

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 \$35 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

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

Q) How can I get a Visa?

A) Please visit the U.S. Department of State website at 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.



More questions? Please contact the Clerk's Office at (847) 781-2625; we're happy to assist you.