

## Frankfurt Passport Unit - Frequently Asked Questions

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## **General**

### **1) Do I need to apply for a passport in person at the Consulate?**

- The following applicants must apply in person for a passport:
  - children under age 16 (click [here](#) for more information).
  - adults over 16 applying for their first adult (10 year) passport (click [here](#) for more information).
  - anyone whose previous passport has been lost, stolen, or damaged (click [here](#) for further information).
  - An adult who has never had a passport or whose last passport was issued over 15 years ago (click [here](#) for more information)

If you come to the Consulate, please do not bring cell phones or other electronic devices; you will not be allowed to bring them inside. We have a photo machine available at the Consulate for a charge of EUR 6,00 (coins only).

If none of the above categories apply to you, you may be able to apply for a passport by mail. We strongly advise qualified applicants (those not in the above categories) to renew their passports by mail, rather than in person at the Consulate in Frankfurt. Wait times to enter the building can be long, particularly during school holidays and peak seasons. Application processing time (approximately three weeks) is the same regardless of whether an applicant applies in person or by mail. Please click [here](#) for information on renewing your passport by mail.

### **2) How can I renew my passport by mail?**

- Follow the instructions on [this website](#). Please note that Frankfurt requires a self-addressed stamped envelope with postage of EUR 3,50 to return documents by registered mail. *Do not mail your application directly to the United States.* Mail the required documents to:

U.S. Consulate General Frankfurt  
Passport and Citizenship Unit  
Giessener Strasse 30  
60435 Frankfurt am Main

We strongly advise qualified applicants (those not listed in [Question 1](#)) to renew their passports by mail, rather than in person at the Consulate in Frankfurt. Wait times to enter the building can be long, particularly during school holidays and peak seasons. Application processing time (approximately three weeks) is the same regardless of whether an applicant applies in person or by mail.

### **3) How can I pay for my passport application?**

- An explanation of fees, as well as detailed information on what forms of payment can be accepted for applications in person and by mail, can be found at [here](#).

### **4) What are opening hours for the Passport and Citizenship Unit?**

- We are open to the public on Monday - Friday from 7:30 a.m. – 11:30 a.m. We are closed on German and American holidays, as well as the last Thursday of every month.

### **5) Where is the Consulate in Frankfurt located?**

- The U.S. Consulate Frankfurt is located in Frankfurt am Main at Giessener Strasse 30. Further information and directions can be obtained [here](#).

**6) I applied for a passport at Consulate Frankfurt. How can I check the status of my application?**

- You may check the status of your passport online [here](#). Please note that if your passport has been issued, it still may take several days to arrive at the Consulate from the U.S. It will also take several days to be mailed from the Consulate to you via the German postal system.

**7) I was recently issued a new passport, but my information was printed incorrectly. What should I do?**

- We apologize for the inconvenience. Please fill out form [DS-5504](#) and mail it, along with the incorrect passport and a copy of your previous passport to:

U.S. Consulate General Frankfurt  
Passport and Citizenship Unit  
Giessener Strasse 30  
60435 Frankfurt am Main

Please also include a self-addressed stamped envelope (EUR 3,50 postage).

**8) How can I obtain extra visa pages in my passport? Is there a charge for this service?**

- Visa pages may be added to valid passports free of charge. Please bring in (or send) the original passport, completed form [DS-4085](#) and if mailed in, a self-addressed stamped envelope with EUR 3,50 postage.

**9) I got married and would like to change my last name in my passport. What documents do I need to send with my application?**

- If your most recent passport was issued over one year ago, follow the instructions for passport renewal by mail [here](#) and include your marriage certificate with the completed application.

If your most recent passport was issued under one year ago, fill out form [DS-5504](#) and include your marriage certificate with the completed application (there is no charge for this form, but it is only available if your last passport was issued within the last year).

For either situation, mail the completed package to:

U.S. Consulate General Frankfurt  
Passport and Citizenship Unit  
Giessener Strasse 30  
60435 Frankfurt am Main

Remember to include a self-addressed stamped envelope with EUR 3,50 postage.

**10) What are the photo requirements for a U.S. passport? Am I allowed to smile?**

- You are allowed to smile in your U.S. passport photo, as long as your mouth is closed. U.S. passport photos are different from German passport photos, and many photographers in Germany are not familiar with U.S. passport photo specifications. We strongly recommend that you print out the below photo requirements for U.S. Passports and take them with you to the photographer.
  - [English \(pdf\)](#)
  - [Deutsch \(pdf\)](#)

There is a photo machine available at the Consulate for a charge of EUR 6,00 (coins only).

**11) What are the opening hours and contact information for other U.S. consulates and the embassy in Germany?**

- Addresses, office hours, and phone numbers for the U.S. Embassy in Berlin and the six U.S. Consulates in Germany (Hamburg, Düsseldorf, Frankfurt, Munich, and Leipzig) are located [here](#).

**12) My question is not here. How can I reach someone by phone, fax, or post?**

- You may contact the Passport Unit by phone at 069-7535-2100, Monday through Friday, from 2:00 p.m. to 4:00 p.m. Several staff members monitor and answer the phone during these hours, but due to a high volume of calls, you may need to try several times to get through. We apologize for any inconvenience. Alternatively, you may send us a fax with your question at 069-7535-2304. You may also write to us at:

U.S. Consulate General Frankfurt  
Passport and Citizenship Unit  
Giessener Strasse 30  
60435 Frankfurt am Main

**Passports for children**

**13) What do I need to do to renew my child's passport?**

- Instructions for applying for your child's passport are located [here](#). Please note: children's passports must be renewed in person, and both parents must give notarized consent for the issuance (alternatively, one parent must submit proof of sole legal and physical custody).

**14) Must both parents be present to apply for or renew a child's passport? Are there other options? What if I have custody?**

- Yes. Either both parents need to give consent to passport issuance by signing the application form in front of the Consular Officer, or the parent unable to attend the interview must submit a notarized form DS-3053 (available [here](#)) or a notarized letter of consent. If you choose to submit a notarized letter of consent, it must be in the English language. The DS-3053 can be notarized at any U.S. Embassy or Consulate free of charge. We will also accept letters of consent or the DS-3053 notarized by a German *Notar* with a *Beglaubigung*. Alternatively, the parent applying for the passport must submit proof of sole legal and physical custody.

**15) My child's U.S. passport is expired, but he or she also has a valid German passport. Can he/she travel to the U.S. on this passport?**

- No. All U.S. citizens, regardless of which other citizenships or passports they may have, must enter the United States on their U.S. passports.

**16) I need to register the birth of a child under sixteen years old. What do I need and how can I make an appointment?**

- Instructions for applying for a Consular Report of Birth Abroad at U.S. Consulate Frankfurt can be found [here](#).

**17) I need to register the birth of a child over sixteen years old and/or I have no contact with his/her American citizen parent. What do I need and how can I make an appointment?**

- Please call our office during phone hours (2:00-4:00 pm), Monday-Friday, at 069-7535-2100. You should explain the circumstances of your case and ask to speak with a specialist. Several staff members monitor and answer the phone during these hours, but due to a high volume of calls, you may need to try several times to get through. We apologize for any inconvenience. Alternatively, you may send us a fax with your question at 069-7535-2304. You may also write to us at:

U.S. Consulate General Frankfurt  
 Passport and Citizenship Unit  
 Giessener Strasse 30  
 60435 Frankfurt am Main

**18) My child has both American and German citizenship. Will he or she have to give up one when they become an adult?**

- If the child was born with both citizenships, probably not. See [this website](#) for a basic primer on U.S. and German citizenship and dual nationality.

**19) How do I apply for a replacement Consular Report of Birth Abroad?**

- Consular Reports of Birth Abroad are not kept at the Consulate. You must apply to the Department of State for a certified copy. Instructions may be found [here](#).

**Military**

**20) I am affiliated with the U.S. military and need a passport for emergency travel. What should I do?**

- You should go to your local PSB or MPF (also known as the Personnel Office, where base ID cards are issued) as soon as possible and explain your situation. While the U.S. Embassy and U.S. Consulates in Germany are not authorized to directly accept applications for passports from USEUCOM personnel (including military and U.S. civilian employees and their family members), there are extensive procedures in place to accommodate and work with emergency circumstances. However, the first step is explaining and filling out paperwork at the PSB – do not call or come to the Consulate without doing so first.

**21) I am affiliated with the U.S. military and need a passport for myself and/or my family members. Can I apply at the Consulate?**

- The U.S. Embassy and U.S. Consulates in Germany are not authorized to accept applications for passports or consular reports of birth abroad from USEUCOM personnel, including military and U.S. civilian employees and their family members. According to USAFE Instruction 36-3101, USAREUR Regulation 600-290 and DoD Regulation 1000.21-R, all Department of Defense-affiliated personnel must apply for passports and reports of birth through their MPF or PSB on base (also known as the Personnel Office, where base ID cards are issued). Issued passports are then returned to the PSB to be picked up by the owner. This process normally takes 3-6 weeks, although particularly during peak seasons it can take up to eight weeks. If you need expedited service, please ask your PSB about the procedure.