

# Notes from the Frankfurt Consular Section Chief



Very few places in the world can rival the five laender we serve in Germany for their hospitality to American citizens. We are especially thankful for the support we count on from local governments in the event of an emergency. At the same time, there are certain services and support that your own government — through its consular sections in Embassies and Consulates around the world — can best provide. These include issuing passports and reports of birth, assistance in the event of death or family emergency, repatriation to the U.S. when necessary, advice in matters involving child custody and child abduction, support for crime victims as well as for American citizens under arrest, and assistance in the event of a disaster or other crisis. Our duty as consular officers is to

assist you, our citizens, as best we can pursuant to the laws of the country we work in and the statutes that guide our actions. As we serve you, we have the full backing of the U.S. Ambassador, whose instructions from the President include protection of American citizens as a top priority. We welcome your feedback on how we are doing and how we can serve you better. With warmest regards, Andrew Parker

Contact information: [parkerac@state.gov](mailto:parkerac@state.gov)

## New Online Appointment System for Passport Services!

Beginning March 1, 2008, U.S. Citizens will be required to make appointments to renew passports through the U.S. Consulate General Frankfurt's new online appointment service. This service is free of charge. Renewal by mail remains the most efficient option available to most adult applicants. For those who must or who choose to appear in person for services, the introduction of an appointment system will improve the efficiency of the process.

Americans wishing to report the birth abroad of a U.S. Citizen child, to apply for the first passport for an adult or child, to replace a passport expired over 15 years, or to replace a passport that is lost, stolen or damaged, will be able to schedule an appointment using the new online appointment service beginning in March at:

<http://frankfurt.usconsulate.gov/>

Appointments will also be available to those who wish to apply for extra visa pages and adult renewal passports in person, though mailing in applications for these services remains the most efficient option available. Emergency cases will continue to be processed on a walk-in basis. See the website for opening hours.

### Holiday Closures

- Friday, March 21st: Good Friday
- Monday, March 24th: Easter Monday
- Thursday, March 27th: Staff Administration
- Thursday, April 24th: Staff Administration
- Thursday, May 1st: International labor Day
- Monday, May 26th: Memorial Day
- Thursday, May 29th: Staff Administration

### Opening Hours and Contact Information

Consulate General—Frankfurt  
Giessener Strasse 30  
60435 Frankfurt am Main

Passport Unit  
Open to the public: 7:30 am to 11:30am M-F  
Tel: (069) 7535-2100, 2:00 — 4:00 pm only  
Fax: (069) 7535-2304  
Email: [frankfurtpassports@state.gov](mailto:frankfurtpassports@state.gov) or  
[frankfurtbirthabroad@state.gov](mailto:frankfurtbirthabroad@state.gov)

Contact information and opening hours  
<http://frankfurt.usconsulate.gov>

Special Consular Services  
Open to the public: 7:30am to 11:30, M-F  
Tel: (069) 7535-2102  
Fax: (069) 7535-2252  
Email: [GermanyACS@state.gov](mailto:GermanyACS@state.gov)  
After-Hours Emergencies: (069) 7535-0