

# Passport Replacements - Lost, Stolen or Damaged

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If a Flight Attendant's passport is lost, stolen, or damaged and needs to be replaced, the Flight Attendant will be given 60 days to complete the passport replacement process and provide a new passport to the company.

## Steps for Replacement

1. Reach out to your Base Leadership team and advise them that your passport requires replacement. You will be immediately placed on the Restricted Cities List and provided with an Expedited Passport Processing Letter.
    - **Important:** 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, nor does it prevent you from being awarded international trips during the bidding process. It is your responsibility to trade/drop any upcoming international trips; or, if between bid periods, you must bid for domestic-only flying until your new passport has been received and updated in Frontier's system.
  2. While you are on the Restricted Cities List, it is your responsibility to manage your schedule by trading/dropping any upcoming international trips and bidding for domestic-only flying. If you are unsuccessful in trading/dropping international trips, Crew Scheduling will remove the trip(s) within 24 hours of the trip report time using the Not Legal (N/L) absence code.
    - **Important:** Depending on the nature of your international trip, Crew Scheduling may only remove the international segments within your trip OR may remove the entire trip using the Not Legal (N/L) absence code. The N/L absence code carries no Dependability points and no credit value. International flight segments or trips that you are unable to operate while on the Restricted Cities List will not be pay-protected.
  3. Carefully follow the steps outlined by the U.S. Department of State to report your passport as lost/stolen and replace it with a new passport:  
<https://travel.state.gov/content/travel/en/passports/have-passport/lost-stolen.html>
  4. Once you receive your new passport, you must promptly email a picture of the photo page to [InflightAdmin@FlyFrontier.com](mailto:InflightAdmin@FlyFrontier.com). Please allow two (2) business days for Inflight Admin to process your new passport and remove you from the Restricted Cities List.
    - **Important:** Please ensure your passport is signed when you send the picture to Inflight Admin. Passports are only considered valid if signed.
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