

How to Contact Us

Visa Information and Assistance - The recommended first source of information regarding visa matters is our internet site at <http://travel.state.gov>.

Contacting U.S. Embassies and Consulates – For case-specific inquiries, you may contact the U.S. embassy or consulate processing your visa application for information regarding your case. Visit www.usembassy.gov for U.S. embassy and consulate contact information.

Contacting Visa Services - Information is available to the public by telephone at the Visa Services, Public Inquiries Division at (202) 663-1225. **Important Notice: Effective Monday, September 9, 2013 at 8:30 a.m., the new telephone number for the Public Inquiries Division will be (202) 485-7600.** The telephone number provides the caller with a selection of pre-recorded information and the ability to talk to a visa specialist from 8:30 am EST to 5 pm EST. Persons desiring information about a specific visa applicant are advised that immigration law provides specific prohibitions about providing case specific information to third parties. Before calling with a visa inquiry, we request that you carefully review this website and also the Embassy Consular Website abroad. **NOTE: The Public Inquiries Division is not able to accept visa inquiries by Fax.**

Important Telephone Numbers and E-mail Addresses

For inquiries about visa cases and the application process call: 202-663-1225. **Important Notice: Effective Monday, September 9, 2013 at 8:30 a.m., the new telephone number for the Public Inquiries Division will be reached at (202) 485-7600.**

For inquiries by U.S. companies and organizations needing business (B-1) visitor visa information only, e-mail: businessvisa@state.gov or call: 202-663-3198. **Important Notice: Effective Monday, September 9, 2013 at 8:30 a.m., the new telephone number for the Business Visa Center will be (202) 485-7675.**

For inquiries about F-1 or M-1 student visas, or about J-1 exchange visitor visas, please contact our Student/Exchange Visitor Visa Center at: fmjvisas@state.gov.

For information about pending applications for Waiver of Foreign Residence Requirement, applicants should see the online [J waiver status](#).

To reach the [National Visa Center](#) (Immigrant visa inquiries, including assistance regarding the new DS-260 Online Immigrant Visa Application) call: 603-334-0700 (7:00 am EST to 12:00 pm EST) or e-mail: NVCINQUIRY@state.gov.

To reach the [Kentucky Consular Center](#) (Diversity Visa inquiries) call : 606-526-7500 (7:30 am EST to 4:00 pm EST).