

FREQUENTLY ASKED QUESTIONS

PASSPORT PROCESSING / APPOINTMENT

MY WORK PERMIT / VISA WILL EXPIRE SOON AND I NEED TO RENEW MY PASSPORT FOR MY WORK PERMIT / VISA RENEWAL. HOW AND WHEN CAN I RENEW MY PASSPORT DURING THIS PERIOD?

Effective 23 March 2020, the Philippine Consulate General in Vancouver is constrained to temporarily suspend consular operations until further notice in view of the declaration of the Province of British Columbia of a State of Emergency, and to support the measures undertaken to prevent the further spread of COVID-19. At the same time, due to the declaration on Enhanced Quarantine in Luzon, the operations of our Office of Consular Affairs are likewise suspended.

Applicants are requested to monitor the Consulate's website www.vancouverpcg.org for further announcements to be able to **book an appointment as soon as the Consulate and the DFA Office of Consular Affairs resume their normal operations.**

Upon renewal, Post can issue a certification (CAD \$36.25) stating that the applicant has renewed his/her passport at the Philippine Consulate and that there will be delays in the delivery and availability of said passport because of the COVID-19 situation.

For very urgent cases, please send us an email at vancouverpcg@telus.net.

PASSPORT PROCESSING / APPOINTMENT

I HAVE AN URGENT NEED TO TRAVEL BACK TO THE PHILIPPINES BUT MY PHILIPPINE PASSPORT IS LOST/EXPIRED. WHAT SHOULD I DO?

In this case, applicant must be able to obtain a confirmed booking for a direct flight to the Philippines and he/she, under the present circumstances, should be well aware of the health risks of travelling by air.

The client may contact the Consulate at (604) 685-1619 or (604) 685-7645 or email civilregistrysection@vancouverpcg.org so we can assist you on the possible **issuance of a Travel Document (subject to evaluation of submitted documents and urgency).**

PASSPORT PROCESSING / APPOINTMENT

WHEN WILL YOU RE-SCHEDULE THE CONSULAR OUTREACH PROGRAM IN PRINCE GEORGE? DO WE NEED TO MAKE ANOTHER APPOINTMENT OR WILL THE CONSULATE HONOR OUR PREVIOUS APPOINTMENTS?

The Consulate will post as soon as possible an announcement on the new schedule of the Consular Outreach Program in Prince George once the situation on COVID-19 has stabilized. We will honor your previous appointment but it is strongly suggested that you book another appointment when the date has been confirmed to ensure that you are still available on the said date.

PASSPORT PROCESSING / APPOINTMENT

WILL THE CONSULATE ACCOMMODATE THOSE WITH CONFIRMED APPOINTMENTS BUT WERE CANCELLED DUE THE TEMPORARY CLOSURE OF THE CONSULATE?

Passport appointments starting 23 March 2020 have been cancelled by the Consulate. Applicants are requested to monitor the Consulate's website (www.vancouverpcg.org) for further announcements to be able to book new appointment to secure a slot for future date or as soon as the Consulate resumes its normal operations.

PASSPORT RELEASING

I ALREADY APPLIED FOR A NEW PASSPORT BUT I HAVE PREVIOUSLY OPTED TO PICK UP THE NEW ONE AT THE CONSULATE. HOW CAN I CLAIM / RECEIVE MY NEW PASSPORT DURING THIS PERIOD?

For applicants who have already applied for passports and have previously opted for pick-up, kindly **send self-addressed Xpresspost envelopes with tracking number** through mail to the Philippine Consulate General, address 660 - 999 Canada Place, Vancouver, B.C. V6C 3E1 (Attention: Passport Releasing Section) **so that the new passports can be mailed to you.** Kindly indicate the name of the passport holder/s.

If you have borrowed your old passport, please send said passport to the Consulate together with the self-addressed Xpresspost envelope for cancellation. We will then send your new passport together with your cancelled old passport as soon as the Consulate resumes its normal operations.

PASSPORT RELEASING

I APPLIED FOR A NEW PASSPORT TO BE SENT BY MAIL. HOW CAN I VERIFY THE STATUS OF MY PASSPORT?

Applicants are advised to check the status of their passports through the **tracking number of their Xpresspost envelopes**. For those with "no status" remarks, it means that the Consulate has yet to receive your passports from the Department of Foreign Affairs. Under the e-Passport system, all passport applications are sent to Manila for final processing and printing.

Kindly note that due to disruptions in the services of the DFA's logistics partners following the declaration on an enhanced community quarantine in the whole of Luzon effective 17 March 2020, **there will be delays in the delivery and availability of passports in the Philippine Embassies and Consulates.**

Passports received from Manila will be processed and sent to the applicants as soon as possible.

CIVIL REGISTRY

HOW DO I APPLY FOR REGISTRATION OF REPORT OF BIRTH, MARRIAGE OR DEATH BY MAIL?

Due to the temporary suspension of our consular operations, applications for registration of reports of birth, marriage and death sent by mail will be acted upon as soon as the Consulate resumes its normal operations.

Please send your applications by mail to the Philippine Consulate General, address 660 - 999 Canada Place, Vancouver, B.C. V6C 3E1. The complete lists of requirements for registration of Reports of Birth, Marriage and Death are posted on our website www.vancouverpcg.org. (from the homepage, click **consular services** then **civil registry**).

You may also send an email to civilregistrysection@vancouverpcg.org, if you need to ask further questions or clarifications that are not posted on the website.

NBI CLEARANCE APPLICATION

I NEED AN NBI CLEARANCE. HOW DO I GET ONE WITHOUT HAVING TO TRAVEL BACK TO THE PHILIPPINES?

In line with the Philippine government's announcement to place Luzon, including Metro Manila under a 30-day "enhanced community quarantine", the National Bureau of Investigation (NBI) Philippines is **temporarily suspending its clearance processing operations** nationwide from 18 March to 13 April 2020.

Applicants may wish to check the Consulate's website for NBI clearance requirements and procedures.

VISAS

I AM A HOLDER OF A CANADIAN PASSPORT. DO I NEED TO APPLY FOR A VISA TO VISIT THE PHILIPPINES?

As a Canadian, you are entitled to travel to the Philippines visa-free for a stay of not more than 30 days. Beyond that, you will need to apply for a Non-Immigrant (temporary visitor's) visa with the Philippine Consulate General in Vancouver.

However, in view of the Covid-19 outbreak, the Philippine government has temporarily suspended this visa-free privilege, as well as the issuance of temporary visitors' visa to foreigners wishing to travel to the Philippines. We hope to resume this service once the public health situation has improved.

VISAS

I ALREADY HAVE A 9(A) VISA AND AM SCHEDULED TO TRAVEL TO THE PHILIPPINES IN APRIL. WILL MY TRIP BE AFFECTED BY THE CURRENT DEVELOPMENTS AROUND THE CORONA VIRUS?

All non-essential travel to the Philippines is being restricted. Hence, all visas previously issued by the Philippine Consulate General in Vancouver are considered cancelled and holders of these visas will no longer be allowed to enter the Philippines at this time.

The only exemptions are foreign spouses and children of Filipino nationals and officials of foreign governments and international organizations.

We hope to be able to welcome you to the Philippines as soon as the travel restrictions have been lifted.

VISAS

MY CHILDREN ARE TRAVELLING WITH ME GOING TO THE PHILIPPINES. I AM A PERMANENT RESIDENT OF CANADA BUT MY CHILDREN ARE BORN IN CANADA AND HOLDING CANADIAN PASSPORTS. DO WE NEED TO APPLY FOR A VISA AND WILL THEY BE ALLOWED ENTRY IN THE PHILIPPINES AT THIS TIME?

Your children may avail themselves of the *balikbayan* privilege, which allows Filipinos and their non-Filipino spouse and children to stay in the Philippines, visa-free, for up to one year from the time of arrival.

While travel to the Philippines is restricted to foreigners at this time, spouses and children of Filipino nationals are exempted from the temporary travel ban. Please note, however, that you and your family will be subject to a mandatory quarantine period upon arrival.

NOTARIALS

I REPRESENT A FUNERAL HOME AND WOULD LIKE TO KNOW THE BEST WAY TO ADDRESS OUR CONCERN IN REGARDS TO A DEATH THAT HAS OCCURRED HERE IN BC/YUKON/NWT. THE FAMILY IS LOOKING INTO HAVING THEIR LOVED ONE SENT HOME TO THE PHILIPPINES SOON.

First of all, we would like to extend our condolences to the bereaved family.

Secondly and most importantly, given the current public health concern on COVID-19, we recommend, if possible, that the family postpone or re-schedule bringing home the remains of their deceased loved one to the Philippines. Should the family wish to speak or communicate directly with the Consulate, they may reach us at notarialsection@vancouverpcg.org or provide us with their contact details.

NOTARIALS

I HAVE DOCUMENTS WHICH REQUIRE THE PHILIPPINE CONSULATE'S NOTARIZATION. TIME IS OF THE ESSENCE AS THESE DOCUMENTS ARE NEEDED BY THE BANK (OR GOVERNMENT AGENCY, REAL ESTATE FINANCING COMPANY, ETC) IN THE PHILIPPINES ASAP. HOW CAN I GO ABOUT GETTING THIS DONE NOW THAT THE CONSULATE IS TEMPORARILY CLOSED BECAUSE OF THE COVID-19?

Given the current public health emergency situation on COVID-19, the Consulate has temporarily suspended consular services. However, you may:

- (1) Bring your documents to a Notary Public in your area and have your document notarized.
- (2) Then once said documents are notarized, have the documents authenticated at either of the two offices:
 - (a) Society of Notaries Public of British Columbia, telephone number 604-669-2533 (for documents notarized by a Notary Public who is not a lawyer/barrister); OR
 - (b) Law Society of British Columbia, telephone number 604-681-4516 (for documents notarized by lawyers/barristers).

It would be best to call these offices first to check if they are currently open for services, given the Covid situation.

- (3) Once the documents are authenticated by the respective Society concerned, mail or send your documents to:

Philippine Consulate General
Attention: Notarial Section
Suite 660, 999 Canada Place
Vancouver, BC V6C 3E1

With your documents, please include the following requirements:

- the original notarized and authenticated documents AND one photocopy of each document for the Consulate file;
- two photocopies of a government-issued photo ID of the person sending the document;
- the fee of \$36.25 per original document required (in Bank Draft or Money Order payable to the Philippine Consulate General). Please do not send cash or personal cheques in the mail.
- a self-addressed Canada Post Xpresspost envelope (with tracking number) which we will use to mail your processed documents back to you.

Should you have any clarifications, please email us at notarialsection@vancouverpcg.org

DUAL CITIZENSHIP

I ALREADY HAVE AN OATH TAKING SCHEDULED FOR THIS MONTH. WILL THIS PUSH THROUGH?

Scheduled oath taking ceremonies for dual citizenship are postponed indefinitely. The Consulate will notify applicants of the new schedule, via email, in the coming weeks. We encourage you to visit our website regularly for new announcements.

DUAL CITIZENSHIP

I WANT TO APPLY FOR DUAL CITIZENSHIP BUT CANNOT VISIT THE CONSULATE DUE TO THE CORONA VIRUS. CAN I APPLY ONLINE? WHERE CAN I GET THE FORM AND LIST OF REQUIREMENTS?

You may visit <http://www.vancouverpcg.org/forms.html> to download the form and list of requirements. After accomplishing the form and gathering all the requirements, you may send all scanned documents via email to dualcitizenshipsection@vancouverpcg.org.

All approved applicants for dual citizenship will be informed, via email, of the schedule of their oath taking as soon as the Covid-19 outbreak has stabilized and the Consulate is able to resume its normal operations.

DUAL CITIZENSHIP

MY CHILD IS TURNING 18 YEARS OLD IN A FEW WEEKS. SINCE THE CONSULATE IS CLOSED, HOW CAN I APPLY FOR MY DUAL CITIZENSHIP AT THIS TIME AND INCLUDE MY CHILD AS A DERIVATIVE APPLICANT?

For children born of at least one Filipino parent, the children may apply for dual citizenship on their own, with the Philippine Consulate General in Vancouver, even after turning 18.

For children born in Canada of parents who were no longer Filipinos at the time of their birth, it is crucial that they be included in their parents' dual citizenship application before they turn 18. Otherwise, they lose the opportunity to become dual citizens.

While the Consulate may have suspended its consular operations due to the current public health situation, which includes entertaining dual citizenship applications, be rest assured that it remains ready to attend to urgent requests. Please email us at dualcitizenshipsection@vancouverpcg.org regarding your concern.

OVERSEAS VOTING REGISTRATION

HOW CAN I REGISTER AS AN OVERSEAS VOTER AT THIS TIME?

The Philippine Consulate General in Vancouver suspended its services, including Overseas Voting registration, beginning Monday, 23 March 2020.

Registration of Filipino voters will resume as soon as the Consulate is able to reopen.

OVERSEAS VOTING REGISTRATION

UNTIL WHEN ARE WE ABLE TO REGISTER AS OVERSEAS VOTERS?

The Overseas Voters registration period will run until 30 September 2021.

As soon as the local health situation improves in Canada and the Consulate is able to resume its consular operations, we will accept applicants for registration purposes.

ASSISTANCE-TO-NATIONALS (ATN)

A VISITING FAMILY MEMBER HAS FALLEN ILL (NOT COVID-19 RELATED) AND HAS BEEN HOSPITALIZED FOR SOME TIME NOW. THE HOSPITAL AND MEDICAL BILLS ARE BEYOND WHAT I AM ABLE TO PAY. IS THERE ANY ASSISTANCE THAT THE PHILIPPINE GOVERNMENT CAN PROVIDE ME AT THIS TIME? I SEE FROM YOUR ANNOUNCEMENTS IN THE WEBSITE THAT THE CONSULATE IS CLOSED. WILL YOU STILL BE ABLE TO HELP ME?

The Philippine Consulate General in Vancouver has been constrained to temporarily suspend its consular operations in view of the declaration of the Province of British Columbia of a State of Emergency, and to support the measures undertaken to prevent the further spread of COVID-19. Nonetheless, it continues to remain open to assist Filipinos in urgent need.

Please call our Assistance-to-Nationals hotline at (604) 653-5858 so that we could personally respond to your case.

POLO

CAN WE SUBMIT EMPLOYMENT DOCUMENTS FOR VERIFICATION?

No. The Philippine Overseas Labor Office is temporarily closed and has temporarily suspended its operations due to concerns on COVID19, until further notice. Submission by mail is likewise discouraged at this time and should be deferred as these documents may get lost or compromised.

Regular verification process will resume when the situation has stabilized.

POLO

CAN WE SECURE AN OVERSEAS EMPLOYMENT CERTIFICATE/BALIK MANGGAGAWA (OEC) FROM POLO VANCOUVER IF WE ARE UNDER CATEGORY 1 AND 2 OF POEA MEMORANDUM CIRCULAR NO. 2, SERIES OF 2019?

No. POLO Vancouver has temporarily suspended its operations due to concerns on COVID19, until further notice.

Both the Philippines and Canada have likewise initiated quarantine protocols that limit travel and movement of people in both countries. Non essential travel to the Philippines is recommended to be deferred at this time.

Further announcements will be issued in this regard.

POLO

I HAVE AN INQUIRY/CONCERN, HOW DO I REACH THE POLO VANCOUVER?

You may reach the Philippine Overseas Labor Office by email at polo.vancouver@yahoo.ca.

You may also call the POLO hotline at 604 767 3354.

OWWA

WHAT PROGRAM DOES OWWA HAVE FOR FILIPINO WORKERS DURING THE LUZON-WIDE ENHANCED COMMUNITY QUARANTINE PERIOD DUE TO COVID 19 ?

In view of the implementation of the Luzon-wide enhanced community quarantine due to the COVID-19 health threat, OWWA launched its "Hatid Sundo sa Stranded OFWs" program, effective March 17, 2020.

This is a shuttle service providing free transportation services to OFWs going to and from Ninoy Aquino International Airport terminals to and from designated drop off points in Dau, Pampanga, Calamba, Laguna, and within the National Capital Region, which will help them get to their intended destinations.

SSS

WHAT WILL HAPPEN TO MY APRIL 2020 MONTHLY PENSION IF THE SSS OPERATIONS IN LUZON ARE CURRENTLY SUSPENDED?

Pensioners can start receiving their pension for the month of April 2020, in advance, starting March 23, 2020.

There is no available advisory yet for the succeeding months but please continue to monitor our announcements on social media regarding that.

SSS

DURING THIS PERIOD OF LUZON-WIDE LOCKDOWN, CAN WE CONTINUE TO AVAIL OF THE SSS MEMBER SALARY LOAN?

Yes, the loan facility will continue to be available. You may login to My.SSS for ONLINE submission of your Salary Loan Application.

SSS

IS IT TRUE THAT THE SSS WILL GIVE PHP 20,000.00 TO ITS MEMBERS AFFECTED BY THE LOCKDOWN DUE TO COVID-19?

The SSS is continuously striving to come up with efforts to support and assist its members, both abroad and in the Philippines. Such programs of assistance will be announced by us accordingly. Until such time, we strongly advise you to beware of any fake news circulating through social media.

SSS

I HAVE AN INQUIRY/CONCERN ON MY SSS MEMBERSHIP AND BENEFITS, HOW CAN I GET IN TOUCH WITH THE SSS OFFICE IN VANCOUVER?

You may reach the SSS Vancouver representative by email at cruzadaja@sss.gov.ph.

You may also call the POLO hotline at 604 366 9962.