



*Royal Thai Consulate General
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ANNOUNCEMENT on new consular services procedures during the current COVID-19 situation and on temporary passport service suspension

Referring to the Royal Thai Consulate-General's previous announcement dated 20 March 2020 concerning the temporary adjustment of consular services procedures due to the Stay-at-home order of the State of Illinois in response to the COVID-19 Coronavirus pandemic, in which most consular services were restricted to mail services only and some services were reserved for emergency cases only.

With the recent reduction in new COVID-19 cases and the intention of the State of Illinois and City of Chicago to move into Phase 4 of the Restore Illinois plan : Revitalization and Phase IV of the Reopening Chicago plan – Gradually Resume, the Royal Thai Consulate-General will accordingly, **effective from 1 July 2020**, adjust its hours of operation and consular services procedures. This is being done in compliance with the guidelines and recommendations for reopening from the Illinois Department of Public Health, and the City of Chicago, particularly the guidelines on social distancing and capacity limit. Details are as follows;

1. Consular service operation hours

Monday-Friday 9.00-12.00 (except holidays) **by appointment only**

2. Operating procedures

2.1 **By online appointment only**: Passport and Thai Identification Card services. Appointment can be made through <http://www.thaiconsulatechicago.org/onlineappointment> or by scanning QR Code on the second page.

(Remark : Thai nationals who wish to make appointments for Passport service please read Section 3 of this announcement)

2.2 **By e-mail or phone appointment only**: Marriage and Divorce services.

Appointment can be made by e-mail at registration@thaiconsulatechicago.org, or by phone at (312) 664-3129 ext. 109.

To help enhance the safety of everyone concerned, those requesting appointment for services in section 2.1 and 2.2 must comply with the **Terms of Consular Services** attached to this announcement.

2.3 **By mail only** : Visa application, birth certificate/death certificate and legalization services will be restricted to mail services only. For more information, please check www.thaiconsulatechicago.org

3. Temporary suspension on passport service – With the Agreement of E-Passport (Phase II) project between the Ministry of Foreign Affairs of Thailand and the contractor coming to an end on 28 June 2020, the Ministry plan to launch the E-Passport (Phase III) project from 29 June 2020 onwards to, among others, improve Thai passport services and upgrade the passport security features to meet the international standard.

However, with the COVID-19 pandemic causing delays in the transition into Phase III of Thailand's E-Passport project, the Royal Thai Consulate-General will have to temporarily suspend the issuance of new passports until further notice. Please stay tuned to the Royal Thai Consulate-General's website and facebook page for future updates. Thai nationals in need to urgently travel during the passport service suspension may request for a Temporary Passport (valid for 1 year) by mail. For information on how to request the Temporary Passport, please check <http://www.thaiconsulatechicago.org/temp-pp>

For further enquiries, please contact Tel: (312) 664-3129

- Thai Passport - ext. 111 e-mail: passport@thaiconsulatechicago.org
- Thai ID card/legalization - ext. 110 e-mail: thaiid@thaiconsulatechicago.org
- Civil/Household registration - ext. 109 e-mail: registration@thaiconsulatechicago.org
- Visa - ext. 108 e-mail: visa@thaiconsulatechicago.org



Royal Thai Consulate-General,

Chicago

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Terms of Service

For in-person consular services (Passport, Thai Identification card, Marriage and Divorce) for which an appointment must be made in advance

1. On the appointment day, if the customer has a fever with body temperature of 99.5 F, or have one of the following symptoms: cough, runny nose, sore throat or breathing difficulty, please stay at home and contact the Consulate to postpone the appointment.
2. The customer shall prepare documents, fees, and complete the required forms before the appointment. The customer shall also provide his/her own pen to avoid physical contacts with officers and other individuals.
3. In compliance with the guidelines on capacity limits, the customer shall arrive on the appointment time and ask any accompanying persons, not including those who are required to be present at the service, to wait in public areas outside the Consulate premise.
4. Consulate officials reserves the right to observe the customer's conditions and, if deemed necessary, measure the customer's body temperature. If it appears that the customer has a fever with body temperature of 99.5 F or higher, or have one of the following symptoms: cough, runny nose, sore throat, or breathing difficulty, then the appointment shall be postponed.
5. The customer must wear a face mask at all times and wash his/her hands with soap or hand sanitizer before and after service.
6. The customer shall practice social distancing and strictly comply with guidance from Consulate officials.
7. The Consulate shall maintain a log of the customer's name and contact information for a certain period after service to facilitate contact tracing in case the customer or anyone else involved is diagnosed with COVID-19.

