

National Visa Center Public Inquiry Telephone Line Suspension

Last Updated: May 23, 2022

To address critical backlogs, the National Visa Center (NVC) has suspended our public inquiry telephone line effective May 23, 2022. We apologize for any inconvenience. The suspension of public inquiry telephone lines will not impede any essential functions of NVC and individuals will still be able to contact us using the methods identified below and find information regarding common [IV](#) and [NIV](#) inquiries on our Helpful Hints pages.

Tips for interacting with NVC:

1. Visit <https://nvc.state.gov> for detailed instructions on processing your case.
2. For immigrant visas only, use the Public Inquiry Form at <https://nvc.state.gov/inquiry> if you cannot find the answer to your question at <https://nvc.state.gov> or <https://ceac.state.gov>.
3. Do not submit repeat inquiries. Multiple inquiries on a single topic will delay our ability to respond. Visit <https://nvc.state.gov/timeframes> to check our inquiry processing and case processing dates. Do not submit a follow-up inquiry while your case is within those timeframes.