

**CONS**



**United States Embassy Panama  
CONSULAR SECTION**

**CONSULAR INFORMATION SHEETS**

**E-MAIL:** [Panama-ACS@state.gov](mailto:Panama-ACS@state.gov)

**Location:** Building 783, CLAYTON, PANAMA

**Hours of Operation:**

**Monday, Tuesday, and Thursday** from 08:00 a.m. to 12:00p.m.  
and 1:30 p.m. to 3:30 p.m.

**Wednesday** from 8:00 a.m. – 12:00 noon

**Friday** from 8:00 a.m. – 10:00 a.m.

**The ACS unit is closed for Panama and United States Holidays**

**Telephone number:** 207-7000

## How to Replace a Lost or Stolen Passport

### To Replace Your Lost or Stolen Passport You Should:

1. Complete Application for Passport, Form DS-11 (available at [www.travel.state.gov](http://www.travel.state.gov))  
Form is also provided in our Passport Unit, Consular Section

Complete Question #18 as follows:

- Write your name as it appeared in your passport
- Write the approximate date of issue.
- Include the passport number if known
- Under "DISPOSITION", mark the appropriate box.
- If your passport was expired, write "EXPIRED" next to the "OTHER" box.

2. Complete Statement Regarding Lost or Stolen Passport, Form DS-64 (available at [www.travel.state.gov](http://www.travel.state.gov))

- **ONLY IF** your lost/stolen passport is **still valid**.
- Fill in as much of the passport information as you can.
- Answer all the other questions in detail.

3. Submit your form(s) and

- Two identical passport photographs (size 2"x 2" with white background).

- Police report from the Policia Tecnica Judicial, located in Ancon, telephone: 512-2222 OR from any of the PTJ branches.
- You will also need documentation: proof of U.S. citizenship (i.e. expired or cancelled U.S. passports, birth or naturalization certificates, etc. ); identification cards.
- Fee: \$85.00 for applicants under 16 years old; \$100.00 for applicants 16 years old and above.

Your new passport will take between **fifteen and twenty** days to be ready, from the date your application is completed and approved.

**Please pick up your new passport at the Consular Section, at the Cashier's Window. Or, you may send another person to pick-up the new passport with your signed consent and a copy of your Id. Please refer to our Hours of Operation.**

**YOU WILL RECEIVE AN E-MAIL INDICATING THAT YOUR PASSPORT IS READY TO PICK UP. PLEASE DO NOT COME TO THE CONSULAR SECTION TO CLAIM YOUR PASSPORT BEFORE THE DAYS ALLOWED.** If you need to contact us regarding your new passport, please send an e-mail to [Panama-ACS@state.gov](mailto:Panama-ACS@state.gov) .

Bring your previous passport *and* the cashier's receipt to pick up the new passport. First time applicants and replacements of lost/stolen/damaged passports only need to show the cashier's receipt.

## Checking the Status of Your Application online

To check the status of your application online you will need:

- your last name, including suffixes without punctuations except the hyphen, (for example: Jones III, Patton Jr, Jackson-Smith, Varela Garcia),
- date of birth in the following format: MM/DD/YYYY, and
- the last four digits of your Social Security Number (if you don't have a SSN please type "0000")

To securely input your information, [http://www.travel.state.gov/passport/get/status/status\\_2567.html#](http://www.travel.state.gov/passport/get/status/status_2567.html#)

**Note:** For security reasons, we recommend that you close your browser after you have finished accessing your passport application status.

If you can't find the information you are looking on [travel.state.gov](http://travel.state.gov) or if you have any questions, contact the National Passport Information Center at: Telephone Number: 1-877-4USA-PPT (1-877-487-2778) or TDD/TTY: 1-888-874-7793. Telephone number for customers with telecommunication devices for the hearing impaired. This telephone number cannot be accessed by a standard touch tone or rotary dial telephone.