

# Notes from the Frankfurt Consular Section Chief



Summer is a time of transition at Embassies and Consulates around the world, just as it is for many of you overseas due to a company transfer or an academic year abroad. You may notice the impact if you seek consular services here. Surges in demand, especially for visa services, occur just when we are swapping old officers for new. The result can mean a longer wait for the appointment you need. So please, remember to check your passport expiration date and book early using our new appointment system for American Citizen Services or our on-line appointment system or the call center for visa appointments. We are working to make our website more informative and user-friendly, so please turn to it for the latest news and guidance on procedures, appointments and voter registration.

This summer is a time of transition for me and my family, as well. After three years that have gone by in a blink, Sheryn and I depart Frankfurt this week for Tel Aviv, accompanied by our son, while our daughter returns to the US to attend Syracuse University. We have learned and experienced so much during our time here, and will fondly remember the strong bonds of friendship between the German and American people.

What has made this assignment so positive for me is the finest consular staff the State Department could ever hope to muster. I particularly want to salute Non-Immigrant Visa supervisor Gerda Wagner and Immigrant Visa assistant Yola Moyses, who retire today after decades of inspiring service. Their leadership will be missed! My successor, Lawrence Mire, will arrive later this summer. I hope many of you will have an opportunity to attend our American Citizen Information Night in September or another event where you will meet him and the energetic Foreign Service Officers who are here to serve you. Best wishes to you all.

## Is It an Emergency?

Every summer we receive a high-volume of calls and requests for emergency appointments and emergency passports. All passports are now printed in the United States, except in a few special and limited situations. Here are some guidelines to help you plan:

If your passport was **lost in transit** or **stolen**, if you received a **Red-Cross message** or have a **family or medical emergency**, you can qualify for an emergency print passport. Make an appointment online for the next available slot at

[https://evisaforms.state.gov/acs/make\\_default.asp](https://evisaforms.state.gov/acs/make_default.asp)

then follow the instructions to request an earlier appointment. The emergency passport will be printed while you wait. **Additional visa pages** are also printed while you wait.

If you realized too late that your passport has expired, we are unlikely to be able to accommodate your request for an emergency passport. However, we often obtain new passports in 7-10 days from your appointment (once in only three!), and we can call you when it arrives, so you can pick it up right away.

Please visit [http://frankfurt.usconsulate.gov/ea\\_request.html](http://frankfurt.usconsulate.gov/ea_request.html) for more information.

## Holiday Closures

Thursday, June 26th: Staff Administration

Friday, July 4th: Independence Day

Thursday, July 31st: Staff Administration

Thursday, Aug 28th: Staff Administration

Remember: Summer is High Season, so book your appointment early, and be courteous and don't forget to cancel if you change your appointment!

## Opening Hours and Contact Information

Consulate General—Frankfurt  
Giessener Strasse 30  
60435 Frankfurt am Main

Passport Unit  
Open by appointment: 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 by appointment 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