



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. 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 or by mail : pasport@diplobel.fed.be

1. Your personal information

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

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

Address:.....

Telephone number(s):

E-mail address:

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 or 7 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

4. Documentary evidence of damage

Please state below the list of documentary pieces of evidence that you are sending us (invoice, travel ticket etc.) for the costs that are directly and only attributable to the production defect noted in your passport.

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The processing of personal data necessary in the context of a claim for compensation is authorised and regulated by the [Belgian Law of 10 February 2015](#) on the automated processing of personal data necessary for Belgian passports and travel documents.

These data processing operations are explained in the "Privacy Declaration" available on the website diplomatie.belgium.be (section "Belgian Passport").

I confirm that I have been informed that if the FPS Foreign Affairs accepts my request and makes me an offer of financial compensation, I have the right to accept or reject it. If I accept the offer, it will become a transaction as described under articles 2044 to 2058 of the Belgian Civil Code, meaning that I expressly and definitively renounce all action for damages and all other rights, actions and claims related to my defective passport.

Certified true and accurate.

Date: / / / / /20

 Signature: