



The Sphinx

A Newsletter for the American Community in Egypt

Consular Section, United States Embassy Cairo

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American Citizen Services (ACS)

8 Kamal El Din Salah Street
Garden City, Cairo

(20-2) 2797-3300 (24 hour
number for emergencies* only)

*ACS emergencies include:
arrests, hospitalizations, child
custody cases, welfare and
whereabouts requests, repatriations,
deaths, and lost and/or stolen
passports.

For all other services, including
passport renewals, consular reports
of birth abroad, and notarial
requests, please make an
appointment using our website. For
questions, send an email to:

ConsularCairoACS@State.gov

U.S. Embassy Cairo is not a
Federal benefits post. For all
questions about federal benefits
please contact U.S. Consulate
Naples directly.



Embassy Cairo's New Consul General



**Lisa A. Vickers assumed her role as Consul General at U.S. Embassy
Cairo in August 2017.**

As the new Consul General for Embassy Cairo, I would like to take this opportunity to introduce myself and some of the new members of the Consular Cairo team. You already know Sophia O'Donnell, our American Citizens' Service Chief; you will all get to know Ben Ousley Naseman, our new Deputy Consul General. Ben comes to Cairo from the Naval War College in Providence, RI. As for me, I come to Cairo after serving in Frankfurt, Germany. I have been in the Foreign Service for 27 years, and consular work has always been my passion. I firmly believe that the protection of Americans abroad is our most important task. As I travel around Egypt on our consular outreach trips, I look forward to the chance to speak to my fellow Americans who are living, working or studying in Egypt, to hear how we can better work together with you.

I wish you and yours a safe and enjoyable holiday season.

Welcome Lisa!!

Egyptian Emergency Services

Numbers

122 Police and Fire Department

123 Ambulance

140 National Phone Directory

16000 Child Emergency Line



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New!

The State Department's new Travel Advisory system



The U.S. Department of State recently announced a new system for communicating security risks associated with foreign travel. The aim is to reduce confusion and improve our communications with U.S. citizen travelers to provide clear, timely, and reliable safety and security information worldwide.

The existing guidance system will be replaced in 2018 by a four-tiered advisory system, whereby every country will be assigned one of the following security levels:

Level 1 - Exercise normal precautions

Level 2 - Exercise increased caution

Level 3 - Reconsider travel

Level 4 - Do not travel.

The levels are meant to communicate the risk of travel to each country, but are advisories only. U.S. citizens will not be barred from travel to Level 4 countries unless otherwise barred by the U.S. Government.

Stay tuned for Egypt specific Travel Advisory in early 2018!

Meanwhile, the State Department's Worldwide Caution, Travel Warning for Egypt, and Country Specific Information for Egypt, remain current.

Remember to:

- Enroll in the Smart Traveler Enrollment Program (STEP) to receive security messages
- For non-emergency inquiries, U.S. citizens may send an email to the American Citizens Services Unit at consularcairoacs@state.gov. For emergencies during and after business hours and on weekends and holidays, U.S. citizens can contact the Embassy Duty Officer via the Embassy switchboard at +20-2-2797-3300. The Embassy is located at 5 Tawfik Diab Street (formerly known as Latin America Street), Garden City, Cairo.
- Useful webpages: US Embassy Cairo Website, US Embassy Cairo Facebook, State Department TravelGov Facebook.



Egypt Travel Warning

The Department of State issues updated Travel Warning for on it's webpage. Read the full text of this security message [here](#).

See full announcements and the latest updates at www.travel.state.gov

Egypt-Specific Information Updated

The Department of State issues updated Country Information for Egypt. Access the updated webpage [here](#).

CHANGES TO SOCIAL SECURITY-RELATED SERVICES

The Social Security Administration (SSA) has consolidated its overseas operations into several regional offices that provide a full range of SSA services for U.S. citizens residing outside of the United States.

Effective October 1, 2017, individuals residing in Egypt who require social security services or have questions about SSA benefits must contact the SSA Federal Benefits Unit (FBU) located in [Naples, Italy](#).

American Citizen Services in Cairo can no longer accept telephone calls, emails, or walk-in consultations regarding Social Security issues.

For all replacement cards, applicants must get a written request from FBU Naples before submitting their documents at the American Citizen Services Unit (ACS) in Cairo. Any U.S. citizen who needs consultative exams or medical appointments for disability benefits, or is applying for a representative payee, authentication/ certification of social security number-related documents must present a written request from FBU to ACS.

If you are already receiving SSA benefits payments, there will be no change in the method of distribution of those payments.

For more information on their services and how to contact them, please visit their [webpage](#) at Consulate Naples .

For comprehensive information on SSA's services abroad, please visit SSA's webpage Service Around the World <https://www.ssa.gov/foreign/>

Applying for a Social Security Number in Cairo:

U.S. citizens **over the age of 12** applying for the first time for a social security number should approach the American Citizen Services in Cairo. You may come to the American Citizen Services Unit at the Embassy on **Mondays and Wednesdays from 11 am until 1 pm.**

Renovation!

At the U.S. Embassy Cairo Consular Section

To better serve our community, the Embassy's consular section is undergoing a major renovation! Upgrades include: more spacious interview booths, improved audio systems, and a brand new ACS window to allow us to conduct more interviews and reduce your wait time!



- ◆ **Schedule appointments early, the processing time for passport renewals is now 4 - 6 weeks, and wait times are expected to temporarily increase during the renovation period.**



- ◆ Check your passport validity. Many countries require **6-months** validity to enter, so keep your passport current!
- ◆ U.S. Citizens can enter the U.S. as long as the passport is valid, up until the date of expiration; however, some airlines won't board without 6 months passport validity.

You will notice a few differences at the Embassy over the next few months. Shared spaces, updated instructions, and maybe a bit of a squeeze. All of us here are working closely together to help the construction team get the job done, and we hope to be up, running, and better than ever by June 2017.

A note on Notary Services:

Demand for notary appointments is consistently higher than we are able to accommodate. Make sure to schedule your appointment as far in advance as possible. You can schedule your appointment on the U.S. Embassy Cairo website, U.S. Citizen Services, Notarial Services Section.

The fee for notaries is \$50 USD, per stamp.

*APPLY!!!
TODAY!!!*

Waiting is no fun, we know, and we appreciate your patience and preparedness when you visit the Embassy. We have been doing our very best to give every person the time allotted for their appointment, and to complete services as quick as we can. In order to keep up with increasing demand, our renovation is geared towards getting you in and out of the Embassy- and on with your day! We have been listening closely to your suggestions, and have made sure to focus our remodel on bettering your experience.

We will remain open during the renovation period, taking limited appointments. So please schedule any appoints sooner rather than later. The earlier you schedule, the easier it will be for us to make sure that we can continue to accommodate all the requests for services over the coming months.

On the Road with ACS

This Fall, U.S. Embassy Consul General Lisa Vickers and American Citizen Services (ACS) Unit Chief Sophia O'Donnell traveled on consular outreach visits to Sharm el Sheikh, Luxor, and Alexandria. The trips included meetings with Egyptian officials and representatives from local hospitals and other institutions. Outreach visits provide consular officers and staff with a better understanding of



River
ambulances
in Luxor

U.S. Embassy Cairo: Consular Warden Program

The Consular Warden System allows the Embassy to maintain communications with its American community, for both routine information as well as in times of increased threat or actual emergency.

Americans registered at the Embassy are assigned to a Warden Zone. A Primary and sometimes a Deputy Warden are assigned to each Zone. Wardens are a valuable asset that can provide ACS with information about local conditions and assist in disaster preparedness by alerting U.S. citizens and passing on information from the Embassy.

If you are interested in volunteering to serve as a consular warden, please contact the American Citizen Services Unit at consularcairoacs@state.gov.

the types of services and assistance available across Egypt to visitors and residents from the U.S.

Some of the Consular Section's most essential partners, from medical professionals to local law enforcement, had the opportunity to meet and greet our new CG; who was very pleased to make her introductions to some of the folks who provide such great support to our American Citizen community.



CG Vickers views a Scuba
recompression chamber

CG Vickers and Chief O'Donnell also had a chance to meet with ACS Wardens in Sharm el Sheik and Luxor, to discuss some of the ways ACS continues to provide consular assistance to citizens who live far from Cairo.

All three trips were a great success, and ACS is already planning visits to other cities around Egypt!



ACS Services

In an effort to provide the most efficient service, the American Citizen Services unit has an appointment system for all services. To make an appointment, please visit us on-line at eg.usembassy.gov.

Sign up for SMS Service

ACS has an SMS service in addition to our preexisting e-mail messaging to notify subscribers of urgent security-related information.

We encourage you to sign up to receive these SMS messages, please send an e-mail with your phone number to cairoconssms@gmail.com.

ACS will be closed on the following dates for local and U.S. federal holidays:

Monday, December 25th
 Monday, January 1st
 Sunday, January 7th
 Sunday, January 14th
 Thursday, January 25th
 Sunday, February 18th

Want to see something in particular in the next issue of *The Sphinx*? Email us:

ConsularCairoACS@State.Gov

Maintain Your Egyptian Visa Status

The Embassy encourages U.S. citizens to remain in compliance with Egyptian immigration law at all times; your visa status should correspond to your actual purpose of stay. Basic information about Egyptian visa requirements is available from the Egypt page on travel.state.gov. Remember this information is subject to change. Inquiries should be directed to Egyptian Immigration officials.

Note: Travelers do **not** need to go to the Mogamma if they are departing on the **same passport** with which they entered Egypt. But might be subject to overstay fees upon departure.

- Fine for visas expired for three months: EGP 1,055
- Fine for visas expired for six months: EGP 1,555
- Fine for visas expired for nine month: EGP 2,055
- Fine of an additional EGP 550 for every three month period after expiry



TRAVEL.STATE.GOV

U.S. DEPARTMENT OF STATE · BUREAU OF CONSULAR AFFAIRS