



Mailed-in Adult Renewal Passport Applications (PC7)

Frequently Asked Questions

1. Do I send my current passport with the renewal application?

No

2. How will I know if/when my application has been received at post?

You will receive a notification email from the Embassy.

3. What if I need to travel urgently, but already mailed in my renewal application?

Please contact the Embassy to discuss options.

4. Will the Embassy post my new passport to me?

No.

You will need to organise for a courier or messenger service to collect your passport from the Embassy. An appointment is required.

Alternatively, you can collect your passport in person at the Embassy. An appointment is required.

5. What if I cannot access the online portal to complete and print my PC7 renewal application?

Contact the Embassy to request a pre-filled PC7 renewal form can be emailed to you.