



Damages due to a defective passport: request for compensation

How can you file a request for compensation?

Complete this form and gather the following documents:

1. Your defective **passport**. If you have already had it replaced, tick the appropriate box in section 2.
2. **Originals** of all the supporting documentation pertaining to the expenses you have incurred.
3. Any document or letter **proving that on the scheduled date of your trip** you were not able to make or continue the trip due to your passport being defective (for instance: official statement issued by the transport company, by a border control agency,...).

Send all the above-mentioned documents to SPF Affaires étrangères, Direction Documents de voyage et d'identité, Service Logistique & normes internationales (C2.1), rue des Petits Carmes 15, 1000 Bruxelles - BELGIQUE.

1. Your personal information

Surname: | | | | | | | | | | | | | | | | | | | | | |

First name: | | | | | | | | | | | | | | | | | | | | | |

Address:
.....

Telephone number(s):

E-mail address (optional):

Bank account number to which payment may be made if your request is deemed valid:

IBAN: BIC (SWIFT):

Account holder:

2. Your defective passport

Passport number (2 letters + 6 digits): | | | | | | | | | |

Issued on: | | | / | | | / | | | in:

I no longer have this information as I have already applied for my passport to be replaced at the following issuance location:

3. Problem encountered

Date on which you became aware of the production defect: | | | / | | | / 20| | |

Due to this production defect, you were forced to:

cancel your departure. Initially scheduled departure date: | | | / | | | / 20| | |

delay your departure. Initially scheduled departure date: | | | / | | | / 20| | |
New departure date: | | | / | | | / 20| | |

change your destination. Initial destination:
New destination:

spend more time **in transit***. In which country?
Scheduled time in transit:
Actual time in transit:

interrupt your trip and return to your country of residence sooner than anticipated.
Scheduled return date: | | | / | | | / 20| | |
Actual return date: | | | / | | | / 20| | |

other situation: if the situation you experienced is complex, please describe it in a separate document.

* transit country = country through which you have to travel to reach your destination

