

Ask the U.S. Embassy

March 6, 2013

U.S. Embassy Kingston to Change Appointment Scheduling Procedures

The Visa Unit at U.S. Embassy Kingston is preparing to introduce new appointment scheduling procedures on Monday, March 18. U.S. Embassy Kingston is confident that these changes will improve customer service, following a short transition period.

Nonimmigrant visa applicants who do not have an urgent need to travel are strongly encouraged to wait until March 18 or later to begin the process of scheduling an appointment to apply for a visa. Customers who have already purchased a PIN at National Commercial Bank to schedule an appointment must use that PIN no later than March 12. All PINS will expire after March 12, and there will be no way for applicants to schedule visa appointments by phone or online from March 13 through March 17.

During the next two weeks, U.S. Embassy Kingston will share additional details about the upcoming changes in this Ask the Embassy column, including specific instructions for scheduling a visa appointment using the new system. You may also obtain additional information on our website, <http://kingston.usembassy.gov>, or by calling our automated phone system. Dial 876-702-6000, then press "1" for information about visas, then press "XXX" for information about the new appointment procedures.