

EMBASSY OF THE REPUBLIC OF CAMEROON

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AMBASSADE DE LA REPUBLIQUE DU CAMEROUN

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CAMEROONIAN BIOMETRIC PASSPORTS

I. GENERAL INFORMATION

Passport applicants are advised of the following:

- **Cameroonian citizens in the jurisdiction of the Embassy of Cameroon in Washington D.C. – UNITED STATES of AMERICA, MEXICO, COSTA RICA, the COMMONWEALTH of the BAHAMAS – must apply for their passport through this Embassy.**
 - The Cameroonian biometric passport cannot be extended, but only renewed.
 - **The application is made exclusively online.**
 - For all passport applicants – including minors/children of all ages – an appointment must be scheduled online and they must come in person to the Embassy for their physical enrollment, which involves verifying the identity of the applicant, and capturing biometric elements including the photograph, fingerprints and height. **In the case of minors (under 21 years-old at the time of the appointment), a parent or legal guardian must accompany the child to the Embassy.**
 - **Only duly pre-enrolled applicants with an appointment will be allowed to enter the Embassy.** People accompanying the applicant(s) will not be permitted to enter **except if they are accompanying a minor or a disabled person.**
 - **The estimated waiting time** following a successful physical enrolment is **approximately 1 month.** Passports are produced in Yaoundé and this waiting time may be extended due to unforeseeable occurrences.
 - **OVERSIZE BAGS, SUITCASES, ELECTRONIC DEVICES (PHONE, COMPUTER, TABLET) ARE NOT ALLOWED on the Embassy premises.**
 - Questions? Please send an email to passportappointment@cameroonembassyusa.org regarding the problem/issue/question of concern. **Always include a phone number where you can be reached.** We will reply as soon as possible.
- Before submitting an inquiry by email, please review the information presented in [Section V](#) of this document, as some of the frequently asked questions and concerns have been addressed herein.**

II. PASSPORT APPLICATION PROCESS

In need assistance during this process? Send an email to contact@passcam.cm.

PRE-ENROL ONLINE via www.passcam.cm

- Watch the [explanatory video](#) about the process
- Pay the F/CFA110,000 fee online. If you experience difficulties in making a payment, contact your bank first
- Choose an appointment date and time for your physical enrolment

Pre-enrolment complete &
Appointment scheduled

PHYSICAL ENROLMENT AT THE EMBASSY OF CAMEROON IN WASHINGTON, D.C.

- Takes about 4 hours on the appointment day. Please plan your trip accordingly. Also consider unforeseen circumstances that may delay the process.
- Make sure that your application file is complete and that you are coming on the correct appointment day.
- Arrive 15 minutes before your appointment time and no later than 30 minutes later.

Request approved

RETRIEVING YOUR NEW PASSPORT AT THE EMBASSY OF CAMEROON IN WASHINGTON, D.C.

- Passport are produced in Yaoundé and are typically available to collect in a month
- The passport must be collected by mail only
- A notification of the availability of the passport is sent by *passcam*, by email to the beneficiary
- Locate that email by researching the word “*passcam*” in your email

What you must do: Open the web browser on your mobile phone or computer, enter <https://www.passcam.cm>. Use your email address to get a one-time password to log into the portal. Enter their personal details, as required, in the online form.

Cameroonian National Identity Card (NIC or CNI in French): You will be asked to provide an NIC number; if you do not have a valid NIC, select the “Blank” option from the drop-down list.

Pay the F/CFA110,000 passport fees online: The following payment methods are accepted: Debit/Credit card, Yoomer, MTN Mobile Money, Orange Money, Yup, Express Union, and. **Save the payment confirmation for your records. Schedule your appointment online. If no slot is available, finalize your pre-enrolment to be placed in the [General Queue and contact Us](#).**

What you must do: Make sure that you print the *pre-enrollment application form* and review the [Checklist](#) before coming to your appointment. **Incomplete files will be rejected** and cause the applicant to return in person at a later date. **It is not possible to begin the process and mail or email additional documents afterwards.**

Make the necessary photocopies beforehand and bring them along with the required originals.

Photos and biometrics (fingerprints and height) for the passport are taken on-site. Applicants requiring a consular card (see [checklist](#) for details) must bring 2 passport-size color photographs with white background and a \$54.54 money order for the consular card fee.

Some cash will be required for legalizations/certifications (\$2.73 per document).

If your application is rejected, you will receive an email notification from *passcam*, typically within a couple days of your physical enrolment. Contact the General Delegation for National Security (GDNS) by email at rejet@passcam.cm for information about the reason for the rejection, and for whatever action is necessary to remedy that outcome. Note that this process can only be handled by email to the GDNS, not through the Embassy.

What you must do: Be prompt and act quickly.

Monitor your email to ensure you do not miss a notification from *passcam* concerning your application. Review the information in the [Section IV](#) below about how to collect your new Cameroonian passport. You must collect your new passport promptly **within six (6) months**, or that passport will be returned to Yaoundé. If your passport has been returned to the GDNS in Yaoundé, you will be required to contact them directly regarding options to retrieve it.

III. CAMEROONIAN PASSPORT APPLICATION CHECKLIST: PLEASE REVIEW CAREFULLY

ATTENTION: PLEASE ACKNOWLEDGE THE STATEMENT BELOW BY FILLING-IN THE REQUESTED INFORMATION AND SIGNING.

I, THE UNDERSIGNED, HAVE READ/REVIEWED THE REQUIREMENTS CONTAINED IN THE PRESENT DOCUMENT ENTIRELY AS I WAS PREPARING MY APPLICATION FILE PRIOR TO MY PASSPORT APPOINTMENT. I UNDERSTAND THAT FAILURE TO PROVIDE THE REQUIRED DOCUMENTATION MAY LEAD TO THE REJECTION OF MY APPLICATION

Surname _____ Given Name(s) _____ Phone #: _____
As written in passport *As written in passport*

Appointment Date _____ Appointment Time _____ Signature: _____

BRING ONE SIGNED COPY OF THIS CHECKLIST ALONG WITH THE DOCUMENTATION (ORIGINALS & COPIES) SPECIFIED BELOW:

1. **A printed copy of the appointment confirmation** generated when you scheduled your appointment.
 2. **Original Cameroonian passport + photocopy of the passport identification page and most recent entry visa.**
If the passport was lost/stolen, **information about the lost document** (*number, date and place of issue, photocopies if possible*) **AND a police report regarding the loss/theft** must be provided.
 3. **The original and a full photocopy of the Cameroonian Birth Certificate:** A certified true copy of the birth certificate will be established at the Embassy upon presentation of the original which will be handed back to the applicant.
If the birth certificate was drawn from a court declaration, bring the original and/or a full photocopy of the court declaration.
If the original birth certificate is not available, please obtain adequate alternative original documentation as follows:
 - **Option 1:** Through the process of reconstitution of birth certificate, in the area in Cameroon where the original birth certificate was drawn up, obtain a **court declaration for the establishment of a new birth certificate + a new birth certificate through that court judgment.**
 - **Option 2:** The following documents, from the civil status center where your original birth certificate was drawn up: **A certified true copy of the birth certificate + a certificate of conformity and existence of the stub of birth certificate (*Copie certifiée conforme d'acte de naissance + Attestation d'existence de souche d'acte de naissance*).** The second document must confirm that a stub of the original birth certificate exists and is available in the archives of the town/city hall; and that the information on the certified true copy matches the information on that stub.
These two documents must be originals (scanned copies are not accepted) **and must be less than 3 months old at the time of your appointment.** These documents will not be returned to the applicant but rather kept on file at the Embassy.
 4. **If available, the original and a photocopy (front and back) of your valid Cameroonian National Identity Card.**
 5. **Originals and copies of documents confirming the applicant's immigration status:** (examples below)
 - **Original + one (1) copy (front and back) of the green card or residency permit.**
 - **Original + one (1) copy (front and back) of the work permit + Copies of available correspondence(s) from the Immigration.**
 - **For international students: Original + one (1) copy of the most recent form I-20 + Letter from the International Students' Office of the school confirming that the student's F-1 status is active.**
 - **For exchange visitors: Original + one (1) copy of their valid form DS-2019.**
 - **For other cases: Copies of any available immigration notices/documents.**
 6. **If you do not have a valid residency permit (*green card*) or a valid original Cameroonian national identity card, a valid Consular card is required** and must be established at the Embassy the day of your appointment. It requires that you include in your documents, two (02) recent passport-size color photographs with white background along with a **consular card application form + the consular card fees of \$54.54.**
 7. **Certification/Legalization Fees: \$2.73 per certification/legalization – \$54.54 for consular card when applicable. Prepare to pay these fees in cash, or as in Postal money orders payable to "Embassy of Cameroon".**
 8. **Proof of profession:** (A) Copy of Diploma, of professional license, or of professional certificate (B) Copy of student I.D. + enrollment verification letter from the school for students (C) Recent Employment verification letter OR Employment Contract confirming the profession + a recent paystub issued within 3 months.
 9. **If available, a photocopy of the applicant's driver's license or state I.D.**
 10. **Minor applicants (Under 21 years old on the day of the appointment):** Please provide:
 - (1) **A legalized parental authorization for the issuance/renewal of the minor's Cameroonian passport**, (2) **a valid proof of identification** (*valid original Cameroonian Passport or National Identity Card*) and (3) **proof of residency status** (*green card for example*) **from the parent/legal guardian issuing said authorization.** The parental authorization can be established at the Embassy during the appointment and signed by the parent/legal guardian accompanying the minor, or provided beforehand to the minor if the parent/legal guardian is unable to accompany the minor for the physical enrollment at the Embassy.
 - **Provide Copies of court documents assigning guardianship** if the child is under the care of a legal guardian;
 - **If the parent(s) do(es) not have Cameroonian citizenship, they can give a legalized power of attorney to someone else who can accompany the child to the Embassy; in this case the person accompanying the minor must have Cameroonian citizenship** and a valid Cameroonian passport or national ID, and will then be able to sign the parental authorization on behalf of the parent(s).
- ⚠ **Note: If the parent/legal guardian is not in the United States or is unable to accompany the minor to the Embassy:**
Parent/legal guardians who are in Cameroon must provide a parental authorization legalized by the Police along with a **certified copy of their valid national identity card OR of the identification page of their valid Cameroonian passport.**
Parent/legal guardians who are neither in Cameroon nor in the United States must legalize the parental authorization at the nearest Cameroonian Embassy/Consulate, and provide a certified copy of the identification page of their Cameroonian passport. Or those parents can issue a legalized power of attorney to someone with Cameroonian citizenship and a valid Cameroonian passport, who will accompany the child to the appointment at the Embassy.
- **Children who came to the US with photos attached to their parents' passports** must provide copies of relevant passport pages.
 - **For children born in the United States from at least one Cameroonian parent**, a transcription of the American Birth Certificate (*requirements available on the Embassy website*) must be established prior to filing the passport request.
11. **For married women, original and a photocopy of their marriage certificate:** **Note:** Women whose marriage was terminated due to divorce or death of a former spouse must provide a copy of the divorce decree, or a copy of the death certificate, as applicable.

IV. HOW TO COLLECT YOUR NEW CAMEROONIAN PASSPORT AT THE EMBASSY OF CAMEROON

ATTENTION: INCOMPLETE REQUESTS WILL BE REJECTED OR WILL EXPERIENCE DELAYS!

Once a new passport becomes available and is activated at the Embassy of Cameroon in Washington, DC, the beneficiary receives a text message and/or email notification from "PASSCAM" that the passport is ready to be collected. TO LOCATE THIS EMAIL NOTIFICATION WHILE LOGGED INTO YOUR EMAIL ACCOUNT, GO TO THE "SEARCH BAR" AND SEARCH FOR THE TERM "passcam".

UNTIL FURTHER NOTICE, beneficiaries can collect their new passport BY MAIL ONLY via the United States Postal Service (USPS), Federal Express (FedEx) or United Parcel Service (UPS), NOT IN PERSON!

REQUIREMENTS TO COLLECT YOUR NEW PASSPORT

- (1) **To collect your passport by mail, 2 prepaid envelopes (Use FedEx, UPS or USPS) with tracking must be prepared:**

The first envelope must be addressed from YOU (the passport beneficiary) to the Embassy, and will serve to mail the file to the Embassy at:

**EMBASSY OF THE REPUBLIC OF CAMEROON
Attn: CONSULAR SECTION – PASSPORT COLLECTION
2349 MASSACHUSETTS AVENUE, WASHINGTON, DC 20008**

The second prepaid envelope, to be inserted into the first envelope along with the items (1), (2), and (3) described below, must be addressed from the Embassy back to YOU (the passport beneficiary). This second envelope will serve to return your new passport.

Please take extra care in making sure that the return envelope is prepaid, has a tracking number and is correctly addressed.

- (2) **Your old passport**, which will be cancelled and returned to you. **If your passport was previously declared lost, provide a police report.**
(3) **Your passport application original receipt.** In case of lost receipt, submit a notarized statement explaining that the receipt was lost.
(4) **A NOTARIZED WRITTEN REQUEST, that must include your name, address and phone number:** You must request in writing that the Embassy mail your new passport to you.

PROCESSING TIME: FIVE (5) BUSINESS DAYS following the reception of a complete request. This processing time may increase depending on the volume of returns to process. Please be patient once you have submitted your request.

Consular Section - Embassy of the Republic of Cameroon
1 (202) 265-8790 – cs@cameroonembassyusa.org

If you receive a notification of rejection of your passport application, please contact the General Delegation for National Security by email at rejet@passcam.cm

V. FREQUENTLY ASKED QUESTIONS

- ⚠ **Applicants must schedule an appointment online themselves. It is not possible for the Consular Section to do it on your behalf.**
- ⚠ **If you experience difficulties in making a debit or credit card payment online (for example, if the transaction keeps being declined), contact your bank FIRST to ensure they are not blocking the transaction as this is an international payment.** If the issue cannot be solved through your bank, for **FURTHER ASSISTANCE**, please contact the Customer Service of the enrollment portal by email at contact@passcam.cm.
- ⚠ **Once the payment is made, a payment confirmation is generated.** Save it for your records and **click on the appropriate button to return to the online portal to schedule an appointment.** If you are not redirected to the appointment scheduling page, return to the main page <https://www.passcam.cm> and log-in using the same method (email) as previously; you will be able to resume where you left off with your pre-enrollment, and continue to the appointment scheduling page.
- ⚠ **Choose an appointment date and time for the physical enrollment: If there are no available appointment dates, finalize your appointment anyway and you will receive a message stating that you have been placed in the General Queue.**
Regular Appointments: After scheduling the appointment, **download and print the pre-enrollment application form** that is generated while in the portal, or log into your email account to print it from there, and bring it along on your appointment day with the originals and copies of the required documents.
General Queue cases: If you have been placed in the General Queue, request for an appointment date by sending a copy of your pre-enrollment form by email to passportappointment@cameroonembassyusa.org. Include your pre-enrollment number (PO #) and phone number in your email.
- ⚠ **Make sure that you have selected the Embassy of Cameroon in Washington, DC, as the location for your physical enrollment. Take good note of the date and time (CHECK YOUR CONFIRMATION EMAIL OR TEXT MESSAGE TO ASCERTAIN).** If your appointment is scheduled at a different location/date by mistake, the staff of the Embassy in Washington, D.C., will not be able to receive you.
- ⚠ **How to reschedule your appointment:** If you need to reschedule your appointment at a different date/time/location, you can do so through the online portal yourself at least 24 hours before the scheduled appointment; if that option is not available to you, you can submit your request to reschedule to the Customer Service by email at contact@passcam.cm. As the title of your email, write "Request to reschedule passport appointment" and include your PO number (pre-enrollment number).
- ⚠ **ATTENTION: TIME ALLOTTED TO COLLECT A NEW PASSPORT: New passport beneficiaries are advised to collect their new passport PROMPTLY UPON RECEPTION OF THE EMAIL/TEXT MESSAGE NOTIFICATION. If the beneficiary fails to collect their passport within six (6) months of its issuance, said passport will be sent back to Cameroon.** At that point, the beneficiary will be required to contact the Direction of Frontier Police (*Direction de la Police des Frontières*) directly to receive their passport.
- ⚠ **If you plan to travel**, do not purchase a flight ticket or finalize any travel arrangements until you receive the new renewed passport.
- ⚠ **You can ONLY collect your passport from the location where the physical enrollment took place:** A new passport must be activated electronically at the physical enrollment location to be usable. Hence, if you applied at the Embassy in Washington, DC, it is not possible for a third party to collect the passport in Cameroon on your behalf.
- ⚠ **If you do not have a valid passport but you need to travel urgently to Cameroon**, please consider applying for a **Cameroonian Travel Document (Laissez-Passer)** which will enable you to travel ONLY TO CAMEROON. You must renew your passport there prior to returning to the United States or to your country of residence. Note that a passport can be produced in Yaoundé within 48 hours.
- ⚠ For any issues that are not addressed in the present document, please submit your inquiry by email to contact@passcam.cm.