



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 FPS Foreign Affairs, Travel and Identity Documents Direction, Logistics and International Standards Service (C2.1), Karmelietenstraat 15, 1000 Brussels – BELGIUM.

1. Your personal information

For more information on the way your personal information is processed, you may consult the note on privacy at the end of this form.

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

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

Address:

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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

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.

Only the **original** documents that you will provide will be considered to be acceptable piece of evidence.

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For my application for compensation to be processed, I hereby expressly agree that the personal information included in this form may be subject to *handling of data of a personal nature* as defined in the Law of 8 December 1992 (Art. 1 para. 8 & Art. 5a).

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:

Note on privacy

The processing of information of a personal nature with regard to this application is subject to the Belgian Law of 8 December 1992 on the protection of privacy in relation to the processing of information of a personal nature and its executory by-laws. In accordance with the law, you have a right of access to the information concerning you, as well as a right to correct it. You can therefore, on request, gain knowledge of the information of a personal nature concerning you and correct any inaccuracies. If you wish to exercise these rights, please contact us at the address mentioned below: to FPS Foreign Affairs, Travel and Identity Documents Direction, Logistics and International Standards Service (C2.1), Karmelietenstraat 15, 1000 Brussels – BELGIUM.