

July 29, 2015

My appointment has been rescheduled – what should I do?

Q: I booked an appointment for a nonimmigrant visa interview for August 7. I just received an email from 'The Visa Information Service' saying that my appointment has been rescheduled for August 5. Is this official? Who can I check with about this email?

A: We know that your time is valuable, and that you want to make sure you are receiving accurate information regarding your visa appointment. Please be reassured that communications from the Visa Information Service of CSC, our authorized service provider, are indeed official and that you can accept their notifications regarding the visa application process as valid. CSC is the official visa information and appointment system provider for the U.S. Embassy in Jamaica, and provides fee collection, application processing, appointment scheduling, and document delivery services for us.

In your case, the Embassy is rescheduling appointments booked for August 7 and 10, 2015 to August 5, 2015. We regret the inconvenience, and appreciate your patience as we make this necessary change. Scheduled applicants will have received an email from CSC to this effect, as well as an email confirming the new appointment date. As explained in the email, applicants may visit the CSC website for further information, or call CSC's call center at 876-632-7400 to speak to an agent. If your situation is too complex for the call center agents to resolve, your inquiry will be brought to our attention by CSC. It is not necessary for you to contact the Embassy directly, and in fact this will only result in delays receiving the information you seek. Call center agent are available Monday through Friday from 6:00am to 8:00pm, and are trained to respond to a wide variety of inquiries.

The website <https://usvisa-info.com/> provides a wealth of information regarding both the nonimmigrant and immigrant visa processes, and we encourage you to make full use of it throughout your visa application process.

You can find more information about how to travel to the U.S. on our website, www.kingston.usembassy.gov and the website of our authorized service provider at www.usvisa-info.com. Keep on top of Embassy news on our Facebook page, [www.facebook.com/pages/US-Embassy Jamaica](https://www.facebook.com/pages/US-Embassy-Jamaica) and by following @USEmbassyJA on Twitter. We also answer general visa questions on our Facebook and Twitter pages.