

Passport - Renewal & Lost/Stolen Procedures

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Passport - Renewal

A Flight Attendant who needs to renew or replace their passport must follow these steps:

1. Reach out to your Base Leadership team and inform them of your intent to renew/replace your passport so they can provide you with the Expedited Passport Processing Letter.

IMPORTANT: Once provided with the Expedited Passport Processing Letter, you will be immediately placed on the Restricted Cities List, which will require you to drop/trade any upcoming international assignments. If you have upcoming international assignments that you would rather complete before beginning the passport renewal process, you must wait until the completion of those international trip(s) before obtaining the Expedited Passport Processing Letter.

2. Once you accept the Expedited Passport Processing Letter from your Base Leader, you will be placed on the Restricted Cities List.

IMPORTANT: Please be advised that the Restricted Cities List prevents unplanned international flying such as reserve assignments or last-minute reroutes, but it does not remove any existing international flying from your schedule. It is your responsibility to trade/drop any upcoming international trips; or, if between bid periods, you must bid for domestic-only flying during the upcoming bid period.

3. Carefully follow the steps outlined by the U.S. Department of State for mailing in your old passport:

<https://travel.state.gov/content/travel/en/passports/have-passport/renew.html>

4. If you would like to make an appointment for same-day passport processing, you must call the U.S. Passport Agency at 1-877-487-2778. Please note that in-person/same-day appointments are VERY limited.

5. Once you receive your new passport, you must promptly send a picture of the photo page to InflightAdmin@FlyFrontier.com.

IMPORTANT: Please ensure your passport is signed when you send the picture to Inflight Admin. Passports are only considered valid if signed. See examples below:

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Passport Renewal Helpful Reminders

- When it comes to renewing or replacing your passport, communication is KEY! Please keep your Base Leaders updated throughout the process.
- It is very important to closely manage your schedule while in the process of renewing or replacing your passport. Please keep a close eye on your trips, and promptly drop/trade any international

assignments to prevent operational impact.

- Frontier Airlines does not cover the cost of expedited passport processing; however, Frontier Airlines Flight Attendants receive a FedEx Discount for overnight shipping. This discount can be found in the ***My Discounts*** tab on Myfrontier.org.

NOTE: If you need a new passport due to a name change, please contact FgPeopleSupport@FlyFrontier.com.

Passport - Lost/Stolen

- If your passport is lost or stolen, please report it to your base leadership immediately.
 - Report it on The Department of State website at <https://travel.state.gov/content/travel/en/passports/have-passport/lost-stolen.html> and follow directions on how to obtain a new one.
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