



GOVERNMENT OF BERMUDA

**DEPARTMENT OF IMMIGRATION
PHASED RESUMPTION OF SERVICES INFO GUIDE
MAY 2020**

The Ministry of National Security appreciates that the public has sought key information regarding the status of services provided by the Department of Immigration. For the public's reference, please note some key aspects regarding the Department of Immigration's phased resumption of services.

#	Actions	Dates
1	All Immigration fees increased 5%	Friday May 1 st , 2020
2	Department of Immigration Re-opens (opening hours 8:30am to 5pm)	Monday, May 4 th , 2020
3	Effective immediately, Immigration will accept online payments. The Department will no longer accept cash, cheques or credit card payments.	Monday, May 4 th , 2020
4	Completed Documentation sent via mail. Pick-ups from Immigration Collections Desk no longer available	Monday, May 4 th , 2020
5	Short Term Emergency Work Permit Applications – will be accepted	Monday, May 4 th , 2020
7	Phase 1: Work Permit Renewals for expired Work Permits for March 17 and April 17 2020	Monday, May 11 th , 2020
8	Phase 2: Work Permit Renewals for work permits which expired on/after April 18, 2020 and Residency Applications	TBD*
9	Phase 3: New Work Permit Applications may be submitted	TBD*

TBD* - During the weeks of May 15th and 22nd, 2020, Immigration will notify key stakeholders when the applications for Phase 2 and Phase 3 can be submitted.

Operations:

Essentially, the Department of Immigration will partially re-open tomorrow, **Monday May 4th, 2020**, observing strict social and physical distancing as outlined by the Ministry of Health. All staff will work in shifts in accordance with a defined work schedule.

- ✓ Operating Hours: 8.30 am to 5.00 pm.
- ✓ Public Gallery: The main Immigration offices on the 1st floor of the Government Administration Office will not be open to the public
- ✓ Communications: Immigration staff will communicate with customers via email and telephone.
- ✓ Appointments: If required, staff will arrange in person meetings with customers by appointment only, and both staff and customers must wear masks and gloves
- ✓ Drop Boxes: A Corporate Services Drop Box and a Personal Services Drop Box will be placed at the main entrance of the Government Administration Building. Applications submitted after 2:30pm will be recorded as received on the next business day.

- ✓ Mail Delivery: Documents will no longer be available for pick-up from the Collections Desk, but will be sent via mail beginning the week of May 4, 2020.

Visas and Passports

For Already-Resident work permit holders and where borders still remain closed, we will waive the requirement for a new visa and/or passport.

Visitor's Extensions

- Extensions will be processed at the Airport starting from May 4th, 2020
- Operating Hours: Monday to Friday, 9am to 5pm
- Process: Send email request for Visitor Extension to: visitorextension@gov.bm
- Visitors' extension requests will only be considered for persons whose 90 days or 180 days restricted visit has already expired or that will expire by May 15, 2020.

Visa Controlled Nationals: Visitor's whose travel visa has expired must follow the same process above.

Work Permits:

- **Short Term Emergency Work Permit Applications** – will be accepted starting at May 4, 2020; applicants must clearly justify the emergency in accordance with the Work Permit Policies.
- C-Suite, New Business, Global & Global Entrepreneur Work Permit Applications will be accepted starting May 4, 2020.

Passports and Other Applications:

- **Emergency (for Medical only) Passport Applications** – will be accepted starting at May 4, 2020; applicants must submit formal documentation in support of the medical emergency.
- **Expired Passports** – the Department will advise when it be accepting applications for expired passports.
- **New Passports (First-time Applicants)** – the Department will advise when it will be accepting applications for new (first-time) passport applications.
- **New Applications** – The Department will **not accept** new applications during the period May 4-15, 2020. The Department will advise the public when it will be accepting new applications, by May 16, 2020.

Banking Details

For the payment of transactions facilitated by the Department of Immigration, please be aware of the following banking details:

Account Name: Department of Immigration

Bank Name: HSBC Bermuda

Account Number:

BMD – 010125243001

USD – 010125243501

Use the following methodology for providing the reference in the notes field of your online payment to ensure your payment is recorded properly:

- **Individual Applications:** Name, DOB, application type
 - e.g. John Doe Jan 12 1965 passport
 - e.g. Jane Doe Jan 12 1965 status

- **Business Applications:** Company Name, Applicant Name, Application type
 - e.g. ABC Ltd Jane Doe 5year WP
 - e.g. ABC Ltd John Doe passport

- **Bulk Applications** (more than 20 employees): Company Name, Industry or Division, # of Applications
 - e.g. ABC Ltd Food and Bev 60 applications
 - Please note that for Bulk Applications the company provides an applicant names list with the submitted application.

Lastly, the Department of Immigration reminds that any immigration breaches should be reported via the Tip Line at 296-5202 or on the Department of Immigration Investigation Request Portal at <https://www.doiapps.gov.bm/immigrationtips>.

Emailed information can be sent to Immigrationcomplaints@gov.bm.