



AMERICAN CITIZEN SERVICES

MANAGUA

NEWSLETTER

Issue 5—October 2017

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U.S. Embassy Managua

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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.

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.

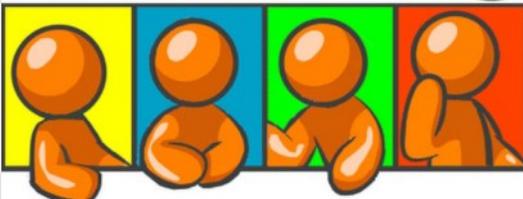
Routine services such as passports and notarials require an appointment; you can schedule an appointment on-line:

<https://evisaforms.state.gov/v/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.



On September 27, the United States Embassy held a Town Hall for American Citizens at the Nicaraguan North-American Cultural Center (CCNN). Ambassador Dogu gave remarks about emergency crisis preparedness. There were also other government representatives from the Consular Section, the Regional Security Office and the Social Security Administration.



IN MANAGUA



Upcoming



WHERE: CHINANDEGA

**TENTATIVE DATE:
NOVEMBER 28TH, 2017**

Stay tuned for more details and date...

What Can You Do in a Crisis Abroad?



Traveler's Tip

Take precautions to avoid being a target of crime:

Do not wear conspicuous clothing or jewelry and do not carry excessive amounts of money.

Do not leave unattended luggage in public areas or accept packages from strangers.

1. THINK AHEAD

⇒ Whether traveling or living outside of the United States there are ways you can prepare yourself for a potential crisis.

2. BE INFORMED

⇒ Learn about the country, including visa requirements, local laws, customs, and medical care in the countries where you will be. Check for any Travel Alerts or Travel Warnings for your destination.

⇒ Enroll in the Smart Traveler Enrollment Program (STEP) to receive important safety and security messages and make it easier for us to locate and assist you in an emergency.

⇒ Keep the contact details for the nearest U.S. embassy or consulate with you. We are available for emergencies 24 hours a day, 7 days a week, overseas and in Washington, D.C. (888-407-4747 or 202-501-4444).

3. BE PREPARED

⇒ Make sure your passport is ready for use. Most countries require that it be valid for at least six months after the end of your trip and that it have two or more blank pages.

⇒ Your emergency kit should include your passports, birth abroad certificates for children born overseas, cash in the local currency, a card with local translations of basic terms, and an electrical current converter. If you have pets, be sure to have their vaccination records.

4. BE CONNECTED

⇒ Keep a list of your emergency contacts handy and create a communication plan for reaching family and friends in the event of a crisis.

⇒ Phone lines are usually affected during a crisis. Think about other ways to communicate. For example, update your social media status often and send messages as regularly as possible to let friends and family know how you are doing.

5. BE SAFE

⇒ Have an exit strategy! Know how you'll get out of harm's way without needing to rely on assistance – a crisis may prevent or delay emergency responders' ability to get to you and there will be many people needing help.

⇒ Follow instructions from local authorities about security and evacuation. Doing so could save your life.

⇒ Contact the nearest U.S. embassy or consulate if you need emergency help. Please keep in mind that this will not alert emergency responders – if you need emergency medical attention or police assistance, contact the local authorities directly if you can.

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

Emergency Supply List



Recommended Items to Include in a Basic Emergency Supply Kit:

- Water, one gallon of water per person per day for at least three days, for drinking and sanitation
- Food, at least a three-day supply of non-perishable food
- Battery-powered or hand crank radio and a NOAA Weather Radio with tone alert and extra batteries for both
- Flashlight and extra batteries
- First aid kit
- Whistle to signal for help
- Dust mask, to help filter contaminated air and plastic sheeting and duct tape to shelter-in-place
- Moist towelettes, garbage bags and plastic ties for personal sanitation
- Wrench or pliers to turn off utilities
- Can opener for food (if kit contains canned food)
- Local maps

“All Americans should have some basic supplies on hand in order to survive for at least three days if an emergency occurs.”



FEMA

www.ready.gov

All Americans should have some basic supplies on hand in order to survive for at least three days if an emergency occurs. The above list emphasizes some basic items that every emergency supply kit should include. However, it is important that individuals review this list and consider where they live and the unique needs of their family in order to create an emergency supply kit that will meet these needs. Individuals should also consider having at least two emergency supply kits, one full kit at home and smaller portable kits in their workplace, vehicle or other places where they spend time.

The information in this page has been taken from the Federal Emergency Management Agency

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 located at:

Federal Benefits Unit

American Embassy
Calle 120 Avenida 0
Pavas 1200
San Jose, Costa Rica
Phone: 506-2519-2228
Fax: 506-2291-1032
Email:
FBU.CostaRica@ssa.gov



Cont. Page 6 ...Sample Federal Benefits Inquiry Online Form:

FBU Inquiry Form

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

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.

From the Drop down menu, choose the appropriate service.



In the news...

EMBASSY MANAGUA CERTIFIED AS WILDLIFE HABITAT

The National Wildlife Federation (NWF) certified Embassy Managua as a Wildlife Habitat. Ambassador Dogu unveiled a plaque at the Embassy's front garden. The Embassy community and representatives from local environmental NGOs attended the ceremony.

The NWF's Garden for Wildlife Program helps people restore habitat and wildlife populations to our cities, towns and neighborhoods. The NWF has recognized over 200,000 spaces representing 1.5 million acres as Certified Wildlife Habitats in suburban yards, schools, campuses, corporate properties, farms, parks and more. As an Eco-Diplomacy effort, the Green Team and Facility Management partnered up to submit an application for Embassy Managua to become a Certified Wildlife Habitat. As of June 1, we now join 15 other U.S. embassies and consulates and the Foreign Service Institute that are recognized by the National Wildlife Federation.

For information on how to get your garden or a local garden certified, visit the National Wildlife Federation website: <https://www.nwf.org/Home/Garden-for-Wildlife/Certify>



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

Traveling to Nicaragua with a Non-Tourist purpose?... READ THIS

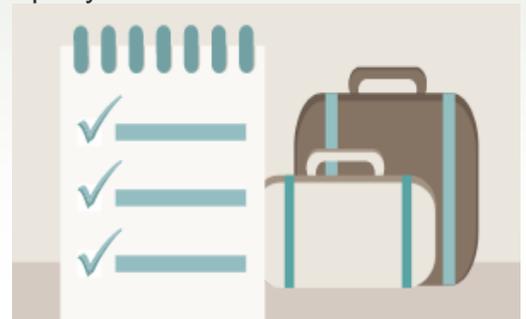
PRE-NOTIFICATION OF NON-TOURIST TRAVEL TO NICARAGUA.

According to the government of Nicaragua the pre-notification process is free of charge, it applies to all nationalities and it is for all means of transportation (air, land and sea).

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/>. Nicaraguan officials stated that the form available on that webpage is a suggested format only, and that pre-notifications must at least include information from the middle two paragraphs of the four-paragraph form. Travelers do not have to wait for a reply before proceeding with their travel plans.



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.

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 Travel 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 police if anyone feels they have been victims of fraud.

