



# The Sarajevo Sentinel

A newsletter for American citizens living, working, and visiting Bosnia and Herzegovina

Produced by the Consular Section of U.S. Embassy Sarajevo

FALL 2011

## U.S. Embassy Sarajevo

### 1 Robert C. Frasure

71000 Sarajevo

(387) 33 704 000

(387) 33 221 837 FAX

**For after-hour emergencies, please call the Embassy switchboard.**

**For all telephone inquiries, please call us Monday through Friday between 3:30 and 4:30 p.m.**

### American Citizen Services

#### Business Hours:

Monday through Friday from 2:00 to 3:30 p.m.;

Wednesdays and Fridays from 8:00 to 11:30 a.m.

*\*We can provide better service if you make an appointment at*

<http://sarajevo.usembassy.gov/service.html>

**ACS e-mail:** [rws@state.gov](mailto:rws@state.gov)

#### Non-Immigrant Visa Hours:

By appointment only.

Call Visa Information Service:

(387) 33 295 375

#### Immigrant Visa Hours:

By appointment only.

[IVConsularSarajevo@state.gov](mailto:IVConsularSarajevo@state.gov)

The Embassy will be closed:

1 November—All Saints Day

7 November—Kurban Bajram

11 November—Veterans Day

24 November—Thanksgiving

25 November—Statehood Day

26 December—Christmas Day

## Town Hall Meeting

Tuesday, October 25<sup>th</sup>, 3.00 p.m., at the new U.S. Embassy building.

For further details please see the last page of this newsletter.

## Meet our New Vice Consul Pepijn Helgers

Our new Vice Consul, Pepijn Helgers, arrived in Sarajevo in September.

This is Pepijn's first overseas assignment after serving in Washington as the Georgia desk officer. Pepijn is married to Erin Kotheimer the Deputy Economics Chief and they will be in Sarajevo for the next two years. Pepijn is looking forward to engage in all aspects of consular services abroad, such as Non Immigrant, Immigrant visas, or assisting Americans residing in Bosnia and Herzegovina. Please contact me with questions or suggestions at [rws@state.gov](mailto:rws@state.gov)."

## What the Consul Can and Cannot Do for You

We offer help which is appropriate to the individual circumstances of each case, including:

We can...

- issue emergency passports;
- provide information about transferring funds;

- provide appropriate help if you are a victim of crime, or are hospitalized;
- help people with mental illness;
- provide details of local lawyers, doctors and funeral directors;
- do all we properly can to contact you within 24 hours of being told that you have been detained or arrested;
- offer support and help in a range of other cases, such as child abductions, death of relatives overseas, missing people and kidnapping;
- contact family or friends for you if you want; and
- make special arrangements in cases of terrorism, civil disturbances or natural disasters.

We cannot...

- get you out of prison, prevent the local authorities from deporting you after your prison sentence, or interfere in criminal or civil court proceedings;
- help you enter a country if you do not have a visa or if your passport is not valid, as we cannot interfere in another country's

immigration policy or procedures;

- give you legal advice, investigate crimes or carry out searches for missing people, although we can give you details of people who may be able to help you in these cases, such as English-speaking lawyers;
- get you better treatment in hospital or prison than is given to local people;
- pay any bills or give you money (in very exceptional circumstances we may lend you some money from U.S. Government funds, which you will have to pay back);
- make travel arrangements for you, or find you work or accommodation; or
- make business arrangements on your behalf.

## PASSPORTS



A U.S. passport is your key to international travel. When presented abroad, it is a request to foreign governments to permit you to travel or temporarily reside in their territories and access all lawful, local aid and protection. It allows you access to U.S. Consular services and assistance while abroad. Most importantly, it allows you to re-enter the United States upon your return home.

The Department of State's Passport Services Directorate issues U.S. passports to traveling Americans. We protect the integrity of the U.S. passport as proof of U.S. citizenship at home and around the world.

### Passport Photos Requirements



US PASSPORT PHOTO

Your photo is a vital part of your passport application. To learn more, review the information below on how to provide a suitable photo to avoid passport processing delays. The acceptance of your photo is always at the discretion of the U.S. passport agency or consulate.

We recommend you use a professional passport photo service to ensure your photo meets all the requirements.

**If you are applying for a U.S. Passport, you must provide one (1) photo. Your passport photo must be:**

- In color
- Printed on photo quality paper
- 2 x 2 inches (51 x 51 mm) in size
- Sized such that the head is between 1 inch and 1 3/8 inches (between 25 and 35 mm) from the bottom of the chin to the top of the head. View the [Photo Composition Template](#) for more size requirement details.

- Taken within the last 6 months to reflect your current appearance
- Taken in front of a plain white or off-white background
- Taken in full-face view directly facing the camera
- With a neutral facial expression and both eyes open
- Taken in clothing that you normally wear on a daily basis:
- Uniforms should not be worn in your photo, except religious clothing that is worn daily.
- Do not wear a hat or head covering that obscures the hair or hairline, unless worn daily for a religious purpose. Your full face must be visible, and the head covering must not cast any shadows on your face.
- Headphones, wireless hands-free devices or similar items are not acceptable in your photo.
- If you normally wear prescription glasses, a hearing device or similar articles, they may be worn for your photo.
- Dark glasses or non-prescription glasses with tinted lenses are not acceptable unless you need them for medical reasons (a medical certificate may be required)

- Glare on glasses is not acceptable in your photo. Glare can be avoided with a slight downward tilt of the glasses or by removing the glasses or by turning off the camera flash.

- select a digital image stored on your computer
- resize and rotate it if necessary
- crop it to a square image of exactly 600 x 600 pixels, and
- save it to your computer for printing



Review the [Photo Examples](#) to see examples of acceptable and unacceptable photos. Photos copied or digitally scanned from driver's licenses or other official documents are not acceptable. In addition, snapshots, magazine photos, low quality vending machine or mobile phone photos, and full-length photographs are not acceptable.

### Want to take the photo yourself?



While we recommend you use a professional passport photo service to ensure your photo meets all the requirements, you may take the photo yourself. Hand-held self portraits are not acceptable. Photos must not be digitally enhanced or altered to change your appearance in any way. Please review the following technical requirements and references for guidance on taking your own passport photo.

[Photographer's Guide](#)

[Photo Composition Template](#)

Use the Department of State's free photo tool to

[http://travel.state.gov/res/flash/cropper/FIG\\_cropper.html](http://travel.state.gov/res/flash/cropper/FIG_cropper.html)

### DON'T LET YOUR PASSPORT EXPIRE!

If you are planning on traveling during the holiday season, please check the validity of your passport. Passports take around TWO WEEKS to arrive at post. Please make an appointment online.

### REMINDER



Large bags, such as backpacks, suitcases or packages are not allowed within the Embassy grounds. Please also do not bring mobile phones or any other electronic devices, such as Blackberries, iPods, PDAs or remote-entry automobile key "fobs" as they are not allowed within the Embassy. Failure to follow these instructions will result in the cancellation of your appointment. Thank you for your cooperation.

Applicants are required to queue outside even in inclement weather. Please, therefore, do not arrive at the Embassy more than 30 minutes before the scheduled appointment time.

### ASK THE CONSUL

Have a question about what we do? Please email us at [rws@state.gov](mailto:rws@state.gov) and you may see your question in the next issue of the Sarajevo Sentinel.



Check [www.fvap.gov](http://www.fvap.gov) for the latest information on voting.

## U.S. PASSPORT BOOK



Valid for international travel by air, sea or land.

### Validity:

- 10 years for adults
- 5 years for minors under age 16

### Size:

5" x 3 ½" (when closed)

### Cost for First Time Applicants:

- \$135 for adults
- \$105 for minors under age 16

### Cost for U.S. Passport Book Renewal:

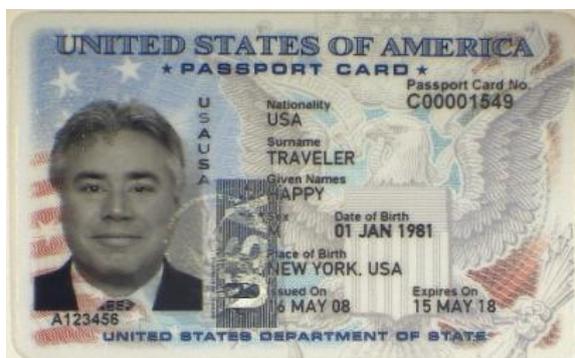
- \$110 for adults
- \$105 for minors under age 16

### Cost When Applying for Both:

Adults: \$165

Minors: \$120

## U.S. PASSPORT CARD



Valid when entering the United States from Canada, Mexico, the Caribbean and Bermuda at land border crossings or sea ports-of-entry. Not valid for international travel by air.

### Validity:

- 10 years for adults
- 5 years for minors under age 16

### Size:

Wallet size

### Cost for First Time Applicants:

- \$55 for adults
- \$40 for minors under age 16

### Cost for U.S. Passport Card Renewal

- \$30 for adults
- \$40 for minors under age 16

**The American Citizen Services Unit  
of the Consular Section of the U.S. Embassy cordially invites all American  
citizens residing in Bosnia and Herzegovina to a  
Town Hall Meeting  
on Tuesday, October 25, 2011  
at 3:00 p.m.  
at the U.S. Embassy**

***Ambassador Patrick Moon looks forward to addressing our citizens, who  
will also be given a brief tour of the new Embassy building and grounds.***



**Please R.S.V.P. no later than October 21, 2011  
by responding to this e-mail at [rws@state.gov](mailto:rws@state.gov)  
or by telephoning (Mon.-Fri., between 3:30-  
4:30 p.m.): 33 704-070 or 33 704-071**

**Consular Entrance  
Halida Kajtaza Street  
71000 Sarajevo**

**Security Information**

**Please note: You must arrive at the Embassy's Consular Entrance (on Halida Kajtaza Street) no later than 2:45 p.m. *To gain access to the Town Hall Meeting, you must bring your U.S. passport.***

-  *Large bags, such as backpacks or packages, are not allowed within the Embassy grounds. Please also*
-  *do not bring mobile phones or any other electronic devices, such as Blackberries, iPods, PDAs, cameras*
-  *or remote-entry automobile key "fobs" to the Town Hall Meeting. Thank you for your cooperation*