



Third Party Websites

- If the website does not end in .GOV.UK, it is not official.
- If you were misled by an advert from a search engine, you should report this using this link: www.gov.uk/
- If you are seeking a refund, you are advised to check the terms and conditions of the website that took this payment from you and contact them.

Additional Information

Her Majesty's Passport Office is aware of these websites and we have no association with them and in no way endorse their activity. We have been working with Google to remove adverts for any misleading third party websites and many have been taken down.

The law requires all unofficial sites offering passport services to carry a clear disclaimer that they are not an official passport site or affiliated in any way to Her Majesty's Passport Office.

HM Passport Office is the only provider of the British passport. Official online passport services can only be accessed at www.gov.uk.

The guidance booklet enclosed with the passport application form directs customers to the gov.uk website or this Passport Adviceline.

What we have done:

Government Ministers have met with Google to request that they remove any adverts for misleading third party websites.

Government has also pledged to give the National Trading Standards Board (NTSB) an additional £120,000 to identify, investigate and take enforcement action against any examples of misleading websites that pass themselves off as official Government services.

What we are doing:

We are gathering evidence on the extent of the problem and the details captured today will form part of this. We have already had success with removing adverts from Google so we are working with the Government Digital Service to take evidence to other search engine providers (e.g. Bing, Yahoo) to see how they can help prevent customers from being misled into using unofficial websites that may appear at the top of internet searches i.e. above the official government website www.gov.uk.