



# PUBLIC ADVISORY

## NO. 19- 2020

### ON THE GRADUAL RESUMPTION OF ON-SITE CONSULAR SERVICES

14 May 2020- The Philippine Embassy in Berne is pleased to announce to the public that it will gradually resume the following consular services on **Wednesday, 20 May 2020**:

1. Application for Passport renewal and release;
2. Notarial;
3. Civil Registry (i.e., Reports of Marriage, Birth and Death); and
4. Dual Citizenship (including oath taking)

Visa services and NBI fingerprinting remain suspended until further notice.

To ensure the safety of the general public and its personnel, the Embassy will be strictly implementing the following protocols:

1. **ALL** applications requiring personal appearance will be **STRICTLY BY APPOINTMENT only**. You may request your appointment by:
  - a. Calling the Embassy at +41 (31) 350 1717;
  - b. Sending an email at [berne.pe@dfa.gov.ph](mailto:berne.pe@dfa.gov.ph) or [bernepe.passport@dfa.gov.ph](mailto:bernepe.passport@dfa.gov.ph); or
  - c. Sending a Facebook message <https://www.facebook.com/PHinSwitzerland/>, with your contact details (landline or mobile number) and indicating the consular service being requested.
2. Applicants with cancelled appointments prior to the suspension of consular services will be prioritized for purposes of the forthcoming appointment schedule.
3. Applicants are requested to submit pre-filled up forms and prepare the complete documentary requirements before coming for their appointments. The forms and list of requirements may be downloaded from the Embassy website, <https://bernepe.dfa.gov.ph>
4. **Only applicants with prior appointments will be admitted into the Embassy premises.** Only one companion for Senior citizens, PWD, minors and applicants requiring special assistance will be allowed.
5. Applicants are requested to arrive **not earlier** than five (5) minutes before their appointed time, and should leave the Embassy premises as soon as the transaction has been concluded, to give way to other incoming applicants with appointments for that day.
6. Applicants who are feverish or are experiencing COVID-19 symptoms are strongly advised to defer coming to the Embassy.
7. For health and safety considerations, the wearing of masks while inside the Embassy grounds is highly recommended.
8. Applicants with non-urgent consular service and those belonging to highly vulnerable/high-risk groups are still strongly advised against coming to the Embassy until the COVID-19 situation has been addressed.
9. **Release of documents will be by postal mail only.** Applicants are requested to provide self-addressed return envelope with CHF 6.30 worth of stamps. In case of very urgent release, documents must be filed in the morning and will be sent by postal mail in the afternoon.

The general public's understanding and general cooperation is highly appreciated.

Please be guided, accordingly. Thank you!