



21-22

The Secretary presents his compliments to their Excellencies and Messieurs and Mesdames the Chiefs of Mission and wishes to announce changes to temporary operational requirements associated with the manner in which the Department's Office of Foreign Missions (OFM) provides services and facilitates benefits for foreign missions and their members in the United States. These temporary measures remain necessary to further mitigate the spread of the coronavirus (COVID-19). This note replaces the Department's note No. 20-906, dated June 23, 2020.

All changes from note No. 20-906, are denoted below with an asterisk ().*

The changes outlined in this note are expected to remain in effect until further notice.

Contacting OFM

Foreign missions and their members are encouraged to primarily contact OFM via electronic mail or via OFM's e-Government System (e-Gov). *Please send diplomatic notes or correspondence to OFMCorrespondence@state.gov.

The following chart provides the electronic mail addresses that should be used based on the topic of the inquiry/request:

Inquiry Topic	Contact Information
*Correspondence	OFMCorrespondence@state.gov
Meeting (Washington, DC)	OFMAssistants@state.gov
Meeting (Chicago)	*OFM-Chicago@state.gov
Meeting (Houston)	*OFMHouston@state.gov
Meeting (Los Angeles)	*OFMLosAngeles@state.gov
Meeting (Miami)	*OFMMiami@state.gov
Meeting (New York)	*OFMNewYork@state.gov
Meeting (San Francisco)	*OFMSanFrancisco@state.gov
Accreditation Inquiry	OFM-Accreditation@state.gov
Bonded Warehouse/Customs Inquiry	OFMTaxCustoms@state.gov
Dependent Work Authorization Inquiry	OFM-EAD@state.gov
e-Gov Inquiry	OFMeGovHelpDesk@state.gov
Emergency Management & Response Inquiry/Request	OFM-EmergencyMgt@state.gov
Establishment of New Consular Post Inquiry	OFMProperty@state.gov
Motor Vehicle Inquiry	OFM-DMV@state.gov (or applicable regional office)
Radio Frequency Inquiry	OFMTravelServices@state.gov
Travel Notification or Approval Inquiry	OFMTravelServices@state.gov
Tax Exemption Inquiry	OFMTaxCustoms@state.gov
Policy Exemption Requests	OFM-Policy@state.gov

Separate from the matters outlined above, foreign missions are encouraged to continue transmitting inquiries and requests for assistance related to the operational impacts of COVID-19 and associated response efforts via electronic mail to OFM-EmergencyMgt@state.gov.

Meetings

Until further notice, OFM will generally limit meetings with foreign missions to those that can be conducted telephonically. Requests for such

meetings in Washington, DC shall be submitted via electronic mail to OFMAssistants@state.gov.

Instructions for requesting meetings with OFM's regional offices are provided in the chart above.

Accreditation, Services, & Benefits Division (ASB)

*OFM's Accreditation, Services, & Benefits Division (ASB), located at 3507 International Drive, NW, Washington, DC, is now open Tuesdays and Thursdays from 9am to 1pm.

Information concerning the days and times OFM's Regional Offices, located in Chicago, Houston, Los Angeles, Miami, New York, and San Francisco, are open to foreign missions is available at <https://www.state.gov/regional-offices-office-of-foreign-missions/>.

Accreditation

OFM's adjudication of requests associated with the accreditation of members of foreign mission will continue to function normally.

- ***Return of identification cards***

*Foreign missions may return expired/terminated identification cards in person to ASB or mail them via the U.S. Postal Service (USPS), Federal Express (FedEx), or the United Parcel Service (UPS) to the address below.

Such cards may also be returned or mailed to the appropriate OFM Regional Office (addresses are enclosed).

Office of Foreign Missions - ASB
3507 International Place, NW
Washington, DC 20008

- ***Surcharge payments***

*Foreign missions may deliver payments in person to ASB or by mail via USPS, FedEx, or UPS to the address below. With such payments, please provide supporting information regarding the applicable transaction and associated mission or mission member. Such payments may also be returned or mailed to the appropriate OFM Regional Office.

Office of Foreign Missions - ASB
3507 International Place, NW
Washington, DC 20008

Bonded Warehouse Purchases

OFM's authorization of requests from foreign missions and their members for authorization to purchase tax and duty-free merchandise from bonded warehouses will continue to function normally.

Customs Clearances

OFM's certification of requests from foreign missions and their members for clearance of the importation of goods and materials will continue to function normally.

Dependent Work Authorizations

*Foreign missions may deliver requests for dependent work authorizations in person to ASB by leaving applications in the Drop Box outside of ASB or via USPS, FedEx, or UPS:

Office of Foreign Missions - ASB
3507 International Place, NW
Washington, DC 20008

e-Gov Support

OFM's e-Gov and associated account management functions will continue to function normally.

Emergency Management/Response

OFM remains ready to assist foreign missions with matters related to emergencies and natural disasters, to include the impacts of COVID-19. Foreign missions are strongly encouraged to transmit requests for such assistance or related inquiries to OFM-EmergencyMgt@state.gov.

Establishment of New Consular Posts

OFM's authorization of requests for the establishment of a new consular post in the United States will continue to function normally. All such requests shall be submitted via electronic mail to OFMProperty@state.gov.

Motor Vehicle Requests

With minor exceptions, requests for motor vehicle services are now projected to function normally.

- ***Return of driver's licenses, license plates, etc.***

*Foreign missions may return expired/terminated driver's licenses, non-driver identification cards, license plates, etc. in person to ASB or mail them via USPS, FedEx, or UPS to the address below. Such cards may also be returned or mailed to the appropriate OFM Regional Office.

Office of Foreign Missions - ASB
3507 International Place, NW
Washington, DC 20008

- ***Surcharge payments***

*Foreign missions may deliver payments in person to ASB or by mail via USPS, FedEx, or UPS to the address below. With such payments, please provide supporting information regarding the applicable transaction and

associated mission or mission member. Such payments may also be returned or mailed to the appropriate OFM Regional Office.

Office of Foreign Missions - ASB
3507 International Place, NW
Washington, DC 20008

- ***Driver's License***

As a temporary measure, applications for the issuance of a new OFM driver's license, for which the applicant can provide a copy of a driver's license from any jurisdiction, to include licenses issued by foreign countries, that expired after 2016, and do not require the driver to wear glasses or corrective lens while driving, do not require successful completion of a new vision acuity test.

*OFM will generally not mail products associated with the Diplomatic Motor Vehicle Program to missions that are located within the metropolitan areas below. As such, missions in such places are expected to retrieve such products directly from ASB or Regional Office.

- Chicago
- Houston
- Los Angeles
- Miami

- New York
- San Francisco
- Washington, DC

Real Property Acquisitions/Dispositions

OFM's approval of requests from foreign missions for authorization to purchase, lease, use, or dispose of real property in the United States will continue to function normally. All such requests shall be submitted via electronic mail to OFMProperty@state.gov.

Radio Frequency Assignments

OFM's facilitation of requests from foreign missions for temporary assignment of radio frequencies will continue to function normally.

Tax Exemption Requests

OFM's authorization of tax exemption benefits will continue to function normally.

- *Return of tax exemption cards*

*Foreign missions may return expired/terminated tax exemption cards in person to ASB or mail them via USPS, FedEx, or UPS to the address below.

Such cards may also be returned or mailed to the appropriate OFM Regional Office.

Office of Foreign Missions - ASB
3507 International Place, NW
Washington, DC 20008

- *Surcharge payments*

*Foreign missions may deliver payments in person to ASB or by mail via USPS, FedEx, or UPS to the address below. With such payments, please provide supporting information regarding the applicable transaction and associated mission or mission member. Such payments may also be returned or mailed to the appropriate OFM Regional Office.

Office of Foreign Missions - ASB
3507 International Place, NW
Washington, DC 20008

The Department appreciates the cooperation and patience of the foreign mission community as we collectively combat the global spread of COVID-19.

Enclosure:

As stated.

Department of State,

Washington, January 5, 2022.



OFM Regional Office Addresses

OFM Chicago

77 W. Jackson Blvd., Suite 2122
Chicago, IL 60604-1503
(313) 353-5762

OFM Houston

8701 S. Gessner, Suite 906
Houston, TX 77074
(713) 272-2865

OFM Los Angeles

11000 Wilshire Blvd., Suite 6400
Los Angeles, CA 90024
Phone: (424) 465-5450

OFM Miami

95 Merrick Way, Suite 505
Coral Gables, FL 33134
(305) 442-4943

OFM Miami

799 United Nations Plaza, 8th Floor
New York, NY 10017
(646) 282-2825

OFM San Francisco

235 Pine Street, Suite 1600
San Francisco, CA 94104
(415) 744-2910