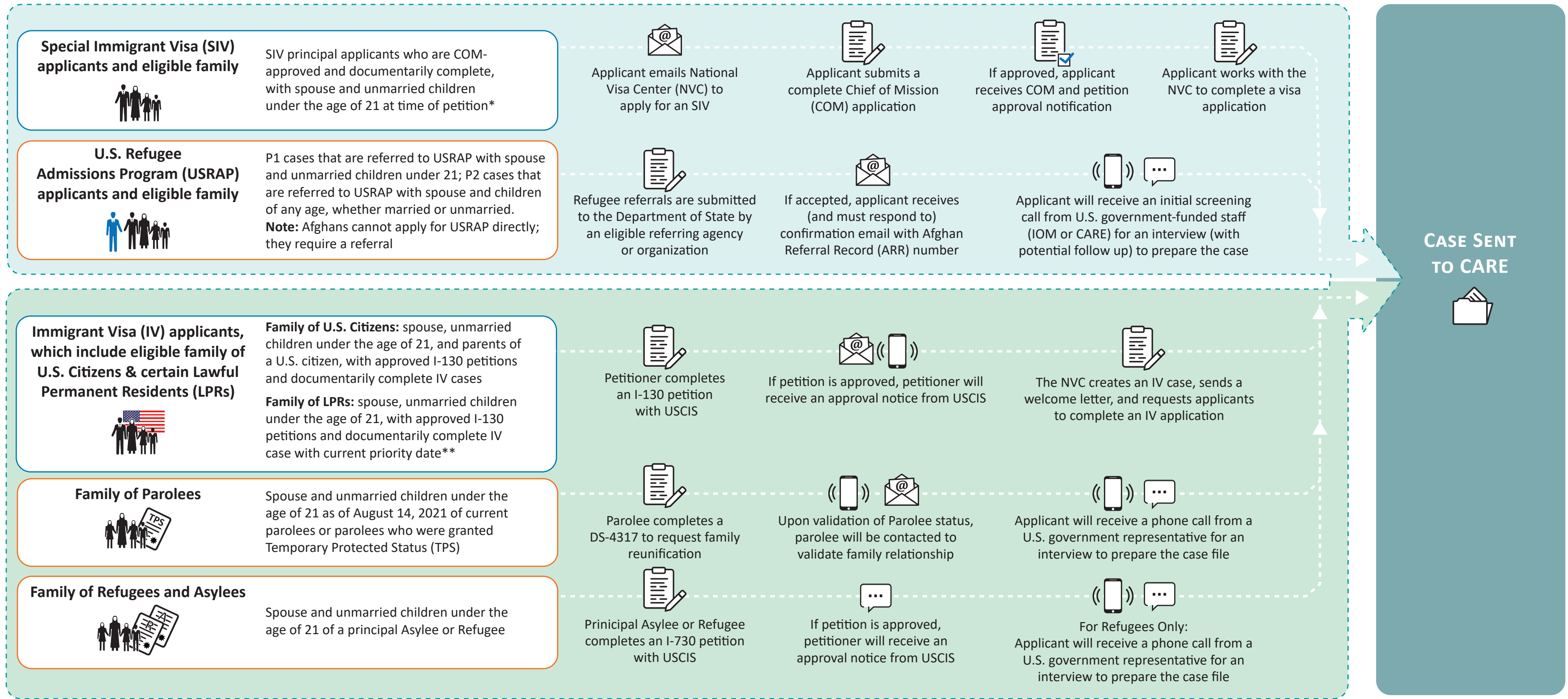


Relocation Preparation Process

> APPLICANT

For more information on applicant types and contact information for agencies listed here, see <https://www.state.gov/afghanistan-inquiries/>



* For more information regarding petition date, refer to <https://travel.state.gov/content/travel/en/us-visas/immigrate/special-immig-visa-afghans-employed-us-gov.html>

** To check if your priority date is current, refer to <https://travel.state.gov/content/travel/en/legal/visa-law0/visa-bulletin.html> Note: Certain LPRs don't have the same priority date restriction (SIV and others)

CARE Relocation Process

Travelers in all immigration pathways will experience the same processing steps while their case is with CARE for processing

>> TRAVELER



For more information on applicant types and contact information for agencies listed here, see <https://www.state.gov/afghanistan-inquiries/>

1



Upon CARE receipt of case, CARE Contact Center case managers (based in the U.S.) will contact the primary traveler

- Cases must pass certain reviews prior to first contact from CARE Contact Center
- CARE case managers are available to speak in English, Dari, and Pashto
- Travelers may contact CARE to provide updates or ask questions:
Via phone at +1 (833-839-0375)
Via WhatsApp at +1 (678-916-5522)

Please Note: Calling the Contact Center will not expedite a case processing and the case manager has no information regarding the timing of next steps

2



During the call, traveler will be asked to:

1. Verify identity of principal applicant
2. Confirm location of travelers
3. Confirm eligible family members
4. Email scanned documents

- CARE case managers do not have information about the status or timing next steps for case processing
- In some cases, documents other than passports may be requested (i.e., visas, tazkiras, marriage certificates, etc.)

4



When a case is ready for relocation, travelers will receive a call from a U.S. phone number to coordinate pre-travel logistics

Please Note: The time between steps 3 and 4 in this process can vary widely based on individual factors

3



Travelers send documents to CareTravelData@state.gov for review and verification

- If there are any issues with the documents sent, travelers will receive an email requesting new scans of the documents

5



Individuals work with CARE to begin pre-travel requirements. Passports will be collected, medical exams will be conducted, and other guidance will be shared

- Travelers should carry medications and relevant documentation with them
- Each traveler is permitted one piece of luggage, maximum weight of 23kg

6



Travel out of Afghanistan to a CARE platform for further in-person case processing

- The ultimate destination for processing is based on a wide variety of factors, including eligibility type and the space capacity at each location

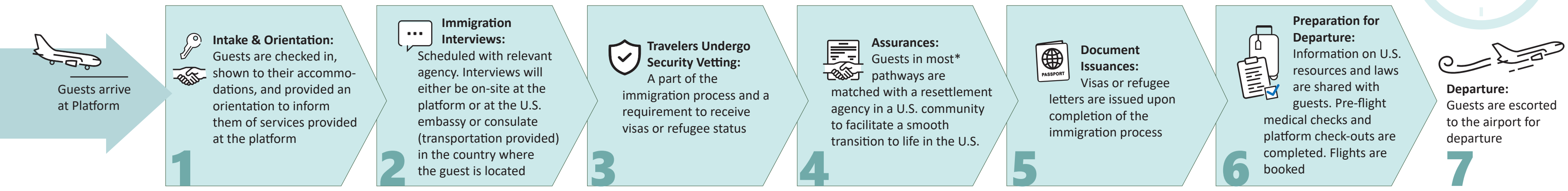
The amount of time to complete each step in this process is different for each case

CARE Platforms Process

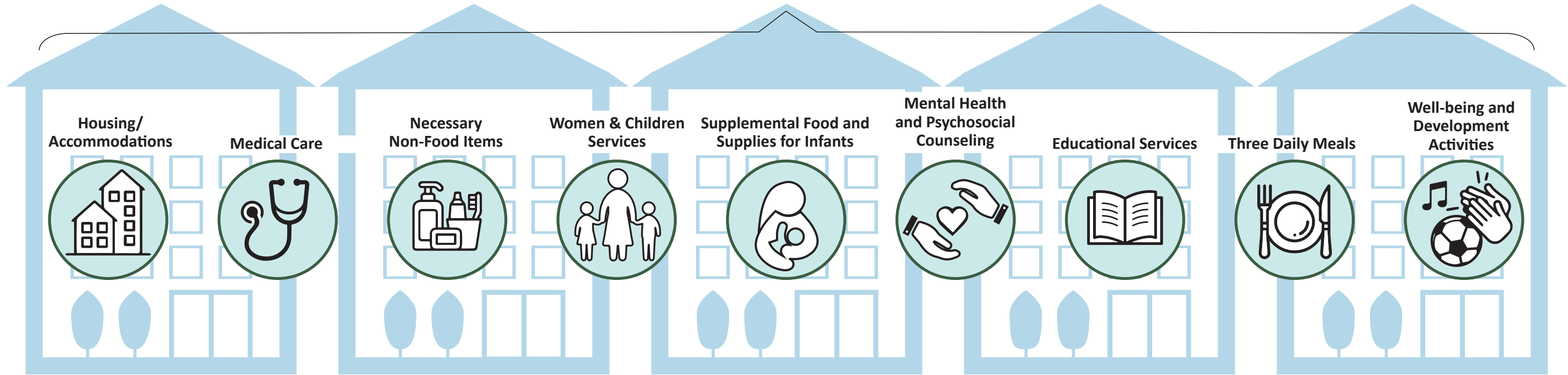
Guests will experience different processing steps based on their immigration pathway type, but all guests will have access to the same services on the platforms.

For more information on applicant types and contact information for agencies listed here, see <https://www.state.gov/afghanistan-inquiries/>

>>> GUEST



Services Provided at the Platform Throughout Processing



* Note: This applies to SIVs and Refugees. Immigrant Visa (IV) Applicants & Family of Asylees travelers are not matched with resettlement agencies in the U.S.