



# ACS Newsletter

VIETNAM

SEPTEMBER 2015

*The monthly newsletter of the American Citizen Services Units of the U.S. Embassy Hanoi and the U.S. Consulate General Ho Chi Minh City*

Upcoming U.S. Citizens Services	1
Holiday Closures	1
Info on Vietnamese Immigration Law	2
U.S. Citizens Services	2
Saving the Pangolin	3
Typhoon Season Tips	4
Travel Alerts and Warnings	5
Contact Us and Subscribe/Unsubscribe Info	5

## Upcoming U.S. Citizens Services Visits

Officials from the American Citizen Services (ACS) unit in Ho Chi Minh City will offer consular services in September at the following locations:

**Da Nang** on Thursday, September 10, 2015, from 10:00 a.m. to 1:00 p.m. at the Bread of Life Restaurant, 4 Dong Da Street, Thuan Phuoc, Hai Chau, Da Nang.

**Can Tho** on Thursday, September 24, 2015, from 09:00 a.m. to 12:00 p.m. at the Victorian Can Tho Resort, Cái Khế, Ninh Kiều, Cần Thơ.

No appointments are necessary. Consulate officials will offer notarial services, deliver federal benefits checks, and U.S. citizens will be able to apply for U.S. passports. Federal benefits annuitants may sign in during the visit. At this time, officials will not be interviewing for Consular Reports of Birth Abroad.

Also, visa and immigration services will not be provided. Only the services listed will be available during the visits.

For additional information concerning applying for U.S. passports and notary services please see our Website at: <http://hochiminh.usconsulate.gov/service.html>

The ACS unit has planned services trips to the following areas between now and the end of the December: **Vung Tau, Da Lat, Nha Trang, Da Nang, and Can Tho**. Please check our website for more information as it becomes available.

*This newsletter is also available on the U.S. Consulate's website at: <http://hochiminh.usconsulate.gov/service/monthly-newsletters.html>*

*Please pass this newsletter on to any other U.S. citizens in Vietnam and encourage them to enroll in STEP (<https://step.state.gov/step/>)*

## September Holiday Closures

The Embassy and Consulate will be closed on the following days:

**Wednesday, September 2nd—Vietnamese National Day\***  
**Monday, September 7th—Labor Day+**

A complete list of all of our holiday closings for 2015 is available on-line at <http://vietnam.usembassy.gov/holidays.html>

\*Vietnamese Holiday  
+American Holiday

## Important Notice Regarding the Addition of Visa Pages

After **December 31, 2015**, visa pages can no longer be added to U.S. passports because such inserts pose vulnerabilities to both the security of the ePassport and the internal controls of the issuance process. Instead, **52-page passport books** are now issued at no extra cost to U.S. citizens applying from outside the United States. Please **renew your passport early** to make sure you have enough blank pages for visa stamps from other countries. Keep in mind that some countries require two blank pages for entry and exit.

You can visit <http://travel.state.gov> for more information on entry, exit, and foreign visa requirements.

## Services for U.S. Citizens

The Consulate General in **Ho Chi Minh City** uses a service-by-appointment system. Please visit our Website at <https://evisaforms.state.gov/acs/default.asp?postcode=HCM&appcode=1> to make an appointment to apply for a U.S. passport, a Consular Report of Birth Abroad, as well as for notary services, authentications, and additional visa pages.

Those with genuine emergencies, such as the death, arrest, or life threatening illness of a U.S. citizen, can appear on a walk-in basis from 8:30 a.m. to 11:30 a.m. and from 1:30 p.m. to 4:30 p.m., Monday to Friday (except Vietnamese and American public holidays) or call us any time at (84-8) 3520-4200.

Every day we have a number of no-shows for routine services. If you make an appointment and find you cannot keep it, please log back into the appointment system and cancel the appointment so that the appointment slot will be available to another client.

If you are *picking up passports or Federal Benefits checks/correspondence* you do not need to make an appointment and can walk in for assistance between the hours of 8:30 – 11:30 a.m., Monday, Tuesday, Thursday, and Friday, excluding Vietnamese and American holidays. If you are submitting additional information related to a *Consular Report of Birth Abroad* case you can walk in for assistance between the hours of 1:00 – 2:00 p.m., Monday, Tuesday, Thursday, and Friday, excluding Vietnamese and American holidays.

Hours for **Hanoi** are 8:30 a.m. to 11:30 a.m. and 1:00 p.m. to 3:30 p.m., Monday through Friday. All services in Hanoi are by appointment only. You may book an appointment by going to the website: [http://vietnam.usembassy.gov/acs\\_appointmentsystem.html](http://vietnam.usembassy.gov/acs_appointmentsystem.html). For emergencies you can call the Embassy any time at (84-4) 3850-5000.



# U.S. and Vietnam Work to Save the Pangolin



*Expert group discussion at the conference*

Natural Resources Defense Council, and Freeland. “Today's conference exemplifies how our deepening relationship not only benefits our two countries, but the world community at large, as we work together to tackle the most pressing transnational issues of our day”, said Claire Pierangelo, Deputy Chief of Mission at the U.S. Embassy in Hanoi.

Pangolins, or scaly anteaters, are small to medium-sized, nocturnal, ant and termite-eating mammals found in Asia and sub-Saharan Africa whose bodies are covered with scales made of keratin. They are threatened by unsustainable and illegal international and domestic trade of their scales, which are used in traditional Asian medicine, and their meat, which is considered a luxury food in many cultures. Experts estimate that more than one million pangolins have been traded illegally in the past decade, making them the world's most trafficked mammals.

Delegates from thirty-two African and Asian countries gathered in Da Nang to develop a unified conservation action plan to protect pangolins, said to be the most trafficked mammals in the world. The First Pangolin Range States Meeting is being co-hosted by the governments of Vietnam and the United States.

Commercial international trade in Asian pangolins is technically banned under the United Nations Convention on the International Trade in Endangered Species of Wild Fauna and Flora (CITES) and many countries have laws that prohibit capture and domestic trade in pangolins.

Governmental wildlife and enforcement agencies, non-governmental organizations, and pangolin experts met to present and discuss the latest pangolin population and international trade information in response to calls for information and action. They also worked to develop an action plan that will address conservation, management and enforcement issues to protect pangolins against over-exploitation, resulting from trafficking and unsustainable legal trade.

The workshop, conceptualized by Vietnam, was funded by a grant from the U.S. Fish and Wildlife Service, with additional monetary and in-kind support provided by Humane Society International, International Fund for Animal Welfare,



# Typhoon Season Tips

The typhoon season in Vietnam runs from approximately July through November. With this year's season now underway, we would like to pass along some severe weather preparation tips to U.S. citizens residing or traveling in Vietnam.

During the approach of a typhoon or severe storm, U.S. citizens are encouraged to monitor the storm's path by listening to the radio, watching television, or monitoring the U.S. [Joint Typhoon Warning Center](#), the Vietnam [National Center for Hydro-Meteorological Forecasting](#), or [Tropical Storm Risk](#).

If you are in the path of a typhoon or severe tropical storm, please take the following precautionary measures to ensure minimal disruption or damage. You should also contact friends and family in the United States with updates on your whereabouts.

- Locate shelter and follow all official instructions, including evacuation if ordered.
- Carry your travel documents at all times (i.e., U.S. passport, birth certificate, picture ID's, etc.) or secure them in a safe, waterproof location.
- Secure loose outdoor items (limbs, roofing material, windows (coverings), doors, debris (trash), etc.).
- Fill vehicle, generator, and water tanks.
- Check and charge radios.
- Charge cell phones and carry your charger.
- Have bottled water; make ice.
- Gather flashlights, tools, and first aid supplies.
- Have fresh batteries, candles, matches, water, groceries (canned and/or dry foods), and pet supplies.
- Assure an adequate supply of first aid materials and prescription medications.
- Stay home and let your family and office know how you plan to weather the storm, especially those family members in the United States.



# Travel Alerts and Warnings

The U.S. Department of State regularly issues travel alerts or travel warnings for various countries and regions. Travel warnings and alerts issued in the last month or so include Nigeria, Cameroon, Haiti, Iran and Algeria.

For information regarding all travel alerts and warnings, please go to this site: <http://travel.state.gov/content/passports/english/alertswarnings.html>

On January 9, 2015, the Department of State issued a Worldwide Caution on the continuing threat of terrorist actions and violence against U.S. citizens and interests throughout the world.



U.S. citizens are reminded to maintain a high level of vigilance and to take appropriate steps to increase their security awareness.



For the current advisory please visit <http://www.travel.state.gov/content/passports/english/alertswarnings/worldwide-caution.html>

## How to Subscribe/Unsubscribe to this Newsletter

The U.S. Embassy in Hanoi and U.S. Consulate General in Ho Chi Minh City are sending this monthly newsletter via the Smart Traveler Enrollment Program (STEP) as a public service to U.S. citizens in Vietnam.

If you are departing Vietnam after a long stay, please be sure to update your status in STEP: <https://step.state.gov/step/>

Updating your status if you move away from Vietnam will remove you from the mailing list for this newsletter and other Embassy and Consulate Messages for U.S. citizens in Vietnam.

If you encounter any difficulties or have any questions about the travel registration website, please send an e-mail to [CASTEP@state.gov](mailto:CASTEP@state.gov)

Please note: Inclusion of Non-U.S. Government links or information does not imply endorsement of contents.

## Contact Us

### Hanoi

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Hanoi, Vietnam

Email: [acshanoi@state.gov](mailto:acshanoi@state.gov)  
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Fax: (84-4) 3850-5010

### Ho Chi Minh City

American Citizen Services  
U.S. Consulate General in Ho Chi Minh City  
4 Le Duan, District 1  
Ho Chi Minh City, Vietnam

For routine inquiries, submit your question via: [http://hochiminh.usconsulate.gov/contact\\_acs.html](http://hochiminh.usconsulate.gov/contact_acs.html)  
Telephone: (84-8) 3520-4200 (for urgent assistance involving an arrest, death or life threatening illness)  
Fax: (84-8) 3520-4244