

[CURRENT_DATE]

Recipient Name

Recipient Address (multiple lines)

CSE Case Number:

[CSE_CASE_NUMBER]

Person Ordered to Receive Support:

[CP_PRIMARY_NAME]

Parent Ordered to Pay Support:

[NCP_PRIMARY_NAME]

Court Case Number:

[COURT_CASE_NUMBER]

Dear [RECIPIENT_NAME]:

Our office has received your inquiry regarding the denial of your passport. To qualify for a routine release your statewide support arrears balance must be zero at the end of each month. Otherwise, you must meet one of the extenuating circumstances described below:

- **Life or death situations:** This refers to the life threatening illness or death of a member of the individual's immediate family who lives outside of the United States. Immediate family members are defined as a parent or guardian, child, grandparent, sibling, aunt, uncle, step-child, step-parent, step-sibling, or spouse.

The individual must contact the Local Child Support Agency (LCSA) to request exclusion from the Passport Denial Program (PDP) and must provide written verification of the death or life-threatening illness of the family member. Written verification may include a death certificate or equivalent certification, or a letter from a doctor or other health care provider.

In addition, the individual must provide the Passport Application Denial Letter or location of the passport agency where the application was submitted (embassy/consulate).

- **Mistaken identity:** This occurs when an individual has their passport application denied for reasons of delinquent support obligations, even though that individual has never been submitted to the PDP.

The individual must provide the LCSA with a copy of the Passport Application Denial Letter, their date of birth, Social Security Number (SSN), and a daytime telephone number. The LCSA shall follow their internal procedures in determining if the case meets the mistaken identity criteria.

- **Erroneous submittal of an individual:** This occurs when an individual has their passport application denied because an individual using the same SSN was submitted to the PDP for delinquent support obligations.

The individual must provide the LCSA with a copy of the Passport Application Denial Letter, or location of the passport agency where the application was submitted (embassy/consulate).

If you meet any of the listed extenuating circumstances please bring the appropriate documentation into our office immediately. Our office will forward the information to the Department of Child Support Services (DCSS) to consider release of your passport. DCSS will notify you by telephone regarding the determination.

If you have any questions, please visit Customer Connect at www.childsupport.ca.gov/customer-connect for assistance on-line or call Customer Connect at (866) 901-3212. Persons with hearing or speech impairments, please call the TTY number at (866) 399-4096.

Sincerely,

[WORKER_NAME]

[WORKER_TITLE]