



IMPORTANT NEWS FOR BRITISH NATIONALS IN ECUADOR ABOUT CHANGES TO PASSPORT ISSUING ARRANGEMENTS

From 12 October 2009 the British Embassy in Quito no longer issues UK passports in Ecuador. Instead, you will have to send your application and fees, by courier, to the UK Passport Service Centre in Washington at the following address:

The UK Passport Service Centre for the Americas and Caribbean
British Embassy
19 Observatory Circle, NW
Washington DC 20008

How should you do this?

- First, you need to download the passport application form from Washington's passport website (<http://ukinusa.fco.gov.uk/en/passports/>) and read carefully the instructions.
- For payment, you should fill in a credit card authorisation form and attach it to your application.
- After fulfilling all the requirements you should send the application form and any supporting documents you identified from the instructions to Washington DC by courier.
- Ensure to provide an email address in your application form in case Washington need to contact you.
- The courier transit time from Quito or Guayaquil to Washington is about 2-3 working days. An extra 1-2 days will be required if delivering your application from another city, not Quito or Guayaquil.
- You can chose any local courier company to send your passport application, but you would need to pay for one-way delivery fee to Washington DC, after which the Passport Production Centre would charge US\$24 to your credit card to return the new passport via UPS courier (LAAR Courier Express Group).
- Provided everything is in order, you should expect to receive your new passport in about 3-4 weeks¹.

¹ If you send an incomplete or wrong application (e.g. if your form is not signed, dated, or countersigned, your photos do not conform to our standards, etc) your application will be returned to you.

- If you chose to use UPS courier (LAAR Courier Express Group), you are advised to get the “Express Saver” export fee (Quito/Guayaquil – Washington DC), in which a 35% discount for deliveries to the “UK Passport Service Centre for the Americas & Caribbean”, British Embassy in Washington DC, has been agreed.
- **Cost:** UPS one-way “Express Saver” standard export fee from Quito/Guayaquil to Washington DC is US\$35.40 plus taxes (12% VAT and related fuel costs. The latter charge is subject to change each month.
- To apply the 35% discount to the export fee, UPS (LAAR Courier Express Group) have created 2 accounts to manage any deliveries to the UK Passport Service Centre: a) from Quito (Sierra & Amazon Region / except Cuenca and Azoguez) - Account No. 1780RW. b) from Guayaquil (Coast Region - including Cuenca and Azoguez): Account Nos. 1815RW / 1684W.
- For further benefits, you are advised to pay locally only the one-way export fee to Washington DC. The Passport Production Centre would then charge US\$24 to your credit card to return the new passport via UPS.
- UPS (LAAR Courier Express Group) main branches in Quito and Guayaquil will be in charge of collecting and delivering courier packs from their other branches in 35 cities in Ecuador:
 Quito: Tel. +593 2 3960 000 ext. 342
 Fax: +593 2 396 0000 ext. 349
 Email: laguas@grupolaar.com
 Website: www.ups.com
 Guayaquil: Tel. +593 4 2291 914 / Telfax: +593 4 2280 805
 Email: vastudillo@grupolaar.com

We realise that the changes now being introduced could cause uncertainty for some people, particularly in the early stages.

However, bear in mind that:

- You will be able to continue to renew your passport whenever you want and up to a maximum of 9 months will be added to the validity of your new passport, depending on its original expiry date.

Where can I find out information on the status of my application after I have sent it off to Washington DC?

- All passport enquiries are handled by “**Careline Services**” through Washington Passport Information Helpline: **Tel +44 208 082 4721** (between 8:30am and 8:30pm EST, Monday to Friday)

Website: <http://ukinusa.fco.gov.uk/en/passports/contact-us>

- The British Embassy in Quito is not longer involved in the full validity passport process and is therefore not able to answer questions in the status of your application.

Got any feedback on our passport services?

- Please email your thoughts to: ukpassportserviceUSAcanda@careline-services.co.uk
Careline Services will respond to you within 1 business day.

What happens if you have an emergency?

- In cases of genuine emergency, the British Embassy in Quito is able to issue you with an emergency travel document to enable you to travel one way to the UK.

What does this mean for you?

- Keep your passport safe and know its expiry date.
- Ensure you apply for a replacement in good time.
- Avoid making travel plans until you receive your new passport.

Why are we making these changes?

- In dealing with passports, the Foreign and Commonwealth Office (FCO) acts on behalf of the UK Identity and Passport Service (IPS). The changes now being made will streamline the FCO's international network, to reduce administration costs and increase efficiency. The new system aims to maintain a high quality of customer service.
- If you would like more information on the changes, please see our Frequently Asked Questions link (FAQs).

Quito Consular Team
15 October 2009