United States Traveling Market
Passport White Paper

The impact of lost/stolen passports on
United States Citizens

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Mandala Research, LLC
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BACKGROUND ON THE STUDY

The Company

Mandala Research is a trusted market research firm offering a diverse range of travel market research products and services - along with expert analysis - to Fortune 500 companies, non-profit organizations, and government agencies. The company is based in Alexandria, Virginia.

Overview

A passport is a travel document, usually issued by the government of a nation, which certifies the identity and nationality of its holder for the purpose of international travel.

The issue of passport usage and loss has come to light as a result of recent terrorist issues. It was reported that two passengers on the recently lost Malaysia Airlines flight were traveling with stolen passports. Neither of these passengers was a United States citizen.

This paper explores the issue of lost and stolen passports and the various impacts on United States citizens.

Methodology

Mandala Research, LLC commissioned TNS Global\(^1\) to ask questions regarding Passport issues. They asked the questions of 1,000 respondents who were representative of the United States population.

The report provides some demographics and trip questions as well.

The responses have a margin of error of ± 4 percentage points at the 95% confidence level. The data was cross-tabulated by type of trip, age and gender.

\(^1\) The TNS Global name is the property of TNS
THE TAKEAWAY

Approximately six-in-ten United States citizens has a passport, with those without children in the household, those with a greater annual household income, and those over the age of 65 being more likely to have a U.S. passport. Less than 5% of U.S. citizens who have a passport has reported a passport as lost or stolen in the last 12 months.

- Over half of the respondents (57.6%) have a U.S. passport.
- Respondents without children in the household were significantly more likely to have a U.S. passport than those with children in the household (78.7% vs. 21.3%).
- Respondents with an income of greater than $75,000 were significantly more likely to have a U.S. passport than those with a lower income (45.0% vs. 55% for under $75,000).
- Respondents over the age of 65 were significantly more likely to have a U.S. passport than younger respondents (32.5% vs. 67.5% for 65 and younger).
- Significant differences in having a U.S. passport were not found by race and gender.
- Of those who have a U.S. passport, very few respondents have reported a lost or stolen passport (4.2%).
A majority of U.S. citizens who have reported a passport as either lost or stolen consider the process of reporting the lost or stolen passport as somewhat to very easy. U.S. citizens who have a passport have confidence in their ability to report and replace a lost or stolen passport.

**RECOMMENDATIONS**

Based on these findings, it is recommended that U.S. citizens traveling abroad take precautions both prior to and during travel in an effort to ensure the protection of their passports and other important documents. Prior to travel, it is recommended that U.S. citizens make photocopies of their travel documents in case their documents are either stolen or lost (U.S. Department of State, 2014). One copy of the documents, including passport ID page and driver’s license, should be left behind with a trusted individual and one should be brought with the traveler. Having photocopies of travel documents can be helpful during the process of reissuing stolen or missing documents while traveling internationally.

Travelers should also be vigilant during travel to ensure the protection of their passports and important documents. First, passports and other important travel documents should be in a location that travelers can see (U.S. Department of State, 2014). For example, travelers should avoid placing their passports and travel documents in backpacks and back pockets, which can be vulnerable to pickpocketing. Second, passports and credit cards often contain RFID chips which store sensitive information about individuals. Thus, it is recommended that travelers place any important travel documents which contain an RFID chip in RFID blocking cases. Lastly, travelers should keep photocopies of their travel documents in a separate location from the originals, in case the originals are lost or stolen.
### ABOUT THE RESPONDENTS

<table>
<thead>
<tr>
<th>Income Levels</th>
<th>• Income levels were relatively dispersed. Thirty percent of the respondents had a reported income greater than $75,000.</th>
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<tbody>
<tr>
<td></td>
<td>• Average income was $48,400.</td>
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<td>Age</td>
<td>• 21.2% of the population was 30 years of age or younger.</td>
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<td>• 34.4% of the respondents were between the ages of 31-50.</td>
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<td>• 44.4% of the respondents were over the age of 50.</td>
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<td>Household Characteristics</td>
<td>• The average household size was 2.5.</td>
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<td>• 60% of the respondents were married.</td>
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<td>• 39% of the respondents worked full-time and 22% were retired.</td>
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<td>• Half the respondents lived in a household as husband and wife.</td>
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<td>• 76% of the respondents had no children (under 18) in the household.</td>
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<td>Race</td>
<td>• 84% of the respondents classified their race as white and only 9% classified their ethnicity as Hispanic.</td>
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