take a compliant passport photo themselves. This is one of the reasons HMPO have significantly increased the digital offering. This includes the option to get the photo taken in a photo booth or shop where a compliant photo is uploaded and a special code is generated that is then used to start your online application. This will make applying for a passport easier and help applicants to get their passport photo right the first time.

HMPO issue 6 million passports every year, and these new services make the process of applying for a passport even more simple and convenient.

Notes to editors

To renew your passport online visit www.gov.uk/apply-renew-passport