

Consulate Reminders and Guidelines

Operations

- The Consulate is open from 8:30 AM to 5:30 PM, Monday to Friday. Consular front desk services are available until 3:00 PM, except in emergencies.
- The Consulate observes a “No Noon Break” Policy to ensure continuous public service during office hours.
- For any questions or concerns regarding consular services and procedures, applicants and visitors may approach any Consulate personnel.
- Consulate Hotlines and Email Address:
 - +1 (415) 433-6666 (Mon to Fri 8:30 AM - 5:30 PM)
 - +1 (415) 269-2090 (Emergency Consular Services)
 - +1 (415) 748-9888 (ATN Hotline)
 - sanfrancisco.consular@dfa.gov.ph

Appointments and Courtesy Lane

- All clients must book an appointment at pcgsanfrancisco.as.me or passport.gov.ph.
- Courtesy Lane privileges or walk-in services are for:
 - Senior citizens
 - Persons with disabilities
 - Heavily pregnant women
 - Individuals with emergencies
 - Very young children, accompanied by their parent(s)
- Companions or escorts are generally not allowed during transactions, except for:
 - Elderly persons
 - Persons with disabilities
 - Minors accompanied by a parent, legal guardian or authorized companion

Assistance-to-Nationals (ATN)

- Consular and Assistance-to-Nationals (ATN) services are available to distressed Overseas Filipinos (OFs) within its consular jurisdiction. Assistance may include:
 - Welfare and emergency assistance
 - Medical assistance and repatriation
 - Assistance to detained or missing Filipinos
 - Assistance to victims of trafficking or violence
 - Shipment of remains or cremains
 - Referral and coordination for employment-related concerns
- Requests for ATN assistance may be made by the distressed Overseas Filipino or by their family members or Next-of-Kin (NOKs) in the Philippines.
- Distressed Overseas Filipinos who require financial assistance may request support through the Assistance-to-Nationals (ATN) Fund, subject to evaluation and existing government guidelines. Other possible assistance must first be explored.
- Those who are unable to engage the services of a private lawyer, and who do not have access to legal assistance may request assistance through the Legal Assistance Fund (LAF), subject to applicable laws, rules, and regulations.
- Filipino citizens who are Overseas Filipino Workers (OFWs) may also seek labor- and employment-related assistance from the Migrant Workers Office (MWO) Office, which is under the Department of Migrant Workers (DMW). Visit <https://mwo-la.dmw.gov.ph/>

Passport Reminders

- Passports remaining unclaimed beyond 180 days from the date of application may be cancelled in accordance with DFA regulations. Applicants are advised to claim their passports promptly.
- Please allow 6–8 weeks for passport processing and release from the date of application.

Privacy and Proper Conduct

- Please respect the privacy of other applicants and visitors. Unauthorized taking of photos or videos inside the Consulate may be restricted.
- Applicants are advised to transact only with authorized Consulate personnel and to avoid dealing with fixers or persons claiming to have connections with the Consulate or any government agency.
- Official fees must be paid only through authorized payment channels. Please report any suspicious solicitation or unauthorized collection of fees.
- Public officials and employees are prohibited from soliciting or accepting gifts, favors, or anything of monetary value in connection with their official duties.
- By availing of services, clients authorize the Consulate to collect, store, and process their personal information in digital and physical form strictly for the proper provision and management of services and related activities.
 - The Consulate may collect sex- and age-disaggregated information to help improve its programs and services.
 - All information submitted shall be treated with confidentiality and protected in accordance with the Philippine Data Privacy Act and applicable laws and regulations.

Safety and Security

- CCTV cameras are in place to monitor and record public areas for the safety and security of the community.
- Consulate personnel are committed to providing professional, efficient, and courteous service. Clients are likewise expected to conduct themselves in an orderly manner. Threats, verbal abuse, harassment, unruly conduct, or violence will not be tolerated and may result in denial of service and/or prosecution.
- Smoking, including the use of electronic cigarettes or vapes, is strictly prohibited within Consulate premises.
- The Consulate supports and promotes a drug-free workplace. The use, possession, or distribution of illegal drugs is strictly prohibited.
- Firearms, sharp objects, flammable materials, and other prohibited items are not allowed inside Consulate premises.
- Only service animals are permitted inside the building.
- Please keep mobile phones on silent mode and refrain from loud or disruptive behavior.
- In case of emergency, immediately call the attention of any Consulate personnel and follow the instructions of Consulate emergency / security staff.

Visit linktr.ee/pcgsf for important links, updates, appointment bookings, feedback, and events.

