



## **IMMIGRATION ALERT**

### **Chinese Visa Information/Appointment Call Center Reopened**

The U.S. Visa Call Center in China reopened on Friday, June 4, 2004 and has begun scheduling U.S. visa interview appointments. The walk-in procedures previously in effect continued on June 4th but will be discontinued as of June 7, 2004.

On April 23, 2004, Chinese authorities shut down the U.S. visa information center. The foreign ministry in Beijing stated that after complaints from Chinese citizens, the call center was closed for overcharging customers. The center had been open for less than two months and was the only means by which to schedule appointments for U.S. visa interviews.



Those who had paid to use the visa call center but were unable to do so due to the closure can receive a refund for their payment if they no longer plan to travel to the U.S. Refund procedures are posted on the U.S. Department of State website at the following address: <http://www.usembassy-china.org.cn/visa/index.html#impnts>.

To contact the Visa Call Center, phone 4008-872-333. This service is only available from within China. Service charges must be pre-paid by purchasing a PIN card at CITIC banks, using a postal/bank order, or by credit card through the website at [www.usavisainformation.com.cn](http://www.usavisainformation.com.cn). Currently, payment on the website can only be made using a credit or debit card issued by a Chinese bank. The cost is ¥54.00 (Chinese yen), the equivalent of approximately USD \$6.50 for 12 minutes of call time.

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Seyfarth Shaw LLP  
55 East Monroe Street  
Suite 4200  
Chicago, IL 60603  
ATTN: Client Relations  
[Seyfarthshaw@seyfarth.com](mailto:Seyfarthshaw@seyfarth.com)