

## **PASSPORT ACCEPTANCE PROGRAM MANAGERS AND AGENTS**

Allstate Passports & Visas is a courier company registered with the U.S. Department of State's Passport Agency.

Passport Applicants are entitled to use a 3rd party courier and have their sealed envelope returned to them. If you have any questions, we may be contacted at 1-800-672-1015.

### **Chapter 10, section 11 of the Passport Agent's Reference Guide**

#### **Handling, Assembling and mailing of Applications**

##### **11. "Hand-Carry" Executed Applications.**

Executed applications may be returned to the customer, or an authorized third-party, in a sealed envelope, to be hand-carried to a Passport Agency, provided the customer:

- Demonstrates an imminent travel need; or
- Needs one or more visas without sufficient time to mail the application or within 4 weeks; or
- Has imminent departure and his/her federal agency requests that the customer forward the executed application to that Agency's headquarters.

#### **Procedures for "Hand Carries"**

If the customer wants a third party (such as a courier service, relative, or friend) to hand-carry the application to a Passport Agency, she/he must provide written permission to release the executed application and documentation. She/he must sign a letter (LOA) authorizing a specific person or service to hand-carry the application and/or pick up the completed passport.