



AMERICAN CITIZEN MANAGUA NEWSLETTER

Issue November 2019

INSIDE THIS ISSUE:

<i>Contact Information & ACS Appointments</i>	1
<i>Town Hall Highlights</i>	2
<i>SSA Update</i>	3-4
<i>What is Dengue?</i>	5
<i>Voting information</i>	6
<i>Recruiting CLVs Nicaraguan residency</i>	7
<i>Visa questions? Appointments for U.S.</i>	8
<i>Registering with STEP Message for U.S. citizens</i>	9
<i>Fraud Alert</i>	10
<i>Shuttle and parking service</i>	11
<i>Notarial Fair</i>	12



U.S. Embassy Managua

FOLLOW US ON THE WEB:



EMER-SER- GENCY VICES



- 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.

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

Email:

ACSManagua@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 MANAGUA



On June 20, the United States Embassy held a Town Hall for American Citizens in Managua at the Nicaraguan North-American Cultural Center (CCNN).

Ambassador Kevin Sullivan gave remarks about emergency crisis preparedness. There were also other U.S. government representatives from the Consular Section and the Regional Security Office.

Thanks to all who attended!



Federal Benefits Services

UPDATE...

Regional Social Security Office for Nicaragua:

Federal Benefits Unit

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

As of October 1, 2017, the Social Security Administration created a regional office in Costa Rica for the Federal Benefits Unit. The U.S. Embassy in Managua no longer has a Federal Benefits Unit, therefore is not 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.

Please send an email to FBU.CostaRica@ssa.gov. You must include the following information:

- ⇒ Full name
- ⇒ Two phone numbers
- ⇒ Social Security number
- ⇒ Short description of your inquiry

For more information on their services: <http://cr.usembassy.gov/u-s-citizen-services/social-security/>



Federal Benefits continued...

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

Proof of income for your Nicaraguan residency

- ⇒ You can make a notarized statement regarding your current source of income at the embassy, it must be in spanish. Keep in mind that you need to bring your SSA statements and your passport. Do not sign this statement until you are asked to do so by the Consular Officer during your appointment. This service costs \$50 USD. Please schedule an appointment at: <https://ni.usembassy.gov/u-s-citizen-services/local-resources-of-u-s-citizens/notaries-public/> for a notarial service

- ⇒ 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.





Nicaragua is reporting twice as many dengue fever cases as this time last year.

The latest numbers from the Ministry of Health (MINSA), current through July, are 39,390 suspected cases, 1,316 lab-confirmed cases, and eight deaths. The majority of cases have been reported in Masaya, Managua and Carazo.

Dengue fever is a virus spread through mosquito bites. The most common symptoms of dengue are fever and one or more of the following symptoms: headache; eye pain (typically behind the eyes); muscle, joint, or bone pain; rash; nausea and vomiting; or unusual bleeding (nose or gum bleed, small red spots under the skin, or unusual bruising).

Dengue is preventable, but not treatable



- No vaccine to prevent, or medicine to treat, infection is available.
- Mosquitoes that spread dengue bite during the day. Avoid infection by preventing mosquito bites.
- Use insect repellents. Repellents containing DEET, picaridin, IR3535, and some oil of lemon eucalyptus or para-menthane-diol products provide long-lasting protection.
- Use air conditioning or window/door screens.
- Wear long-sleeved shirts and long pants or permethrin-treated clothing.
- Once a week, empty and scrub, turn over, cover, or throw out items that hold water, such as tires, buckets, planters, toys, or trash containers.

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

If you or anyone you know is interested in joining our Citizen Liaison Network please contact us at ACSmanagua@state.gov . We are always looking for volunteers. However, at this time we don't have CLVs in the following areas: Bluefield, Madriz, Nueva Segovia, Masaya, Carazo, Leon, Ometepe Island and Jinotega.



The Citizen Liaison Network is a mechanism for the U.S. Embassy to make information available to citizens in case of emergencies of various types. Our CLVs 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.

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 the Ministry of Migration and Immigration (Ministerio de Migracion y Extranjeria) as soon as possible, with your updated contact information by sending an e-mail in spanish 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, a petition for a spouse of a U.S. citizen (IR1)—please send an email to support-nicaragua@ustraveldocs.com



Call center

Nicaragua: (505) 7877-7600

USA: (703) 745-5479

U.S. EMBASSY MANAGUA WEBSITE APPOINTMENTS FOR U.S. CITIZENS



Did you know that in the U.S. Citizen Services pages of our Embassy website, you can find instructions on how to schedule an appointment?

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

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.

MESSAGE FOR U.S. CITIZENS: PRE-NOTIFICATION OF NON-TOURIST TRAVEL TO

The Nicaraguan government has introduced a pre-notification process for all non-tourist travel to Nicaragua. Nicaraguan officials have stated that the pre-notification process is highly recommended. They explained that travelers with pre-notification will pass through migration controls quicker than those without it. According to Nicaraguan officials, the pre-notification process allows them to properly allocate border control resources to align with the expected number of travelers at a given time, day, and location. Pre-notification should occur at least seven days in advance of planned travel to Nicaragua, following the instructions provided in Spanish at <https://www.migob.gob.ni/migracion/tramites/solicitud-de-ingreso-ordenado-y-seguro-de-visitantes-invitados-por-motivos-diferentes-al-turismo/>

Registration requirements for volunteer groups remain the same. You should email both the Embassy of Nicaragua in the United States (asistente.emb@embanic.org) and the Nicaraguan Ministry of Foreign Affairs (enlace@cancilleria.gob.ni) to inform them of your trip if you are leading one of the following types of trips, even if your group has worked in Nicaragua previously or has a local office:

- Volunteer mission,
- Charitable or medical brigade (the latter also need permission from the Nicaraguan Ministry of Health),
- or
- Assistance visit organized by NGOs, religious groups, schools, or any other group doing this type of work in Nicaragua.

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)

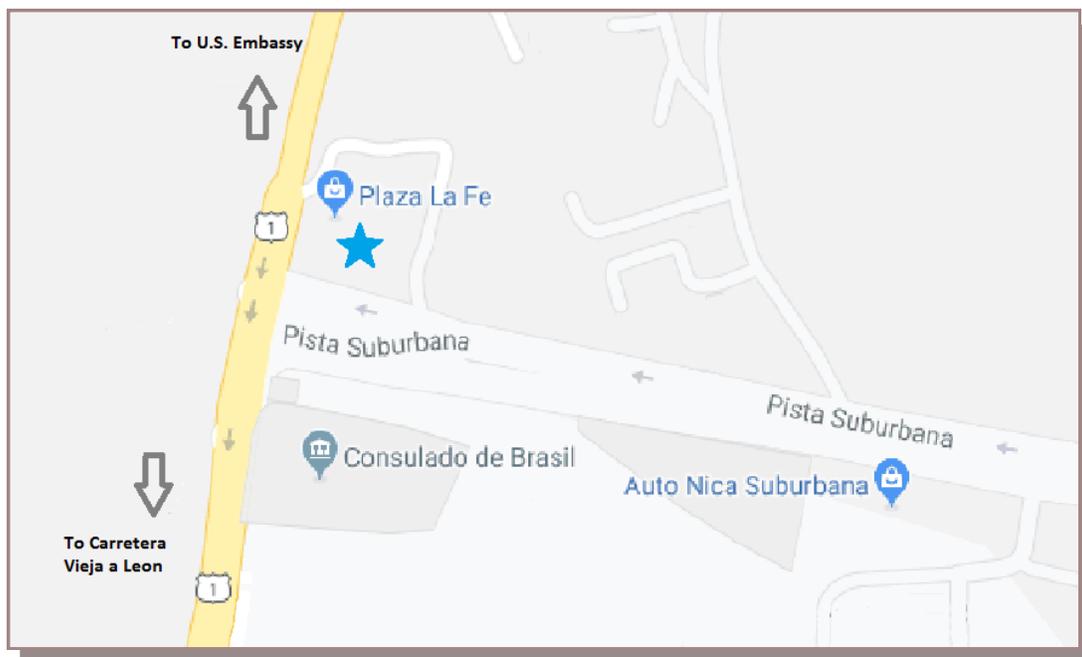
The U.S. Embassy in Managua urges the public to beware of fraud schemes when applying for consular services. The Consular Section of the Embassy is receiving increasing reports of applicants for visas and U.S. citizens' services paying unnecessary or inflated fees for documents, photos, and vehicle guarding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

Parking and Shuttling Services



New parking and shuttle services are available since June 17th at **Centro Comercial Plaza La Fe, km 7.5 Carretera Sur, Pista Suburbana.**

This location offers secure parking Monday to Friday, 6am until 4:30pm.

There will be greeters onsite available to provide information regarding the shuttle, which runs to and from the Embassy every ten minutes. We recommend arriving to Centro Comercial Plaza La Fe 30 minutes before your scheduled appointment.

The service fee is U\$3.00 or its equivalent in córdobas, which includes all-day parking and round-trip transportation, which can be paid upon arrival.

IMPORTANT NOTICE: Only our onsite greeters, identified with an official shirt and ID badge can provide this service. Other outside vendors are not affiliated with, nor are authorized by the Embassy



Friday, 15 November 2019

7:30 am –10:00am

Consular Section, US Embassy-Managua
5.5 km Carretera Sur, Managua, Nicaragua

NOTARIAL FAIR

We will be providing Notarial services without previous appointment.
Please remember to bring a valid ID and the document to be notarized.

Coming Soon: Passport Fair!

SPONSORED BY U.S. EMBASSY MANAGUA

