

## BEDRIDDEN / IMMOBILE (ACUTE TERMS)

Due to passport security, this assistance is only available to citizens who are **bedridden** or **immobile** in acute terms. In other words, **strict bed rest** or **severe impairment** – walking, sitting and standing.

The representative must be present to submit the passport renewal application in the morning. Collect the passport in the afternoon.

You need to email us complete documentation first for approval. To save time/resources (digital images), photos will be printed before the representative comes to our Immigration counter (queue system).

## DOCUMENTATION

- **Two recent passport photos** (white background); **or**  
**Few digital images (smartphone)** with white screen/fabric background - we can adjust and print the photos for £5 cash  
**(we can only offer assistance for citizens under this 'bedridden / immobile' section)**
- Original MyKad + 1 copy (front and back)
- Original current passport + 1 copy (main page)
- Original residence permit + 1 copy (front and back)
- ID proof of representative – relationship and ID
- Passport fee - refer to the passport checklist
- **Letter from a doctor / care home stating the severity of the illness and condition is permanent** (letterhead)
- **Image from head to toe with a clear face is shown** - this can be printed on a paper as proof of the patient's current condition
- **IM 42 PIN 1/97 form that has been completed** with the owner's **signature or right thumbprint (two sections)** and a **clear right thumbprint (box section)** - black ink