

Information for non New Zealanders who have lost their passports

IDENTITY THEFT

Lost your passport? Concerned that your identity has been stolen and that someone might be using your passport or visa? Here are some frequently asked questions and answers.

What is Identity theft?

Your identity and personal information are valuable. Criminals can find out your personal details and use them to open bank accounts and get credit cards, loans, state benefits and documents such as passports and driving licences in your name.

If someone finds your passport and visa they may try to use this to travel to New Zealand or elsewhere illegally.

My passport has been stolen or lost, what should I do?

Report any theft or loss to:

- the New Zealand police,
- your country's Embassy or High Commission, and
- Immigration New Zealand on 0508 558 855.

How can I get another visa?

When you have your new passport call us on 0508 558 855 or visit your nearest Immigration New Zealand branch to get a replacement visa label.

Could someone get a visa under my name which would affect my immigration status?

It is important to report your passport as stolen or lost as soon as you are aware it has been so that we can take steps to protect your interests.

If someone committed a crime using my identity would that affect my immigration status?

It is important to report your passport as stolen or lost as soon as you become aware. If you do not report it before it is used, it can take authorities more time to resolve the matter and this may impact on your status.

Is there any way of cancelling the visa in a stolen or lost passport?

If you report the theft or loss to us we can ensure the passport and visa is no longer able to be used for travel from or to New Zealand and arrange for a replacement visa to be issued.

If I report my passport as lost/stolen, then later find it, can I still use it to travel?

No. You must obtain a replacement passport and visa. All passports and visas reported lost or stolen are placed on immigration and Interpol watch lists. If you attempt to use a lost/stolen passport you may be unable to travel or face serious difficulties overseas.

Related Links

Protect Yourself From Identity Theft

<http://www.identity.govt.nz/>