



AMERICAN CITIZEN MANAGUA NEWSLETTER

Issue 6 – February 2018

INSIDE THIS ISSUE:

<i>Contact Information & ACS Appointments</i>	1
<i>Town Hall Highlights</i>	2-3
<i>Crisis Preparedness Evacuee Manifest</i>	4-5
<i>SSA Update</i>	6-8
<i>In the News</i>	9
<i>Nicaraguan Immigration News</i>	10
<i>U.S. Immigrant Visa Pending Petition Info</i>	11
<i>Registering with STEP & Drones</i>	12
<i>Fraud Alert</i>	13
<i>Road Construction & Parking near Embassy</i>	14



EMERGENCY SERVICES



- Deaths, Abductions, Robberies, Arrests, etc. will be attended promptly.
- Please call (505) 2252-7104 and ask for the American Citizens Services Unit during Embassy office hours.
- If the Embassy is closed, please call (505) 2252-7100 and ask to speak with the Embassy duty officer.

FOLLOW US ON THE WEB:

U.S. Embassy Managua



The United States Embassy in Managua is located at: Kilómetro 5 1/2 (5.5) Carretera Sur, Managua, Nicaragua.

Main Embassy phone:
(505) 2252-7100

Consular Section:
(505) 2252-7104

Customer Service:
(505) 2252-7888

Fax: (505) 2252-7250

Email:
ACS.Managua@state.gov

Consular services are available Monday thru Friday except for official U.S. and Nicaraguan holidays.

Routine services such as passports and notarials require an appointment; you can schedule an appointment on-line:

<https://evisaforms.state.gov/acs/default.asp?postcode=MNG&appcode=1>.

For questions about visas DO NOT CALL ACS or make an appointment for ACS services. Instead, please call (505) 7877-7600 (Movistar number), options available in English.

TOWN HALL MEETING

**IN CHINANDEGA**

On November 28, the United States Embassy held a Town Hall for American Citizens in Chinandega at the Hotel Los Volcanes. The Deputy Chief of Mission, Chad Cummins, gave remarks about various topics surrounding security and emergency crisis preparedness in Nicaragua. There were also other government representatives from the Consular Section and the Regional Security Office. Thanks to all who attended!



Upcoming



WHERE: ESTELI

DATE: MARCH 6, 2018

LOCATION: HOTEL LOS ARCOS

TIME: 1:00 PM –3:00 PM

RSVP: ACS.MANAGUA@STATE.GOV

In the event of a Crisis Abroad?.... "The Evacuee Manifest and Promissory Note"



Best Practice Tip for Crisis Preparedness

*Preparedness is everyone's
responsibility*

*Be prepared to lead or
assist in a crisis. Use a
personal prepared
ness guide and make
sure that you and your
family know your
plans and those of
your pets.*

In our continuous effort to keep you informed about the resources and procedures that would take place in the event of a crisis, we want to focus on the Evacuee *Manifest and Promissory Note (DS-5528)* in this issue of our newsletter.

If I am a U.S. citizen or national am I able to leave Nicaragua in the event of an emergency evacuation due to crisis in the country?

It is the U.S. Department of State's policy to make available to private U.S. citizens any evacuation option planned for the official U.S. government community, when appropriate and feasible.

Will the evacuation transport method be free of charge?

No, evacuations will happen "on a reimbursable basis to the maximum extent practicable." This means that evacuees are required to reimburse the U.S. government for the cost of their evacuation. Evacuees are required to complete a DS-5528 (Evacuee Manifest and Promissory Note) prior to boarding the transport.

Continued on page 5...

The information on this page was taken from the State Department's Bureau of Consular Affairs Crisis Preparedness and Evacuations site. For more suggestions and detailed information please visit: www.Travel.state.gov

Federal Benefits Services **UPDATE...**

As of October 1, 2017, the Federal Benefits Unit was regionalized. The U.S. Embassy in Managua is no longer accepting appointments, calls or walk-ins regarding Social Security inquiries.

If you reside in Nicaragua and have questions regarding services provided by the Social Security Administration (SSA), you must contact the SSA Federal Benefits Unit (FBU) located in Costa Rica. For more information on their services and how to contact them, please visit their webpage at: <https://cr.usembassy.gov/u-s-citizen-services/social-security/>

For comprehensive information on SSA's services abroad, please visit SSA's webpage [Service Around the World](#).

If you are already receiving SSA benefits payments, there will be no change in the method of distribution of those payments.

The best way to contact the SSA Federal Benefits Unit is by using their [online form](#). Sample on next page.

*Regional Social
Security Office
for Nicaragua:*

**Federal Benefits
Unit**

American Embassy
Calle 120 Avenida 0
Pavas 1200
San Jose, Costa Rica



Cont. from page 6 ...Sample Federal Benefits Inquiry Online Form:

FBU Inquiry Form

[Home](#) | [U.S. Citizen Services](#) | [Social Security](#) | [FBU Inquiry Form](#)

Translation
[Español](#)

Number Holder Name: *

First Middle Last

Last 4 digits of Social Security Number:

Date of Birth of the Number Holder:

MM DD YYYY

Your name, if Different from Number Holder

First Middle Last

Address

Address

Address

Address Line 2

City

City

Country of residence: *

Country

Phone Number *

Phone Number (Additional):

Cell Phone Number:

Email address:

Issue *

The information you provide is used solely by the Regional Federal Benefits Unit. In order to process certain types of requests, we may have to ask for your Social Security Number (SSN) or the last 4-digits thereof, your date of birth, or your banking information. You may decline to provide such information, but that could result in a slower response from our benefits team. Please be aware that this form and e-mail are not secure and any information you send via this form is not guaranteed to be safe from potential loss or interception. Any information provided on our web form is not retained and is used only in order to process your current request or answer your current questions. We will remove any sensitive information from your e-mail before we reply. The Regional Social Security Office works in accordance with SSA procedures as well as the Paperwork Reduction Act (44 U.S.C. 3501 et seq.) and the Privacy Act of 1974. You can read our full privacy statement at <http://www.socialsecurity.gov>

Click, SUBMIT when you are ready. Regional FBU in Costa Rica will get back with you regarding your inquiry within 10-15 days, often by phone, so be prepared to accept a call from an unknown number outside of Nicaragua.

From the drop down menu, choose the appropriate service.



Federal Benefits continued...

Services related to Federal Benefits that are still performed at the U.S. Embassy, Nicaragua

A) The American Citizen Services Unit of the U.S. Embassy will continue receiving Federal Benefits checks. If this is the method you have been receiving your benefits or tax refunds, you will receive a letter with instructions on how to contact us in order to schedule an appointment to pick up your check.

B) Notarials:

⇒ If you are applying for your Nicaraguan residency, you can make a notarized statement regarding your current source of income at the embassy. Keep in mind that you need to bring your SSA statements with you. This services costs \$50 USD. Please book an appointment at: <https://ni.usembassy.gov/u-s-citizen-services/local-resources-of-u-s-citizens/notaries-public/>

⇒ If you are processing a claim with the Social Security Administration (SSA) and you are required to send certified copies of your original birth certificate, passport or any other civil record, you may schedule a notarial appointment at the Embassy at:

<https://ni.usembassy.gov/u-s-citizen-services/local-resources-of-u-s-citizens/notaries-public/>. Please bring your original documents with you. There is no fee for this service.



In the news...

U.S. COAST GUARD CUTTER ARRIVES IN CORINTO



USCGC Northland WMEC-904 docked in Corinto

The U.S. Coast Guard Cutter (USCGC) Northland's port call to Nicaragua January 24-28 attracted significant media coverage for the official activities of the ship's crew with the Nicaraguan Navy and for crew members' community service. The USCGC Northland's liberty port call was the first such port call by a USCGC vessel since the late 1990s which was news in and of itself. While at port, the crew participated in an exercise with the Nicaraguan Navy on drug interdiction tactics and performed community service in the surrounding Chinandega area.

Coverage by local and national media was overwhelmingly positive. Media were eager to highlight the stories of female and Latino officers on board as well as the activities. The Embassy posted a [virtual tour](#) of the ship for its social media followers and [produced an action video](#) from the joint exercise at sea. Coverage of the community service activities of the ship's crew rehabilitating a school and working on a reforestation project in Chinandega, which included [a third video](#), solidified the overwhelmingly positive public reaction to the ship's visit. The Embassy's videos received more than 80,000 direct views and reached hundreds of thousands more on social media accounts.

For more embassy news and updates visit: <https://ni.usembassy.gov/>

Calling for Volunteers!

THE AMERICAN CITIZEN SERVICES UNIT OF THE U.S. EMBASSY IS LOOKING FOR **WARDENS** FOR UNDERSERVED AREAS IN NICARAGUA

If you or anyone you know is interested in joining our Consular Warden Community please contact us at ACS.Managua@state.gov . We are always



looking for volunteers, however, at this time we don't have Wardens in the following areas: Madriz, Nueva Segovia, RAAN and Rio San Juan.

The consular warden system is a mechanism for the U.S. Embassy to make information available to citizens in case of emergencies of various types. Wardens serve as points of contact between the Embassy and U.S. citizens in their area. The "no double standard" policy requires that all Americans, whether U.S. government employees or not and whether in the United States or overseas, have access to the same information. Warden networks facilitate this process.

IF YOU ARE CURRENTLY APPLYING FOR YOUR NICARAGUAN RESIDENCY...READ THIS

The Ministry of Interior (Ministerio de Gobernacion) has brought to our attention that they are in the process of completing all pending residency requests from all nationalities. However, they haven't been able to contact many applicants because at the time of the application they provided contact information that might no longer be valid. If this applies to you, please contact Immigration as soon as possible, with your updated contact information by sending an e-mail to: solicitudes@migob.gob.ni



Questions about a pending Immigrant Petition?

You may wish to review our [Directory of Visa Categories on usvisas.state.gov](#) to learn about the different types of immigrant visas to the United States .



The Consular Section in U.S. Embassy Managua has seen an increase in inquires related to immigrant visas. If you or anyone you know, has a petition process pending for any of the immigrant/resident visa categories, for example, petition for a spouse of a U.S. citizen (IR1); please send an email to ManaguaConsularIV@state.gov. Questions and inquiries about these types of cases will ONLY be answered from this e-mail address.



LOCAL RESOURCES FOR AMERICAN CITIZENS ON THE U.S. EMBASSY MANAGUA WEBSITE

Did you know that in the U.S. Citizen Services pages of our Embassy website, you can find a list of local resources such as translators or attorneys'?

Just keep in mind, that the Department of State assumes no responsibility or liability for the professional ability or reputation of, or the quality of services provided by, the entities or individuals whose names appear on these lists.

Feel free to access these lists at: <https://ni.usembassy.gov/u-s-citizen-services/local-resources-of-u-s-citizens/attorneys/>

Registering with the U.S. Embassy is easy with STEP



Smart Traveler Enrollment Program
A SERVICE OF THE BUREAU OF CONSULAR AFFAIRS
U.S. Department of State

The Embassy encourages all U.S. citizens to enroll their trip to Nicaragua or their residency in Nicaragua through the **Smart Traveler Enrollment Program (STEP)**.

Why is it important to register with STEP?

- **STEP** allows you to enter information so that the Department of State can better assist you in an emergency.
- It also allows U.S. citizens residing in Nicaragua to get routine and emergency information from the Embassy.
- To enroll, click on the following address or type it in your browser <https://step.state.gov/step>.
- You can also download the Smart Traveler Program App for your Smartphone under the name **Smart Traveler**. Go to iTunes for Apple phones or Google Play for Android phones.

IF YOU ARE BRINGING A DRONE INTO NICARAGUA, THINK TWICE...

Nicaraguan Customs authorities will retain drones (and similar devices or toys) with an elevation capacity above 80 feet and a horizontal range of more than 82 feet, regardless of whether or not they are operated by remote control.



FRAUD ALERT: BEWARE

THE EMBASSY WARNS OF VISA AND OTHER FRAUD IN PARKING AREAS OUTSIDE OF THE EMBASSY

The Embassy reminds all customers that the only sources for accurate information about consular-related services are our website, <https://ni.usembassy.gov/>, and call center (7877-7600)

The U.S. Embassy in Managua urges the public to beware of fraud schemes when applying for consular services. The Consular Section of the Embassy is receiving increasing reports of applicants for visas and U.S. citizens' services paying unnecessary or inflated fees for documents, photos, and vehicle guarding in the public



parking lots in the vicinity of the Embassy. The current road construction on Carretera Sur has created a greater distance between the Embassy and available parking, which has led to an increased pres-

ence of vendors falsely alleging they represent the Embassy and attempting to lure applicants into paying - often exorbitant - fees for unnecessary services such as additional barcode stickers or passport photos. Please note that the public parking areas in the vicinity of the Embassy are not owned by the Embassy and the Embassy does not have any jurisdiction to patrol or monitor those premises. The Embassy reminds all customers that the only sources for accurate information about consular-related services are our website, <https://ni.usembassy.gov/> or, if visa-related, our call center at support-nicaragua@ustraveldocs.com or 7877-7600. These sources provide information on all needed documents for the various consular services. Because the U.S. Embassy does not have authority to police the parking lot areas, we strongly recommend contacting the Nicaraguan police if anyone feels they have been victims of fraud.

