

## **7 FAM 1300 APPENDIX T INFORMATION REQUEST LETTERS AND INFORMATION NOTICES**

*(CT:CON-263; 08-27-2008)  
(Office of Origin: CA/OCS/PRI)*

### **7 FAM 1310 APPENDIX T INTRODUCTION**

*(CT:CON-263; 08-27-2008)*

- a. The purpose of this Appendix is to provide guidance regarding the use of Information Request Letters (IRLs) and Information Notices (INs) in corresponding with passport applicants.
- b. IRL's are standardized letters used to explain to passport applicants what they need to do to facilitate issuance of their passports. The letters require an applicant to provide the requested information. These letters have been carefully crafted, and no changes or alterations may be made unilaterally.
- c. IRL's are used when a passport application is placed in "suspense" because a passport cannot be issued either because information needed to adjudicate the application is lacking (see 7 FAM 1340 for guidance about adjudicating a passport application) or because the name fails to clear the Consular Lookout and Support System (CLASS). (See 7 FAM 1330 Name Clearance of a Passport Applicant).
- d. INs are standardized notices used to provide passport bearers with information relating to their issued passports, which do not require a response. This may include why an endorsement was entered into the passport, why the passport was limited in validity or why the bearer's place of birth or date of birth may be different from what was requested on the passport application. These notices have been carefully crafted, and no changes or alterations may be made unilaterally.
- e. Domestic passport agency and center staff may submit suggestions for changes to standard suspense letters using IRL-1A (Request for Change) to the National Customer Service Manager, CA/PPT/FO/CS. (See 7 FAM 1300 Appendix T Exhibit 1.) While coordination will be handled by CA/PPT/FO/CS, clearance will be determined by a working group of CA/PPT/FO/CS staff and the passport agency or center staff.
- f. Passport agencies and centers will be notified of changes to their IRL databases via email by CA/PPT/FO/CS. CA/PPT/TO will upload all changes

into the agency IRL databases and notify the agencies and headquarters when the task has been completed. CA/PPT/FO/CS will notify all passport agencies and centers of changes to INs. Agency and Center management should ensure that all employees are notified of the changes. New IRL and IN Indexes will be posted on the Passport Services Customer Service Intranet page.

- g. **Embassies and Consulates Abroad:** In updating 7 FAM 1300, the Bureau of Consular Affairs (CA) has tried to include specific exhibits for use by posts abroad in communicating with passport applicants. Consular officers may submit suggestions for changes to 7 FAM exhibits to CA/OCS/PRI at ASKPRI@state.gov. Posts abroad are invited to consult the domestic passport agency/center IRL and IN library when tailoring correspondence to a situation not addressed in a 7 FAM exhibit.

## **7 FAM 1320 APPENDIX T BUILDING AN IRL LETTER OR IN NOTICE**

*(CT:CON-263; 08-27-2008)*

- a. Passport agencies and centers have used the IRL process for many years and are familiar with how it works. The IN process is not any different from the IRL process.
- b. The IRL Letter Index and IN Notice Index identify relevant language by number. For passport agencies and centers, these codes are used in the Travel Document Issuance System (TDIS) which automatically generates the letter.

## **7 FAM 1330 APPENDIX T SIGNATURES ON IRL LETTERS OR OTHER CORRESPONDENCE**

*(CT:CON-263; 08-27-2008)*

- a. **General Correspondence with Passport Applicants:**
  - (1) Passport agencies and centers have standardized procedures to insure that correspondence prepared uses the proper signature blocks and that any correspondence is prepared, reviewed and signed at the proper level.
  - (2) Passport Services (CA/PPT) and Overseas Citizens Services (CA/OCS) in Washington have standardized procedures to ensure that correspondence prepared uses the proper signature blocks and that any correspondence is prepared, reviewed and signed at the proper level.

- (a) Letters regarding denial or revocation of passport services prepared by the Office of Legal Affairs and Law Enforcement, Legal Affairs Division (CA/PPT/L/LA) must be signed by the Division Chief; in the absence of the Division Chief the letters should be signed by the Office Director.
  - (b) Letters regarding loss of citizenship issues prepared by the Office of Policy Review and Inter-Agency Liaison (CA/OCS/PRI) must be signed by the Office Director.
- b. **Congressional, White House and Other Special Correspondence:**
- (1) Passport Services (CA/PPT) and Overseas Citizens Services (CA/OCS) in Washington, DC have standardized procedures regarding preparation, clearance and signature of congressional, White House and other special correspondence.
  - (2) U.S. embassies and consulates abroad have similar standardized procedures regarding the Congressional, White House and other special correspondence.

## **7 FAM 1340 THROUGH 1390 APPENDIX T UNASSIGNED**

**7 FAM 1300 APPENDIX T EXHIBIT 1  
SAMPLE REQUEST FOR CHANGE FOR  
INFORMATION REQUEST LETTERS OR  
INFORMATION NOTICES**

*(CT:CON-263; 08-27-2008)*

**REQUEST FOR CHANGE  
INFORMATION REQUEST LETTERS (IRLs)  
Or  
INFORMATION NOTICES (INs)**

**TO:** National Customer Service Manager  
CA/PPT/FO/CS – 3<sup>rd</sup> Floor  
2100 Pennsylvania Avenue, N.W.  
Washington, D.C. 20037

**THROUGH:** \_\_\_\_\_  
Regional Director - CA/PPT/

**FROM:** \_\_\_\_\_  
Adjudication Manager – CA/PPT/

**DATE:** \_\_\_\_\_

**CURRENT IRL NUMBER:** \_\_\_\_\_

**ACTION REQUESTED:**

\_\_\_\_\_ Delete Letter      \_\_\_\_\_ Amend Letter      \_\_\_\_\_ Add New Letter

\_\_\_\_\_ Amend Attachment to Letter

Other \_\_\_\_\_

(Please, specify)

**REASON FOR CHANGE/ADDITION/DELETION:**

**CONTENT REQUESTED (Attach additional page if needed.)**

**Thank you for your help!**

**IRL-1A  
09/2007**