



Press Release  
AASC-048-2020

## PHL CON GEN CALLS FOR COMMUNITY’S UNDERSTANDING AS IT DELIVERS CONSULAR SERVICES UNDER *NEW NORMAL*

**Indul** 16 hours ago

★★★★★

We are so happy and grateful to experience the warm and kindness of the people from the registration at the lobby and all the staff at the consular office specially the one who process our papers. We also observed while we are waiting for our oath taking time that the other applicants was very happy that they accomplished their purpose because the consular staff was doing their job well. Thank you very much for keeping the good work. Rolando and Susan Caro

**Cheryl** 1 hour ago

★★★★★

Thank you to the staff of Philippine Consulate in LA for their dedication. I went there just now and everything were handled efficiently and super fast. The girl in charge at the Processing Section is very warm, i think her name was Carlota. Thank you Carlota, you are such a darling. My schedule was at 10am and everything were done and finished at 10:25am. Thank you also to the encoder, sorry I forgot your name but I remembered he was from Bacoor, Cavite, you were very warm and accommodating. Special thank you to Arriane Hernandez of DFA Manila. You guys are the best!

**Rocky**

You and Rocky aren't connected on Facebook

Studied at University of Santo Tomas

FRI AT 11:22 PM

Hi I'm Joseph (from New Zealand), May parents did their dual Citizenship last week. I'd like to thank the hardworking people who has been so kind and compassionate to elderly like my parents. According to them it was well organized and they made it easy for everyone especially in this time of pandemic. More power, be safe and God bless.

**Robinson** 0 reviews · 0 photos

★★★★★ 2 hours ago

I drove 37hrs straight from Florida to Los Angeles to do my dual citizenship. My situation was very complicated and I thought I'd never get it. But Fern from the front registration helped me a lot. He helped me getting my dual citizenship even with the complications I've had. Fern you are the man, Fern you are the best, thank you very much. Also everyone in LA consulate, thank you.

**Cattleya** 0 reviews · 0 photos

★★★★★ 1 hour ago

I would like to express my gratitude to Ms. Stenelli and everyone at the Philippine Consulate General Los Angeles, CA for a fast, efficient and highly commendable service. Safety protocols were in place and were very strictly implemented. I felt safe throughout the whole processing of my passport renewal and it was done in a competent and speedy manner.

Ms. Stenelli was very courteous and very detail oriented. Most of all, she made me feel like i was home. :)

Thank you again so much, appreciate everyone's hard work!

Mabuhay kayo!

**Leonard** 1 hour ago

★★★★★

It was an amazing experience to deal with the staffs of the Philippine Consulate here in Los Angeles, They are very POLITE, PROFESSIONALS, and ACCOMMODATING. Renewing my passport and having my dual citizenship made it very easy and fast. Congratulations to Hon. Adel Cruz for the good work.

**Rodolfo** 2 hours ago

★★★★★

Thank you very to the Officers & Staff specifically the Passport Section and to ConGen Adelio Cruz for the Fast processing of the renewal of my passport. It took only less than a month. ( June 17, 2020 to July 12, 2020) Keep up the Good Job! Mabuhay po Kayo! Stay Safe!

**Eleanor** 2 reviews · 0 photos

★★★★★ 1 hour ago

Service is awesome and very systematic procedure. Staff are so professional and courteous! I think i like this process better! Everyone follow the new normal, the new procedure!

(Photo credit: LA PCG)

14 July 2020, Los Angeles – Marking a month since the Philippine Consulate General in Los Angeles resumed frontline consular services, Consul General Adelio Angelito S. Cruz reiterated his appeal for patience and understanding by the Fil-Am community over the reduced number of appointment slots made necessary by State and County social-distancing protocols.

“It is humbling to see positive reviews posted by some of our clients as we at the Consulate General work hard to deliver the best possible service as allowed by this “*new normal*,” the Consul General said, adding, “we are enforcing strict social and physical distancing protocols for the safety and protection of our personnel, our *kababayan*, our clients and the public in general.”

ConGen Cruz took the opportunity to remind applicants that all services are now either done by appointment or through mail. He also reminded everyone to ensure that they have a **confirmed appointment** before coming to the Consulate General. Aside from coming punctually at the appointed time with complete requirements, clients are also

required to bring their own pen to the Consulate General to minimize the possibility of contamination.

The transacting public is strongly encouraged to visit the Consulate General's official website: [www.philippineconsulatela.org](http://www.philippineconsulatela.org) not just to set an appointment, but also to thoroughly read instructions, requirements and processes before planning a visit to the Consulate General. END.

## **POINTERS ON COMING TO THE CONSULATE GENERAL**

- **STRICTLY NO APPOINTMENT NO SERVICE**
- **NO MASK / FACE COVERING, NO ENTRY**
- **COME WITH COMPLETE REQUIREMENTS**  
Clients with incomplete requirements will be asked to set another appointment and come again on another day. Requirements and procedures are outlined on the Consulate General's official website.
- **COME ALONE**  
Only applicants or document signatories will be allowed to enter; non-essential companions will be asked to wait outside; one (1) companion is allowed for minors or persons requiring assistance.
- **COME AT THE APPOINTED TIME ON THE DOT**  
Too early: You will be asked to wait outside.  
Too late:\* You forfeit your slot.
- **BRING YOUR OWN PEN**  
The Consulate General will not provide pens for use of clients.
- **BRING CASH AND EXACT CHANGE**  
PHL Gov't rules allow only the collection of: cash, cashier's check or money order as payment for services.
- **STAY HOME IF UNWELL**  
Please stay at home if you're feeling sick or have flu-like symptoms, a cough, or other symptoms related to CoViD-19. Your temperature will be checked at the door. Clients exhibiting said symptoms will be asked to come back on another day with a new appointment

- **NOTARIALS WILL BE RELEASED BY MAIL ONLY**

You will come to sign Notarial Documents ("red ribbon") in person, but these will NOT be released on the same day and will instead be mailed to you using a Self-Addressed Stamped Envelope that you will provide.

- **SAME DAY OATH-TAKING**

Dual Citizenship Applicants will be able to take their oath and receive their Dual Citizenship docs on the same day.

- **CIVIL REGISTRY SERVICES ARE BY MAIL ONLY**

If you come in person to submit your Civil Registry documents, you would still be asked to mail them in. No onsite processing for Reports of Birth, Marriage, Death, and Consular Mortuary Certificate (Shipment of Remains).

- **PASSPORTS WILL BE RELEASED BY MAIL ONLY\*\***

For all Passporting applications processed starting 10 June 2020, releasing the new passports will all be done through mail only using a Self-Addressed Stamped Envelope that you will provide. There will no longer be a "pick-up" option for new passports.

\*30 minutes after appointment slot.

\*\*For Passport applications processed on or before 18 March 2020 and were slated for pick up (instead of the mail option), please call or email the Consulate General first to verify passport availability.

#WeHealAsOne  
#LALove

*The Complete set of this Advisory can be found on the Consulate General's official website: [www.philippineconsulatela.org](http://www.philippineconsulatela.org) or Facebook Page: [www.facebook.com/PHLinLA](http://www.facebook.com/PHLinLA)*

*Appointments and service/transaction-specific instructions can only be found on the official website.*

# MAILING

## PASSPORTS AND CONSULAR DOCUMENTS WILL BE RELEASED BY MAIL ONLY



WHAT YOU NEED:  
**SELF-ADDRESSED  
STAMPED ENVELOPE  
(SASE)**

What is a SASE?

- USPS Priority Mail or Priority Mail Express Envelope
- Your name and address written on the "To:" portion
- Add postage stamps sufficient for USPS tracking
- Multiple documents per applicant may need more than one envelope
- For passports: max. of 2 passports per envelope, ONLY IF applicants have the same surname and mailing address

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#LALove

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