



## *The Trip Your Passport Takes Without You*

Have you ever wondered how the Passport Office issues your passport?

The Canadian passport is a highly trusted document, and to keep it that way, the Passport Office makes every attempt to verify the information on your application. Files are checked, guarantors contacted – even the passport itself is quality controlled.



*Marie-Claire Parent  
Public Counter Examiner  
Hull Office*

The person who receives your application is a professional examiner who makes sure that the application is filled out according to the requirements of the Canadian Passport Order and that all information is complete. Examiners are thoroughly trained to spot irregularities and to recognize a wide range of identity papers issued over many decades.

The examiner is your personal contact and a representative of the Passport Office as a whole. These employees know that a complicated case can sometimes cause delays and increased stress for the client and they are prepared to handle such cases with sensitivity.

Since a medium-sized operation processes 200-250 passports a day, it is vital that the documents be handled efficiently. Your application is assigned an identification number that follows it through the system. At every step of the process, the passports are listed and accounted for to ensure that only authorized documents circulate. Imperfect documents are discarded so that no confusion over their authenticity will occur at border points.

If you examine your passport you will notice that page two is laminated. This page contains your personal statistics. An "observation" later in the booklet will indicate any special feature of your passport – whether children have been included, for example.