

U.S. EMBASSY NAIROBI ANNOUNCES IMPORTANT IMPROVEMENTS TO NONIMMIGRANT VISA APPLICATION PROCEDURES

Beginning April 5, 2011, the U.S. Embassy in Nairobi will implement new procedures to simplify and streamline the visa application process for those travelling to the U.S. for business or pleasure. Under the new procedures, applicants will be able to schedule a non-immigrant visa appointment via a new website at <http://kenya.usvisa-info.com> or through the assistance of a new call center at (254 20) 500 6656 (in Kenya) or (0001 703) 439-2302 (in the United States), and applicants will be able to pay applicable fees through MPESA or at any branch of PostBank **before** booking an appointment.

These new procedures, managed by CSC Visa Information Services, should greatly improve and simplify the visa application process. The new visa appointment system replaces the former system in which travelers booked appointments at the <http://nairobi.usembassy.gov> website and paid fees at Commercial Bank of Africa.

Under this new system, travelers will be able to make inquiries on the full range of visa categories, requirements, and procedures by phone between 8:00 am – 6:00 pm every Monday through Friday at 254 20 500 6656 (in Kenya) or (0001 703) 439-2302 (in the United States) or online anytime at <http://kenya.usvisa-info.com>. In addition, approved visas will be delivered to any of DHL's 28 locations nationwide, free of charge, so travelers will not have to make return trips to the U.S. Embassy.

In connection with these changes, please note the following:

- Beginning April 5, 2011, applicants will be required to complete their visa application form and pay the application fee **prior** to scheduling an appointment.
- Applicants who have paid their fees prior to April 5, 2011, but have not scheduled an appointment for a visa interview must schedule a visa interview appointment **BEFORE MAY 20, 2011**, either online at <http://kenya.usvisa-info.com> or by telephone at 254 20 500 6656 (in Kenya) or (0001 703) 439-2302 (in the United States). Applicants who have not scheduled an appointment before May 20, 2011, will have to pay the fee again through the new service in order to schedule an appointment.
- Fee payments will no longer be transferable. The fee payment will be electronically tied to applicant's passport number and cannot be transferred to anyone else.

Thank you for your cooperation and understanding throughout this transition to better visa services at U.S. Embassy Nairobi. We hope that this new service will enhance our customers' visa experience.