**FREQUENTLY ASKED QUESTIONS**

**Q)** I can’t find my birth certificate, how can I get one?
**A)** To obtain your birth certificate, you must contact the County or State in which you were born. Please note that birth certificates must be original or certified copies *including* full parental information; short form abstracts, hospital certificates or birth “registrations” are not acceptable for a passport application.

**Q)** Can I pay cash for my passport application fee?
**A)** No; the U.S. Department of State requires a personal check or money order only. *Please note our office does not sell money orders.* If you arrive without proper form of payment, we cannot accept your application. *This applies to the passport fee only; you may use other forms of payment for the $25 acceptance fee.*

**Q)** How can I check the status of my application?
**A)** To check the status of your pending application, you can call the National Passport Information Center at 877-487-2778 or visit [www.travel.state.gov](http://www.travel.state.gov)

**Q)** I am travelling in less than 2 weeks, how can I obtain my passport?
**A)** If you require international travel in less than 2 weeks (including emergencies) or need to obtain a foreign visa within 4 weeks, you are eligible to schedule an appointment by calling the National Passport Information Center at 877-487-2778. You will be required to provide proof of travel.

**Q)** How can I get information on becoming a U.S. Citizen?
**A)** Call this toll-free number to receive nationwide assistance for immigration services and benefits offered by U.S. Citizenship and Immigration Services (USCIS): 1-800-375-5283 or visit [www.us-immigration.com](http://www.us-immigration.com)

**Q)** How can I get a Visa?
**A)** Please visit the U.S. Department of State website at [www.travel.state.gov](http://www.travel.state.gov)

**Q)** I applied for my passport at the Village of Hoffman Estates; does that mean I am guaranteed a passport?
**A)** This office is a designated Passport Acceptance Facility. We accept completed applications and forward them to Passport Services. *Only the U.S. Department of State can make the final decision to issue or deny a U.S. passport based on each individual application.* Customers may be requested to provide additional information as determined by Passport Services.

**Q)** If I am denied a passport, is my fee refunded?
**A)** No; the passport application fee is a non-refundable processing fee and is retained by the U.S. Department of State whether or not a passport is issued.

*processing times are averages and do not promise or guarantee delivery in this time period.*