

20-906

The Secretary presents his compliments to their Excellencies and Messieurs and Mesdames the Chiefs of Mission and wishes to announce changes to temporary operational requirements associated with the manner in which the Department's Office of Foreign Missions (OFM) provides services and facilitates benefits for foreign missions and their members in the United States. These temporary measures remain necessary to further mitigate the spread of the coronavirus (COVID-19). This note replaces the Department's note No. 20-544, dated April 3, 2020.

All changes from note No. 20-544 are denoted below with an asterisk (\*).

The changes outlined in this note are expected to remain in effect until further notice.

### **Contacting OFM**

Given that a significant percentage of OFM's staff are teleworking, foreign missions and their members are encouraged to contact OFM via electronic mail. Foreign missions and their members are strongly discouraged from attempting to contact OFM by telephone. Please send diplomatic notes or correspondence to [OFMAssistants@state.gov](mailto:OFMAssistants@state.gov).

The following chart provides the electronic mail addresses that should be used based on the topic of the inquiry/request:

| Inquiry Topic                                   | Contact Information                                  |
|---|--|
| General Inquiry                                 | OFM-Info@state.gov                                   |
| Meeting (Washington, DC)                        | OFMAssistants@state.gov                              |
| Meeting (Chicago)                               | OFMCGCustomerService@state.gov                       |
| Meeting (Houston)                               | OFMHOCustomerService@state.gov                       |
| Meeting (Los Angeles)                           | OFMLACustomerService@state.gov                       |
| Meeting (Miami)                                 | OFMMICustomerService@state.gov                       |
| Meeting (New York)                              | OFMNYCustomerService@state.gov                       |
| Meeting (San Francisco)                         | OFMSFCustomerService@state.gov                       |
| Accreditation Inquiry                           | OFM-Accreditation@state.gov                          |
| Bonded Warehouse/Customs Inquiry                | OFMTaxCustoms@state.gov                              |
| Dependent Work Authorization Inquiry            | OFM-EAD@state.gov                                    |
| e-Gov System Inquiry                            | OFMeGovHelpDesk@state.gov                            |
| Emergency Management & Response Inquiry/Request | OFM-EmergencyMgt@state.gov                           |
| Establishment of New Consular Post Inquiry      | OFMProperty@state.gov                                |
| Motor Vehicle Inquiry                           | OFMDMVInfo@state.gov (or applicable regional office) |
| Radio Frequency Inquiry                         | OFMTravelServices@state.gov                          |
| Travel Notification or Approval Inquiry         | OFMTravelServices@state.gov                          |
| Tax Exemption Inquiry                           | OFMTaxCustoms@state.gov                              |

Separate from the matters outlined above, foreign missions are encouraged to continue transmitting inquiries and requests for assistance related to the operational impacts of COVID-19 and associated response efforts via electronic mail to [OFM-EmergencyMgt@state.gov](mailto:OFM-EmergencyMgt@state.gov).

## **Meetings**

Until further notice, OFM will limit meetings with foreign missions to those that can be conducted telephonically. Requests for such meetings in Washington, DC shall be submitted via electronic mail to [OFMAssistants@state.gov](mailto:OFMAssistants@state.gov).

Instructions for requesting meetings with OFM's regional offices are provided in the chart above.

## **Customer Service Centers**

Until further notice, OFM's Customer Service Center, located at 3507 International Drive, NW Washington, DC, remains closed. Similarly, OFM's Regional Offices, located in Chicago, Houston, Los Angeles, Miami, New York, and San Francisco will not be open to the public. At this time, all exchanges of information, products, and delivery of payments shall be handled via mail.

## **Accreditation**

OFM's adjudication of requests associated with the accreditation of members of foreign missions will continue to function normally.

In response to a permanent policy change, identification cards (new and renewals) are now being mailed directly to the cardholder's residential address.

- *Return of identification cards*

Foreign missions may either hold expired identification cards until OFM provides further instructions or mail them via the U.S. Postal Service (USPS), *Federal Express*, or *UPS* to:

Office of Foreign Missions - Accreditation  
3507 International Place, NW  
Washington, DC 20008

- ***Surcharge payments***

Foreign missions may send such payments via USPS, *Federal Express*, *UPS*, or similar service to:

Office of Foreign Missions - Accreditation  
3507 International Place, NW  
Washington, DC 20008

Please provide information with such payments that indicates the applicable transaction information and associated mission or mission member.

| Service                      | Impact of Operational Changes |
|------------------------------|-------------------------------|
| Notifications of Appointment | No Anticipated Delays         |
| Notifications of Change      | No Anticipated Delays         |
| Notifications of Termination | No Anticipated Delays         |
| Identification Cards         | No Anticipated Delays         |

### **Bonded Warehouse Purchases**

OFM's authorization of requests from foreign missions and their members for authorization to purchase tax and duty-free merchandise from bonded warehouse facilities will continue to function normally.

| Service                                 | Impact of Operational Changes |
|---|-------------------------------|
| Bonded Warehouse Purchase Authorization | No Anticipated Delays         |

### Customs Clearances

OFM's certification of requests from foreign missions and their members for clearance of the importation of goods and materials will continue to function normally.

| Service           | Impact of Operational Changes |
|-------------------|-------------------------------|
| Customs Clearance | No Anticipated Delays         |

### Dependent Work Authorizations

Until further notice, applications from foreign mission members seeking authorization for their eligible dependents to work in the United States must be sent via USPS, *Federal Express*, *UPS*, or similar service to:

Office of Foreign Missions - Accreditation  
3507 International Place, NW  
Washington, DC 20008

| Service                       | Impact of Operational Changes |
|-------------------------------|-------------------------------|
| Dependent Work Authorizations | No Anticipated Delays         |

### e-Gov System Support

OFM's e-Government system and associated account management functions will continue to function normally.

| Service              | Impact of Operational Changes |
|----------------------|-------------------------------|
| e-Gov System Support | No Anticipated Delays         |

## **Emergency Management/Response**

OFM remains ready to assist foreign missions with matters related to emergencies and natural disasters, to include the impacts of COVID-19. Foreign missions are strongly encouraged to transmit requests for such assistance or related inquiries to [OFM-EmergencyMgt@state.gov](mailto:OFM-EmergencyMgt@state.gov).

## **Establishment of New Consular Posts**

OFM's authorization of requests for the establishment of a new consular post in the United States will continue to function normally. All such requests shall be submitted via electronic mail to [OFMProperty@state.gov](mailto:OFMProperty@state.gov).

| Service                         | Impact of Operational Changes |
|---------------------------------|-------------------------------|
| New Consular Post Authorization | No Anticipated Delays         |

## **Motor Vehicle Requests**

With minor exceptions, requests for driver's licenses and non-driver identification cards (new or renewal), driver history reports, letters denoting a mission member's ineligibility for an OFM-issued driver's license, and liability insurance updates will continue to function normally. However, logistical challenges prevent OFM from **efficiently** facilitating the extension of motor vehicle registrations and titling services.

With temporary procedural modifications, OFM continues to process new motor vehicle registration applications and applications for titles. Detailed instructions concerning the modified means for requesting such services are outlined below.

**\*Effective immediately, OFM's New York Regional Office (OFM/NY) is resuming its adjudication of requests associated with the registration of motor vehicles (new or renewal applications).** Previously, OFM/NY was the only office not directly performing such functions.

For services associated with missions located in the Washington, DC, Metropolitan Area, payments required for the completion of **all** services associated with the registration, disposition, or operation of a motor vehicle shall be sent via the USPS, *Federal Express*, *UPS*, or similar service to:

Office of Foreign Missions - DMV  
3507 International Place, NW  
Washington, DC 20008

For services associated with missions located in the Washington, DC, Metropolitan Area, the return of all OFM-issued hard license plates required for the completion of **all** services associated with the registration, disposition, or operation of a motor vehicle shall be wrapped in clear plastic, and sent **solely via DHL, Federal Express, UPS, or a similar service, with the applicable e-Gov**

**transaction ID number prominently displayed on the outside of the package to:**

Office of Foreign Missions - DMV  
3507 International Place, NW  
Washington, DC 20008

For services associated with missions located outside the Washington, DC, Metropolitan Area, payments required for the completion of **all** services associated with the registration, disposition, or operation of a motor vehicle shall be sent via the USPS, *Federal Express*, *UPS*, or similar service to the appropriate OFM Regional Office (see enclosure for address details).

Missions must provide information with such payments that indicates the applicable transaction ID number as well as other information regarding the associated mission or mission member.

### **Vehicle Registrations (New/First Time Registration)**

Applications for the new/first time registration of a vehicle should be submitted normally via e-Gov. However, such applications should include a remark indicating where OFM should mail the registration card, plates and decal that will result from the request. Such addresses must be either the physical address of the associated mission or the mission member's residential address.



For missions or members located in the Washington, DC Metropolitan Area, original documents required for this action shall be sent to OFM via *Federal Express, DHL, UPS*, or similar service to:

Office of Foreign Missions - DMV  
3507 International Place, NW  
Washington, DC 20008

For missions or members located **outside** the Washington, DC Metropolitan Area, original documents required for this action shall be sent via *Federal Express, DHL, UPS*, or similar service to the appropriate OFM Regional Office (see enclosure for address details).

Given current operational constraints, OFM believes a reasonable timeframe for the processing and delivery of a new vehicle registration requests to be a minimum of two weeks.

### **Vehicle Registrations (Renewals)**

Missions are advised that vehicle registration renewals for all eligible vehicles will continue to be mailed to the missions within the first two weeks of the beginning of each month.

## Vehicle Titles

Applications for a vehicle title should be submitted normally via e-Gov. However, such applications should include a remark indicating where OFM should mail the title (and temporary tag if applicable) that will result from the request. Such addresses must be either the physical address of the associated mission or the mission member's residential address. Missions should be aware that no titles will be mailed to applicants unless OFM has received the hard plates (and any other "exchanges"), or, where plates were lost or stolen, a copy of the police report documenting the lost or theft.

For title requests associated with missions located in the Washington, DC, Metropolitan Area, missions or their members must send all OFM-issued hard license plates, wrapped in clear plastic, **solely via DHL, Federal Express, UPS, or a similar service, with the applicable e-Gov transaction ID number prominently displayed on the outside of the package to:**

Office of Foreign Missions - DMV  
3507 International Place, NW  
Washington, DC 20008

For title requests associated with missions located **outside** the Washington, DC, Metropolitan Area, missions or their members must send all OFM-issued hard license plates, wrapped in clear plastic, **solely via *DHL, Federal Express, UPS, or a similar service, with the applicable e-Gov transaction ID number***

**prominently displayed on the outside of the package** to the appropriate OFM Regional Office (see enclosure for address details).

Given current operational constraints, OFM believes a reasonable timeframe for the processing and delivery of title requests to be a minimum of two weeks.

### **Driver's License (New)**

As a temporary measure, applications for the issuance of a new OFM driver's license, for which the applicant can provide a copy of a driver's license from any jurisdiction, to include licenses issued by foreign countries, that expired after 2016, and do not require the driver to wear glasses or corrective lens while driving, do not require successful completion of a new vision acuity test. Similarly, applications for the issuance of a new OFM driver's license, for which the applicant can provide a copy of a driver's license from any jurisdiction, to include licenses issued by foreign countries, that expired after 2016, and that require the driver to wear glasses or corrective lens while driving, also do not require successful completion of a new vision acuity test; however the OFM-issued driver's license will include the restriction requiring the driver to wear glasses or corrective lenses while driving.

- ***Return of driver's licenses***  
Foreign missions in the Washington, DC Metropolitan Area may send driver's licenses to:

Office of Foreign Missions - DMV  
3507 International Place, NW  
Washington, DC 20008

Foreign missions located outside the Washington, DC Metropolitan Area may send driver's licenses to the appropriate OFM Regional Office (see enclosure for address details).

### **Driver's License (Renewals)**

In response to a permanent policy change, unless the applicant has had an OFM-issued license for over six consecutive years, the successful completion of a new vision acuity test is no longer required for driver's license renewals.

| Service   | Impact of Operational Changes                |
|---|--|
| Vehicle Registration (First time Registration)  | Expect Delays                                |
| Vehicle Registration (Renewal)                  | Expect Delays                                |
| Vehicle Title                                   | Expect Delays                                |
| Insurance Updates                               | No Anticipated Delays                        |
| Driver's License                                | Moderate - No Delays                         |
| Non-Driver Identification Card                  | No Anticipated Delays                        |
| Eye Exams (Driver's License Application)        | OFM is currently unable to conduct eye exams |
| Non-Eligibility for OFM Driver's License Letter | No Anticipated Delays                        |
| Driver History Reports                          | No Anticipated Delays                        |

### **Real Property Acquisitions/Dispositions**

OFM's approval of requests from foreign missions for authorization to purchase, lease, use, or dispose of real property in the United States will continue

to function normally. All such requests shall be submitted via electronic mail to

[OFMProperty@state.gov](mailto:OFMProperty@state.gov).

| Service   | Impact of Operational Changes |
|---|-------------------------------|
| Real Property Acquisition & Disposition Approvals | No Anticipated Delays         |

### **Radio Frequency Assignments**

OFM's facilitation of requests from foreign missions for temporary assignment of radio frequencies will continue to function normally.

| Service         | Impact of Operational Changes |
|-----------------|-------------------------------|
| Radio Frequency | No Anticipated Delays         |

### **Tax Exemption Requests**

OFM's authorization of tax exemption benefits will continue to function normally.

- ***Return of tax exemption cards***

Foreign missions may send all expired tax exemption cards to:

Office of Foreign Missions - Tax  
3507 International Place, NW  
Washington, DC 20008

- ***Surcharge payments***

Foreign missions should mail, via the U.S. Postal Service, checks or money orders required for the completion of a tax-exemption request to:

OFM  
P.O. Box 58041  
Washington, DC 20037

Please provide information with such payments that indicates the applicable transaction information and associated mission or mission member.

**Travel Notifications and Authorizations**

Foreign mission members that are required to provide OFM with prior notification or obtain prior approval of their domestic travel within the United States will continue to transmit such information normally. Unless a mission has directly received separate instructions, all such notifications or requests for authorizations shall **only** be transmitted via electronic mail at

[OFMTravelServices@state.gov](mailto:OFMTravelServices@state.gov).

| Service                        | Impact of Operational Changes |
|--------------------------------|-------------------------------|
| Travel Notifications/Approvals | No Anticipated Delays         |

The Department appreciates the cooperation and patience of the foreign mission community as we collectively combat the global spread of COVID-19.

Department of State,

Washington, June 23, 2020.



## **OFM Regional Office Addresses**

### **OFM Chicago**

77 W. Jackson Blvd., Suite 2122  
Chicago, IL 60604  
(312) 353-5762

### **OFM Houston**

8701 S. Gessner, Suite 906  
Houston, TX 77074  
(713) 272-2865

### **OFM Los Angeles**

10940 Wilshire Blvd., Suite 1550  
Los Angeles, CA 90024  
(310) 235-6292

### **OFM Miami**

95 Merrick Way, Suite 505  
Coral Gables, FL 33134  
(305) 442-4943

### **OFM New York**

799 United Nations Plaza, 8<sup>th</sup> Floor  
New York, NY 10017  
(646) 282-2825

### **OFM San Francisco**

235 Pine Street, Suite 1600  
San Francisco, CA 94104  
(415) 744-2910