

## **Justification for Non-Substantive Change Request**

The Bureau of Consular Affairs (CA), Passport Services (PPT) launched a paperless version of the 2DB DS-64 Tool which started on August 2016. The purpose of these requirements is two-fold: A) to outline enhancements to the end-to-end lost and stolen passport process in the areas of workload management, reporting, and automation and B) to capture the necessary requirements for instituting the acceptance of electronic signatures for DS-64 forms. With these changes, Passport seeks to create a fully functioning tool that streamlines DS-64 processing and provides the passport holder with greater options for reporting a lost or stolen passport.

In lieu of a wet signature, the passport holder will need to answer three e-signature questions in order to submit the form. The questions are as follows:

- What is your mother's maiden name?
- What year was your lost or stolen passport book or card issued?
- Who did you list as your emergency contact on your most recent passport application?

In the past, the DS-64 process has been managed manually by the CLASP Unit. An online tool will increase tracking and accountability, improve response time by allowing passport holders to report issues immediately, and with the implementation of electronic signatures, move the Department one step closer to a paperless process.

The ideal participant for this pilot is over the age of 18 and reporting his or her own passport lost or stolen. Minors under 18 or adults attempting to report someone else's passport will not be allowed to participate in the pilot and will be directed to print, sign, and mail in a DS-64.