

DEPARTMENT OF FOREIGN AFFAIRS

Office of Consular Affairs

Passport Division

FREQUENTLY ASKED QUESTION ON PASSPORT APPOINTMENT SYSTEM

1. WHAT IS THE DFA APPOINTMENT SYSTEM?

- It is a system developed by the DFA where passport applicant can avail of an appointment schedule with specific date and time for the processing of their ePassports.

2. WHO MAY AVAIL OF THE APPOINTMENT SYSTEM?

- All eligible Filipinos who wish to apply an ePassport (at the DFA Consular Office in Aseana Business Park, (cnr Bradco St. and Macapagal Avenue, Paranaque-near MOA and Baclaran church)

3. WHERE CAN I ACCESS THE DFA APPOINTMENT SYSTEM?

- Applicants can access the appointment system via two channels:

For Individual applicant:

1. Calling the DFA Appointment System Hotline (02) 737-1000
2. Online by logging in to www.passport.com.ph

4. HOW DOES THE APPOINTMENT SYSTEM WORK?

- The applicant calls the hotline or logs in to the website. S/he provides personal information, decides on an appointment schedule, and shall receive a reference number coinciding with the approved date and time of appointment. Applicant can then proceed to the DFA at ASEANA on the appointment date for processing.

5. WHEN WILL THE APPOINTMENT SYSTEM START?

- The Appointment System Hotline and website will start on March 8, 2010 onward.

6. THE APPOINTMENT SYSTEM IS OPEN ON WHAT DAYS?

- It is available 24 hours a day, 7 days a week for both hotline and online channels

7. WHAT ADVANTAGE DOES THE APPOINTMENT SYSTEM HAS TO OFFER?

- By using the appointment system, the applicant enjoys convenience at no extra cost. The applicant will experience efficient service, provided with a printed and filled-up application form thus eliminating the need for manual filling up. The applicant does not need to worry about fixers and is thus guaranteed with a good experience. In addition to that, s/he enjoys a 24/7 access to the system for inquiries and concerns.

8. WHY IS THE APPOINTMENT SYSTEM NEEDED?

- By launching a world class applicant management system, the DFA can efficiently utilize the space in the new ASEANA building. This will ensure better and orderly service to the public at no extra cost to both the applicant and the DFA every day. This also ensures that good time management for both the DFA and the applicant is achieved.

9. WHAT CAN I EXPECT WHEN I CALL THE APPOINTMENT HOTLINE (02)737-1000?

- The applicant's call will be received by a Customer Care Officer (CCO) who will gather the applicant's personal information, set his/her appointment schedule's date and time, and provide a reference

number to the applicant. Afterwards, the applicant only needs to show up at DFA ASEANA on the set appointment date.

10. WHAT CAN I EXPECT WHEN I LOG ON TO WWW.PASSPORT.COM.PH

- The applicant must fill up an online application form, choose an appointment date and time from the available list and click submit. S/he will then receive a reference number. Afterwards, the applicant only needs to show up at DFA ASEANA on the set appointment date.

11. ARE THERE OTHER CHANNELS WHERE I CAN SET AN APPOINTMENT SCHEDULE?

- Currently, only the hotline and online channels are available. In the future, an SMS channel will be developed

12. DO I NEED TO BRING ANYTHING ON MY APPOINTMENT DATE?

- Yes. You need to bring the requirements for passport application mentioned on the hotline or posted online when you procured your appointment schedule.

13. WHAT REQUIREMENTS DO I NEED TO BRING?

- Depending on whether you are applying for New or Renewal of passport, you will be advised by the Customer Care Officer of the hotline(02) 737-1000 or guided by the requirements list online at www.passport.com.ph.

14. HOW MUCH DO I NEED TO PAY FOR PASSPORT PROCESSING?

- e-Passport Processing Fees are: Regular processing P950.00 (14 working days), Rush processing P1,200.00 (7 working days), Lost Passport - additional of P200.00 if still valid

15. DO I HAVE TO PAY AN ADDITIONAL AMOUNT TO SET AN APPOINTMENT SCHEDULE?

- No. The DFA appointment system is provided free of charge to the public.