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## National Visa Center Contact Information

If you have specific questions about a case, please contact the National Visa Center (NVC).

Be sure to include the following information with each inquiry:

- NVC case number
- Principal applicant's name and date of birth
- Petitioner's name and date of birth
- If your visa petition is employment-based, include the employer's company or organization name instead of the petitioner's information.

<b>Email</b>	<a href="mailto:nvcinquiry@state.gov">nvcinquiry@state.gov</a> Type your case number in the subject line and ask about only one case per email.
<b>Phone</b>	(603) 334-0700 Customer Service Representatives can speak with you Monday through Friday from 7:00 a.m. to 12:00 midnight (EST).  We recommend you call during off-peak hours to receive faster service.  <u>OFF-PEAK Calling Times:</u> 7am to 10am (EST) 8pm to midnight (EST)
<b>Mail</b>	National Visa Center Attn: WC 31 Rochester Avenue Portsmouth, NH 03801-2915

### Submitting Forms or Documents to the NVC

If you need to submit a form or document to the NVC, visit our [How to Submit Documents to the NVC](#) webpage.

### One Year Contact Requirement

After you receive notification that the NVC is processing your case, you must contact them at least once a year. If you do not contact the NVC for one year, all documents and fees on your case will expire and you must resubmit them to resume processing.

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