

Technical or administrative problem when applying for a passport: compensation

Have you suffered financial loss due to a technical or administrative problem when applying for a passport?

In spite of all our efforts, technical or administrative problems (system failure, erroneous data on the passport, etc.) may occur when applying for a passport.

You have encountered such a problem and believe that you have suffered **damages**:

- You had to postpone your return trip planned for the same day and this caused you to incur supplementary expenses.
- You were obliged to spend the night in the city in which your consular mission is located in order to attend a new appointment arranged for the next day.
- You had to return to the consular mission at a later date and therefore had to make two trips
- You had to cancel or postpone a trip abroad as a result of the delay in obtaining your passport.

In that case, you can submit a request for financial **compensation** to the FPS Foreign Affairs for the damages suffered.

How can you submit a request?

Complete the compensation [request form](#).

Enclose originals of all documentary proof pertaining to the travel and/or accommodation expenses you incurred (travel tickets, hotel invoices, ...).

Send all the above-mentioned documents to the following address:

FPS Foreign Affairs,
Travel and Identity Documents Department
Logistics and International standards
Rue des Petits Carmes 15,
1000 Brussels.

How long do you have to file a request?

You have 3 months from your visit to the embassy or consulate to submit your request.

What happens next?

We will inform you of our decision regarding your request for compensation within 3 months. Please note that submitting this type of request does not guarantee automatic acceptance on our part.

Should your request be deemed valid, we will propose an amount to be paid as compensation. If you accept our proposition, you expressly and definitively renounce all other rights, actions and claims related to this case of damages.