

s, fees, appointments, and emergency contacts all in one place.



LOST OR STOLEN PASSPORT

Your Complete Emergency Replacement Guide — 2026







What's Inside:

- ◆ Pre-travel checklist — 5 steps before every trip
- ◆ What to do if your passport is stolen abroad
- ◆ Emergency passport process at U.S. embassies
- ◆ Form DS-64, DS-11, and DS-71 explained
- ◆ Emergency appointment booking and all fees
- ◆ 24/7 State Department emergency contact





Quick Reference — Key Numbers and Sites

What You Need	Where to Go
 Report lost/stolen passport	travel.state.gov → "Report Lost or Stolen"
 Passport application (DS-11)	travel.state.gov → "Apply In Person"
 Book emergency appointment	Call 1-877-487-2778
 Find U.S. embassy abroad	usembassy.gov
 Register before your trip	step.state.gov
 After-hours emergency abroad	202-647-4000 (24/7)

Emergency Appointment Hours (NPIC)

Monday–Friday: 8:00 a.m. – 10:00 p.m. Eastern

Saturday–Sunday: 10:00 a.m. – 3:00 p.m. Eastern

Replacement Fees at a Glance

Standard (no rush): **\$165 total**

Expedited or emergency: **\$225 total**

Who This Guide Is For

If your passport is lost or stolen, this guide shows the fastest way to get help and replace it.

You are in the right place if:



Your passport is lost or stolen and you have upcoming travel



You are currently outside the U.S. and need emergency help



You want to travel prepared with a solid backup plan

This guide covers three paths:

01

Pre-Travel Prep

Before anything happens, set up backups and contacts.

02

Lost Abroad

Follow the embassy process if you are outside the U.S.

03

Lost at Home

Use the domestic replacement process if you are in the U.S.

- Each path is fully self-contained. Jump directly to the section that applies to your situation.



Before You Travel — The 5-Minute Prep Checklist

Most passport emergencies become disasters because travelers had no backup plan. Do all five of these before every international trip.

1

Make two photocopies of your passport bio page.

One stays home with a trusted person. One goes in a separate bag from your passport. If one bag is stolen, the backup is elsewhere.

2

Email yourself a photo of your passport.

Accessible from any computer at any U.S. embassy — even if your phone, wallet, and bag are all gone. Save to Google Drive or iCloud as well.

3

Look up the nearest U.S. embassy before you arrive.

Find it at usembassy.gov, search by country. Save the address and phone number on a printed card — not just your phone.

4

Register for STEP (Smart Traveler Enrollment Program).

Free. Five minutes. Sign up at step.state.gov. The nearest embassy will know you are in the country before you ever need them.

5

Memorize two things.

Your Social Security number and one family member's phone number. If your phone and wallet are gone, these two things are what get you home.

Pre-Trip Action	Where / How
Email passport photo	Your personal email
Cloud backup	Google Drive or iCloud
Embassy contact	usembassy.gov → search by country
STEP registration	step.state.gov (free)
Memorize	SSN + one family member's number



If It Happens Abroad — Immediate First Steps

1 File a police report — before anything else.

File with local police wherever you are and get a written copy. Do this before you contact the embassy.

This report is your substitute for surrendering the old cancelled passport at the embassy. Without it, the process gets significantly harder and can add days to the timeline. Even if you think local police won't take it seriously — get the documentation.

2 Contact the nearest U.S. embassy or consulate.

Go to the location you saved before your trip. If you didn't save it, find it now at usembassy.gov.

Call ahead if you can. Walk-ins are accepted for passport emergencies, but calling gets you to the right department faster and can save hours of waiting.

3 Check your email backup first.

Before you arrive at the embassy, check your email from any device for the passport photo you sent yourself before the trip. If you cannot access it, ask a family member at home to email a copy directly to the embassy on your behalf. Travelers who arrive with a digital copy on file are often processed the same day.

If It Happens Abroad — At the Embassy: No Documents Needed

You do not need documents to get started.

No wallet, no ID, no documents — it does not matter. Your Social Security number and the police report are enough to begin. The State Department keeps records of every passport ever issued to you. The embassy pulls your file directly.

- ❑ **If you have lost everything including your birth certificate:** U.S. embassies abroad typically provide a file search at no charge to verify citizenship for travelers who have lost all documents. Ask for this service when you arrive — it is free at the embassy, unlike the domestic file search which can cost \$150.

What the embassy needs from you:

- Your Social Security number
- The written police report
- Your email backup copy (if accessible)
- Any identity information you can provide — even partial

The embassy can also contact a family member at home if needed to help verify your identity and gather supporting documents.



If It Happens Abroad — Emergency Passport and After-Hours Help

The Emergency Limited Validity Passport (ELVP)

The embassy can issue an ELVP typically the same day or within 24 hours. It allows travel home or continued international travel for up to one year, depending on your situation.

After returning to the U.S., upgrade to a full 10-year passport using Form DS-5504 at no fee — as long as you apply within one year of the ELVP issue date. After 12 months, you must use Form DS-82 or DS-11 and pay full fees.

After-Hours Life-or-Death Emergencies

If the embassy is closed and you face a genuine emergency — serious illness, injury, or death of an immediate family member — the State Department Operations Center is available around the clock.

State Department Operations Center 202-647-4000 — 24
hours a day, 7 days a week



If It Happens Abroad — 3 Mistakes That Slow People Down

1. Skipping the police report.

Without it, the embassy has no substitute document for your old cancelled passport. Processing takes significantly longer and may require additional identity verification steps that add days. Get it in writing no matter what.

2. Paying a local fixer or "passport service."

Common in tourist areas. They charge hundreds of dollars. Some take your money and disappear. Only the U.S. embassy can issue your emergency passport. Go directly — pay no one else.

3. Not checking your email first.

Travelers who arrive with a digital copy of their passport on file are often processed the same day. Travelers who arrive with nothing can wait two to three days while the embassy verifies identity through other means. Your pre-trip email backup is the single most valuable thing you can have in this situation.




If It Happens at Home — Report It First: Form DS-64

Go to travel.state.gov and submit Form DS-64 immediately.

Free. Takes about two minutes online. This officially and permanently cancels your passport. Cancellation is immediate and cannot be reversed — even if you find the passport five minutes later, it will not work at any border.

Do this immediately, even if there is a small chance you just misplaced it.

-  **Fastest method:** Online. Cancels within one business day and sends a confirmation email. Reporting by mail can take several weeks.



Online (fastest)

travel.state.gov → "Report Lost or Stolen"



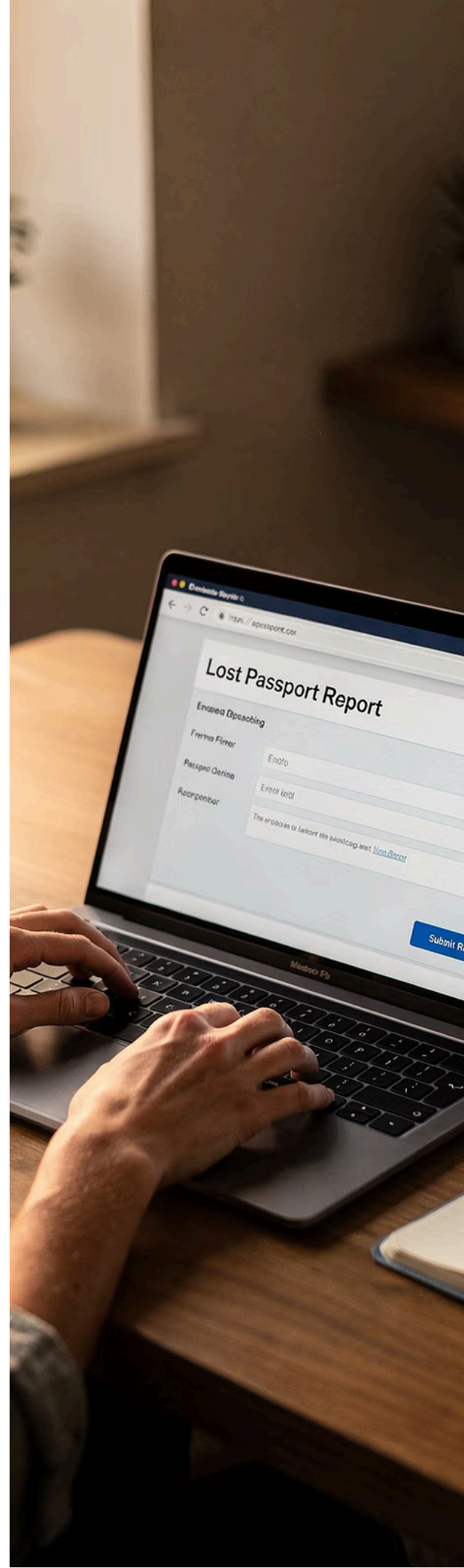
By phone (domestic only)

1-877-487-2778 — not available from abroad



In person

Regional passport agency



If It Happens at Home — Know Your Timeline

Your departure date determines which replacement track you are on.



Within 14 days

Emergency in-person appointment
Regional passport agency



Within 28 days (foreign visa needed)

Emergency in-person appointment
Regional passport agency



More than 14 days away

Expedited mail-in
Passport acceptance facility



No trip planned

Standard mail-in
Passport acceptance facility

Processing times:



Emergency agency appointment

Same day or next business day



Expedited mail-in

2–3 weeks + 1 week each way for mailing



Standard mail-in

4–6 weeks + 1 week each way for mailing

Track your application at travel.state.gov using your application locator number.

If It Happens at Home — Book Your Emergency Appointment

Call: 1-877-487-2778

National Passport Information Center (NPIC)

Hours:



Monday–Friday

8:00 a.m. – 10:00 p.m. Eastern



Saturday–Sunday

10:00 a.m. – 3:00 p.m. Eastern



Closed on federal holidays

Office unavailable

Tell the agent your departure date. They will find the nearest appointment across 26 regional passport agencies nationwide. Have your flight itinerary ready before you call.

 **Tip:** Before calling, check the Online Passport Appointment System at travel.state.gov – some slots are available to book directly online.

Call the same day you discover the loss. Appointments fill fast, especially during spring and summer travel season.

Before you call, have ready:



Your departure date



Flight itinerary or booking confirmation



The city you can travel to for the appointment

If It Happens at Home — What to Bring: Complete Checklist

❑ Missing even one item means a rescheduled appointment. The agency will not make exceptions.

- **Form DS-11** – filled out but NOT signed
- **DS-64 confirmation** – proof you reported the loss
- **Proof of U.S. citizenship** – original birth certificate (certified, raised seal), naturalization certificate, or prior expired passport
- **Government-issued photo ID** – driver's license or state ID. If stolen: police report + a witness with Form DS-71
- **Two passport photos** – 2x2 inches, plain white background, no eyewear, taken within 6 months
- **Proof of upcoming travel (emergency appointments only)** – flight itinerary or hotel booking with dates
- **Payment** – see fees card. Post offices require two separate payments

❑ **DS-71 Witness requirement:** The witness must be a U.S. citizen or permanent resident who has known you for at least two years.



If It Happens at Home — Form DS-11: Critical Rules

Form DS-11 is the standard passport application for all first-time applicants and for replacing a reported lost or stolen passport.

Download at: travel.state.gov → "Apply In Person"

The rule that gets people rejected most often: Do NOT sign Form DS-11 before your appointment. Sign it in person, in front of the passport acceptance official only. A pre-signed form is automatically invalid – rejected on the spot with no exceptions.

Fill out everything else at home. Leave only the signature line blank.

Passport Photos – No Eyewear No eyewear of any kind has been allowed since 2016. This is the most common reason applications are flagged. Photos available at CVS, Walgreens, FedEx, UPS – approximately \$10–\$20.

Tip: Use the Form Filler Tool The Form Filler tool at travel.state.gov can generate both DS-11 and DS-64 simultaneously, reducing manual entry errors.





If It Happens at Home — Fees and Payment

Fee	Amount	Paid To
Application fee (passport book)	\$130	U.S. Department of State
Execution fee	\$35	Acceptance facility
Expedited service	+\$60	U.S. Department of State
Total — emergency or expedited	\$225	Split as above
Total — standard, no rush	\$165	Split as above

How to pay:

- Post offices: personal check or money order — two separate payments, one for each fee
- Regional passport agencies: credit cards and debit cards also accepted
- Fees are non-refundable by law

Return shipping: Add \$22.05 for 1–2 day Priority Mail Express return delivery. Available for passport books only — not passport cards. Without it, return shipping is standard mail. Strongly recommended for all expedited book applications.

If It Happens at Home — 3 Mistakes That Get People Turned Away

1. Signing Form DS-11 before arriving.

The most common rejection reason. Only sign in front of the official. A pre-signed form is invalid with no exceptions and no workarounds. Do not sign it at home, in the car, or in the waiting room.

2. Arriving with missing documents.

The agency will reschedule your appointment — not help you work around what is missing. Confirm every item on the checklist before leaving home. One missing document costs you the entire appointment slot.

3. Using a private passport expediting service for emergencies.

Services like RushMyPassport or CIBT are useful for standard renewals. For same-day or next-day emergencies, they cannot get you an appointment faster than calling 1-877-487-2778 yourself — and they charge hundreds of dollars on top of government fees with no speed advantage.



Your Quick Action List

Before every trip:

- Email yourself a passport photo
- Register at step.state.gov
- Save your destination's U.S. embassy contact (usembassy.gov)

If it happens abroad:

1. File a police report — get it in writing
2. Go to the nearest U.S. embassy (usembassy.gov)
3. Your SSN + police report is enough to start
4. Emergency passport issued same day or within 24 hours
5. After-hours life-or-death emergency: 202-647-4000

If it happens at home:

01

File DS-64 at travel.state.gov immediately — cancellation is permanent

02

If travel is within 14 days: call 1-877-487-2778 same day

03

Bring all documents — no exceptions at the agency



Worst-Case Scenarios

Lost your passport AND your birth certificate?

The State Department offers a File Search – they check their own records to verify citizenship.

- Passport issued after 1994: electronic search, initially no charge
- Passport issued before 1994 (or electronic search fails): manual archive search, \$150 non-refundable fee – adds several weeks
- If you are abroad: U.S. embassies typically provide a file search at no charge. Ask for this when you arrive.

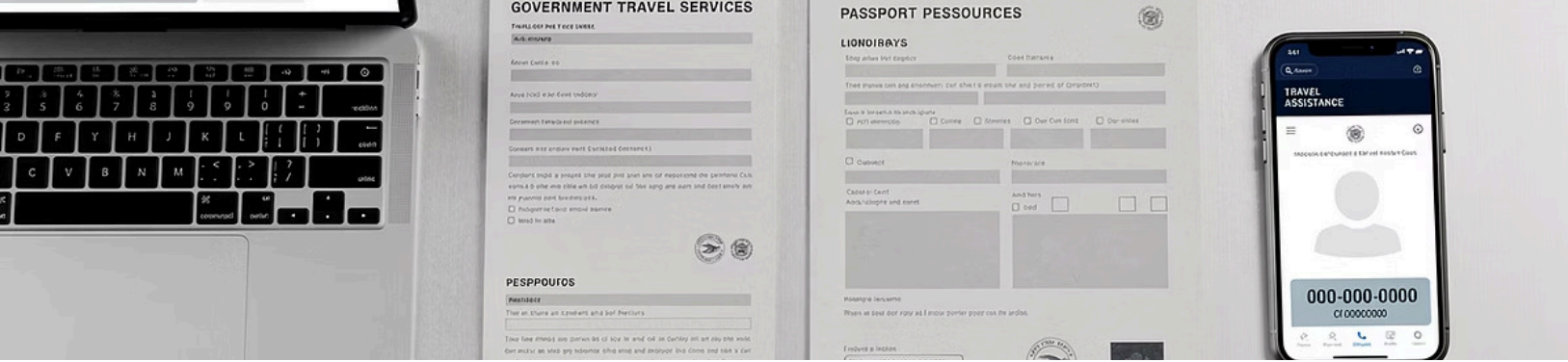
Got an emergency passport abroad and need a full replacement?

Use Form DS-5504 within one year of the ELVP issue date – upgrades to a full 10-year passport at no fee. After 12 months, you must use Form DS-82 or DS-11 and pay full fees.

Need return shipping for your mail-in application?

Add \$22.05 for 1–2 day Priority Mail Express. For passport books only – not cards.





Official Resources and Contact Information

Resource	Link / Contact
Report Lost/Stolen – Form DS-64	travel.state.gov → "Report Lost or Stolen"
Passport Application – Form DS-11	travel.state.gov → "Apply In Person"
Identifying Witness – Form DS-71	travel.state.gov → search "DS-71"
Emergency Passport Conversion – Form DS-5504	travel.state.gov → search "DS-5504"
Find a Regional Passport Agency	travel.state.gov → "Passport Agencies"
Current Processing Times	travel.state.gov → "Processing Times"
Passport Fees	travel.state.gov → "Fees"
National Passport Info Center	1-877-487-2778
Smart Traveler Enrollment Program	step.state.gov
U.S. Embassies & Consulates	usembassy.gov
State Dept. Operations Center (24/7)	202-647-4000



Tip: Bookmark travel.state.gov and save 1-877-487-2778 in your phone before every international trip – having these ready can save critical time in an emergency.