

GSS Fact Sheet

Global Support Strategy (GSS) will be implemented in Bangladesh on September 14, 2014. This new system will simplify nonimmigrant (NIV) interview appointment scheduling, fee collection, and the visa collection process. This new system will allow both individual and group appointment bookings online and the website will provide application instructions, important Embassy information, and answers to frequently asked questions, all in one convenient location. Accompanying these improvements will be a call center where applicants can ask questions to a customer service representative in English or Bangla.

The **new website** will be available to make appointments on September 14, 2014.

- The application and appointment booking site is: www.USTravelDocs.com/bd.
- The Embassy will continue to maintain consular information on its website and link to the new website: www.USTravelDocs.com/bd.

Legacy appointments. Our current service provider, Saimon Overseas Ltd, will continue to schedule appointments until September 13th (the day before the new system is implemented).

No-Show applicants. Applicants with pre-purchased MRV (Machine Readable Visa) fee receipts who missed their original appointment should send an email to GSS (email address will be available on the website after September 14). Applicants do not need to contact the call center. The Embassy will verify that the fee receipt is valid and send a response reply directly to the applicant with a new interview date and time.

Standard Chartered Bank has stopped accepting MRV fee payments. Their last workday was August 31, 2014. Applicants with Standard Chartered fee receipts who have not yet appeared for an interview will have one year from the purchase date to schedule an interview.

HSBC will be the new bank that will collect MRV fee receipts effective September 14, 2014. As of now, HSBC has six branches to collect MRV fees in Bangladesh under the GSS program with a plan to expand the number throughout the country. MRV fees need to be paid in cash and are valid for one year.

Branch	Address
Lalbagh Office	203 Water Works Road, Lalbagh, Dhaka 1211
Dhaka Main Office	Anchor Tower, 108, Bir Uttam C R Dutta Road, Dhaka - 1205
Narayanganj Office	50 S M Maleh Road, Tanbazar, Narayanganj 1400
Sylhet Office	Plot 1, Chouhatta, Zindabazar Main Road, Sylhet
Mymensingh Office	Monem Tower, Ground Floor, 65 Choto Bazar, Dr. Bipen Sen Road, Kotowali, Mymansingh
Chittagong Office	CHG Branch, Hosna Kalam Complex, Plot No. 3439, CDA Avenue, East Nasirabad, Chittagong, Chittagong, 4000.0, Bangladesh

Emergency appointments. Before September 14, applicants who need to schedule an emergency appointment must submit their payments directly to the Consular section. More instructions are available on the Embassy's website.

Saimon Overseas Ltd. will continue as our service provider for visa pickup and 221(g) document collection. For the convenience of applicants located outside of Dhaka, Saimon has expanded document collection and visa pickup locations. Along with the current Dhaka office, after September 14, applicants will be able to retrieve their visas from the Saimon Overseas Ltd. offices in Chittagong and Sylhet at the following addresses:

Dhaka Office:

Saimon Center
Road # 22, House # 4A
Gulshan 1, Dhaka

Chittagong Office:

Ayub Trade Center, 5th Floor,
1269/B Shekh Mujib Road,
Agrabad, Chittagong

Sylhet Office:

1/A Ananda Tower,
Jail Road, Sylhet-3100

Two call centers supporting the GSS program will begin taking public calls on September 14, 2014. Through the call centers, applicants will be able obtain application instructions, important U.S. Embassy information, and answers to frequently-asked questions in English or Bangla. The call center numbers will be released on September 14.

- The Dhaka-based call center will operate from 8:00 a.m. to 8:00 p.m., Sunday through Thursday, excluding holidays observed by Post.
- The U.S.-based call center will operate 24-hours a day between Monday at 8:00 a.m. and Friday at midnight, Eastern Standard Time (EST).
- The Dhaka call center offers one local Bangladeshi number as well as a toll free U.S. number for applicants to contact at no cost.
- Applicants can call for information on applying for a visa and scheduling an appointment and will be required to provide their name, date of birth, passport number, and location to speak to a call center agent.