

The Embassy of the United States of America in La Paz, Bolivia Announces Important Changes to the Visa Information and Application Process Starting March 30, 2006

Toll-Free Visa Information Telephone Service 800-100-449

- **Enhanced Information and Appointment System through the New Visa Information Service**
- **New Appointment Procedures for Students, Petitioned Workers, Transit Travelers and Others**
- **Improved Customer Service through the Electronic Visa Application Form (EVAF)**

Visa Information Service

On March 30, 2006, the Embassy of the United States of America in La Paz introduces a new Visa Information Service for non-immigrant visa applicants in Bolivia. The service, based on similar models operating today in more than 25 countries across Europe, Latin America and Asia, provides the public timely and accurate information regarding how to apply for a visa to enter the United States. The U.S. Visa Information Service is provided to the public on behalf of the U.S. Embassy by Computer Sciences Corporation (CSC) in partnership with TeleTech.

Callers will be able to access information regarding both non-immigrant and immigrant visas to the U.S. and can schedule non-immigrant visa interview appointments. The information includes all of the general and specific requirements that an applicant must fulfill to apply for visa. Application procedures are also explained in detail. The toll-free Visa Information Service may be called from any touch-tone telephone in Bolivia, and all ENTEL public phones at 800-100-449.

Applicants can access the Visa Information Service by obtaining a PIN card. Starting on March 29, 2006, PIN cards may be purchased for \$US 14 at any participating branch of DHL in Bolivia. The PIN provides users with a total of 8 minutes of access to the Visa Information Service, and may be used for more than one call to obtain information and/or make visa appointments. The PIN permits the caller to make a visa appointment for himself or herself, as well as for up to four immediate relatives who live at the same address.

The Visa Information Service will significantly improve the hours during which visa information and appointment services are available to the public. It will be open from 8:00 a.m. to 6:00 p.m. Monday through Friday, including U.S. holidays. It will not be available to the public on Bolivian holidays.

In addition to providing access to operators who will be able to answer questions regarding the visa application process, the new Visa Information Service will provide more flexibility in scheduling visa interview appointments. Applicants will be able to work with an operator to find a convenient time for the visa interview. Applicants will also have the option to reschedule or cancel an interview if they cannot attend the originally scheduled appointment.

More information on this service is available on our webpage at <http://lapaz.usembassy.gov>.

Who Needs to Make an Appointment?

To improve our ability to provide prompt and efficient service to all visa applicants, starting on March 30, 2006, all regular non-immigrant visa applicants will be required to schedule an appointment through the Visa Information Service described above. This includes students and exchange visitors (F, M and J visas), temporary workers (H, L, O and P visas), transit travelers (C visas) and crewmembers (C1/D). Applicants who work for companies that are members of the American Chamber of Commerce in Bolivia (AmCham) and who have a letter issued to them by AmCham regarding their travel to the United States and applicants for official or diplomatic visas, are not subject to the appointment requirement and should consult our webpage at <http://lapaz.usembassy.gov> for visa application information.

Electronic Visa Application Form (EVAF)

To provide better customer service and expedite visa processing, starting on March 30 2006, all applicants should complete and present at the non-immigrant visa interview the online DS-156 Electronic Visa Application Form ([EVAF](#)). Detailed instructions regarding how to fill out and print the EVAF are provided on the EVAF [webpage](#). You must print and bring ALL 3 pages of the completed EVAF including the barcode with you to your visa interview. A Spanish version of the EVAF form and instructions on how to fill it out and print it may be found [here](#). Detailed information regarding the EVAF will be available on our webpage at <http://lapaz.usembassy.gov>.

Starting on March 30, 2006, the Consular Section will offer interview appointments to applicants submitting non-EVAF or handwritten DS-156 Forms only on the third Thursday of each month. The EVAF requirement applies to all non-immigrant visa applicants.

The U.S. Embassy is pleased to announce the above new services to better meet the needs of all visa applicants in Bolivia.