



United States Department of State

Washington, D.C. 20520

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NOTICE

Contacting OFM for Assistance

The Department of State's Office of Foreign Missions (OFM) wishes to remind the foreign mission community of appropriate means of contact to inquire about the services provided by OFM. OFM is committed to the providing a safe workplace for its employees. Accordingly, as a continued precaution to help prevent the spread of COVID-19, the majority of OFM's employees are still teleworking and may not be available by phone. OFM appreciates foreign missions and its members' sending communications to the appropriate email address as the primary method of contacting OFM.

OFM would like to highlight that irrespective of the pandemic, foreign missions and its members should not use the listed phone numbers printed on the reverse side of Department-issued cards (i.e., identification card and driver's license) as a means of contacting OFM via telephone. Those phone lines are generally reserved, and thus appropriately routed through the Department, for U.S. law enforcement and other relevant U.S. authorities. This is so that should an incident arise involving a foreign mission member (or dependent) and a U.S. law enforcement authority, the Department is promptly alerted to take immediate and appropriate action. Should foreign missions or its members experience a life or health threatening emergency, the Department urges you to dial 911.

Conversely, those phone lines are not meant to address tax exemption, vehicle, or other administrative customer service inquiries, and OFM requests each foreign mission ensure its members are informed and do not use it as such. Foreign missions may either email the appropriate point of contact or call 202-647-3417 during normal business hours for those related matters.