



VISA APPOINTMENT SYSTEM

TELEPHONE NUMBERS OF THE CALL CENTER*

*The Embassy must avail of the services of a local service provider for the appointment system due to security reasons.

1-909-101-7777 (PLDT: only landline, SMART: only mobile phone)

1-903-101-7777 (Bayantel: only landline)

1-900-101-7777 (Globe: landline and mobile phone)

(Accessibility: Monday to Saturday from 8:00 a.m. to 6:00 p.m.)

FEES PER MINUTE ⁺

⁺ The service charges of the Call Center are paid by the caller. The Embassy receives no share of the service charges that are paid.

LANDLINE – CALL CENTER:

Within Metro Manila: PLDT: 32,- PhP/Min; Bayantel: 32,- PhP/Min; Globe: 32,- PhP/Min

From outside Metro Manila: PLDT: 37,- PhP/Min; Bayantel: 36,50 PhP/Min; Globe: 37,- PhP/Min

MOBILE TELEPHONE – CALL CENTER:

Within Metro Manila: Smart: 39,50 PhP/Min; Globe: 39,50 PhP/Min

From outside Metro Manila: Smart: 39,50 PhP/Min; Globe: 39,50 PhP/Min

NOTES REGARDING THE SETTING OF APPOINTMENTS

The Embassy advises that, within the framework of the setting of appointments, the data required for the visa processing is already retrieved from the caller. This reduces the duration of the personal interview at the Embassy and at the same time facilitates the issuance of more appointments, and therefore avoids an excessive waiting time for an appointment.

In order to keep the telephone fee low, it is urgently advised to keep at hand all required documents for the visa application as well as the valid passport of the applicant when setting the appointment.

Please note that these numbers can only be reached from within the Philippines (telephone calls from Germany are not possible via these numbers).

Important notice for Schengen-Visa applicants: The period of time from the setting of the interview appointment via the Call Center to the interview appointment in the Visa Section of the Embassy can take up to 4 (four) weeks. In addition, the processing time of the Visa application is **1 (one) week from date of interview (as a rule)**.

You should therefore plan at least 6 (six) weeks from the setting of the interview appointment to the possible issuance of the visa.

FOR GENERAL INQUIRIES

(02) 845 9200

(Accessibility: Monday to Friday from 8:00 a.m. to 5:00 p.m., Saturday from 8:00 a.m. to 12:00 noon)

Languages: English, Tagalog and Visayan; no information may be given regarding the current processing status of a visa application; **Fees:** normal landline fees apply)

HOW TO SET AN APPOINTMENT VIA THE ENTRANCE OF THE EMBASSY

In the case that you do not wish to benefit from the appointment system provided through the Call Center of the Embassy in Manila, you have the option to make an appointment directly and free of charge at the Embassy itself. For the arrangement of the appointment the applicant must appear personally at the Embassy with the passport that is to contain the required visa (only Wednesdays and Thursdays from 2.00 p.m. to 3.00 p.m.).