

## Important Service Transition Announcement for All Visa Applicants

The US Mission in Canada is transitioning to a new appointment service for applicants applying for a visa to come to the United States. As of September 1, 2010, all services ♦ including calling for information and scheduling an appointment ♦ will be provided for no additional cost, with no requirement that applicants pay phone charges or PIN numbers to access such services. Starting September 1, 2010, applicants will visit [CSC VISA INFORMATION SERVICES](#) to either obtain information online or via telephone on how to start their application for a U.S. visa at a consular section in Canada.

We want to ensure that applicants already in the scheduling process are not negatively impacted by the change. In order to ensure you receive the visa services you have paid for, please review the guidance below regarding transition timetables.

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### APPLICANTS WHO HAVE ALREADY SCHEDULED AN APPOINTMENT AT A U.S. CONSULATE ON OR AFTER SEPTEMBER 1, 2010 THROUGH NVARs

If you have already scheduled to attend an appointment through NVARs, please pay your MRV fee prior to September 1, 2010 and bring your Scotiabank receipt with you to your appointment. If you have not already scheduled an appointment, we recommend that you wait until September 1, 2010 or later to pay the MRV fee and register through the new service.

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### APPLICANTS WHO HAVE PAID THEIR MRV FEE PRIOR TO SEPTEMBER 1, 2010, BUT HAVE NOT SCHEDULED FOR AN APPOINTMENT

Beginning September 1, 2010, you will be required to pay your MRV fee prior to scheduling an appointment. As stated above, we recommend that applicants who have not started their application process wait until after September 1, 2010, to pay their MRV fee and schedule an appointment under the new, no-cost service.

If you have paid your MRV fee prior to September 1, 2010, but have not scheduled an appointment, there will be a grace period from September 1, 2010 until October 1, 2010 during which you can still use your MRV fee for appointment scheduling. If you have not scheduled an appointment prior to October 1, 2010, you will have to pay the MRV fee again through the new service in order to schedule an appointment. If on September 1, you find that you have paid your fee but not scheduled your appointment, please visit [CSC VISA INFORMATION SERVICES](#) for assistance.

Thank you for your cooperation and understanding throughout this transition. We hope that this improved new service will be a benefit for our customers.