



Statement on the Delay of Passport Delivery in the Sao Paulo Consular District

Sao Paulo, 13 December 2012 - The U.S. Consulate in Sao Paulo regrets inconveniences caused by delays in returning applicant passports. We sympathize with all travelers who have been impacted by the injunction granted by the 8th District Federal Court in Sao Paulo in response to a lawsuit filed by Correios against DHL Brasil and Computer Science Corporation (CSC) to protect their monopoly on delivery of letters.

The Consulate has worked very hard under these circumstances to adapt to changing conditions and to try to meet the high demand for U.S. visas. We welcome this demand. As of tomorrow, CSC will have a new email address for applicants to request information about their passport. The email address is: entrega@usvisa-info.com. Applicants will receive a response within one business day.

Due to the injunction, CSC currently has a backlog of approximately 4,000 passports being processed for delivery to applicants in the Sao Paulo Consular District. Over 3,000 passports are available for pick up at the Application Service Center (ASC) in Alto Pinheiros by appointment. Country-wide, more than 7,000 passports are being delivered by DHL to applicants. Since the injunction, CSC has already returned over 30,000 passports. In addition, DHL has delivered over 17,000 passports country-wide in the past two weeks just since the injunction was temporarily lifted.

As of December 10, our Embassy and Consulates in Brazil have started offering the option of in-person pick up for applicants who have scheduled interviews with a consular officer after that date. In those cases, applicants will receive information after their interview allowing them or their representative to pick up their passport at the Consulate or Embassy within five (5) business days of their interview. Applicants who did not go through an interview at the consulate/embassy will only be able to receive the passport through DHL or by picking it up at the appropriate Applicant Service Center.

The U.S. Mission to Brazil and our partner CSC are committed to resolving the passport backlog by December 31. We are committed to this goal as we aim to return to the same high level of service we offered prior to the Correios injunction to help facilitate travel to the United States.

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