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## CAMEROONIAN BIOMETRIC PASSPORTS

**PLEASE READ THIS DOCUMENT ENTIRELY AS YOU PREPARE FOR YOUR PASSPORT APPLICATION!**

### I. OVERVIEW OF THE PASSPORT APPLICATION PROCESS

Prior to starting your pre-enrollment, please review the [passport application checklist](#) regarding the required documentation.

Please start the passport renewal process no earlier than six (6) months before the expiration date of your current passport.

The steps described below are detailed in the "[V. Application Procedure and Waiting Time](#)" section of this document.

#### STEP 1: Pre-enrollment via the online portal at <https://www.passcam.cm>.

Open the web browser on your computer or phone and in the address bar, type <https://www.passcam.cm>. Note that the [portal](#) is available both in English and French versions.

Watch the [explanatory video](#) concerning the pre-enrollment process and follow the steps outlined to complete the process.

Pay the 110,000 CFA francs passport fees online.

Choose an appointment date and time for the physical enrollment: **You should select the Embassy of Cameroon in the United States (Washington, DC) as your post of enrollment. Applicants who find themselves in the 'General Queue' will be given an appointment date later by the Customer Service Team in Yaoundé. TAKE GOOD NOTE OF YOUR APPOINTMENT DATE!**

#### STEP 2: Physical enrollment at the Embassy of Cameroon in Washington, D.C.

The **physical enrollment typically takes 3-4 HOURS of your time** at the Embassy on the appointment day.

Please make sure that you print the [pre-enrollment application form](#) and review the [passport requirements](#) 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).

**⚠ Please make the necessary photocopies and bring them along with the required originals. For the list of required documents, please review the checklist in the [passport requirements](#).**

Photos and biometrics (fingerprints and height) 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 \$27.28 money order for the consular card fee.**

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

#### STEP 3: Retrieving the produced passport at the Embassy in Washington, D.C. BY MAIL ONLY

A passport typically becomes available at the Embassy in **ONE TO TWO (1-2) MONTHS**.

The passport recipient receives a text message and/or an email stating that the new passport is ready to collect.

The necessary documentation ([click here for details](#)) must be sent by mail: **PASSPORT PICKUP IN PERSON IS NOT ALLOWED.**

A new passport must be collected within six (6) months, or that passport will be returned to Yaoundé.

## II. GENERAL INFORMATION

### **THE NEW CAMEROONIAN BIOMETRIC PASSPORT PROCESS WENT OPERATIONAL ON JULY 01<sup>ST</sup>, 2021.**

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 through this Embassy.**
- **All passport applicants – including minors/children of all ages – MUST SCHEDULE AN APPOINTMENT ONLINE AND COME IN PERSON to the Embassy for this process, which involves identifying the applicant and capturing biometric elements including 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. It is not possible to apply by mail or email.**
- **Cameroonian citizens are advised that, per Cameroon Law, they can bear ONE AND ONLY ONE passport!**
- **The Cameroonian biometric passport cannot be extended, but only renewed.**
- **Only duly 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.**
- **Oversize bags, suitcases, electronic devices (phones, computers, tablets) ARE NOT allowed on the premises of the Embassy.**
- **Questions? Please send an email to [passportappointment@cameroonembassyusa.org](mailto:passportappointment@cameroonembassyusa.org). The title of your email must give an idea about the problem/issue/question that you are inquiring about. We will reply as soon as possible.**
- **Before submitting an inquiry by email, please read the present documentation entirely as some of the frequently asked questions or concerns have been addressed herein and are marked by the ⚠ icon.**

### III. CAMEROONIAN PASSPORT APPLICATION CHECKLIST (PLEASE READ CAREFULLY)

**⚠ ATTENTION: PLEASE ACKNOWLEDGE THE STATEMENT BELOW BY FILLING-IN THE REQUESTED INFORMATION.**

**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.**

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,** **BEFORE STARTING** your pre-enrollment, PLEASE OBTAIN:
  - **(Option 1)** Through the process of reconstitution of birth certificate, and in the same area where the original birth certificate was drawn up, **a court declaration + a new birth certificate.**
  - **(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 birth certificate.** The second document must confirm that a leaf of the original birth certificate exists and is available within the archives of that town/city hall; and that the information on the certified true copy matches the information on the leaf of birth certificate.

**⚠ 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 the 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 the applicant does not hold a valid residency permit (*green card*) or a valid original Cameroonian national identity card, a valid Consular card is required** and can be established at the Embassy during the appointment. **It requires that the applicant bring two (02) recent passport-size color photographs with white background along with a [consular card application form](#).**
7. **Certification/Legalization Fees: \$2.73 per certification/legalization – \$27.28 for consular card when applicable. Prepare to pay these fees in money orders payable to "Embassy of Cameroon". Check, credit cards or electronic payments ARE NOT accepted.**
8. **If available, a photocopy of the applicant's driver's license or state I.D.**
9. **Proof of profession:** Please provide: **(A)** Copy of student I.D. + enrollment verification letter from the school for students **OR (B)** Copy of work ID + recent employment verification letter confirming the profession/title/position **OR (C)** Copy of employment offer letter or contract + a recent paystub.
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.

## 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 shall receive a text message and/or email notification that the passport is ready to collect. **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!** Please mail your request in an envelope with tracking number (***RETAIN THE TRACKING NUMBER FOR YOUR RECORDS***) to:

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

**REQUIRED DOCUMENTS:** Include the following items in your package:

**(1) Your old passport, which will be cancelled and returned to you (if your passport was previously declared lost, please provide a copy of a police report).**

**(2) Your passport application original receipt. In case of lost receipt, submit a notarized statement stating that the receipt was lost.**

**(3) A NOTARIZED WRITTEN REQUEST, that must bear your name, address and phone number: You must request in writing that the Embassy mail your new passport to you.**

**(4) A trackable prepaid return envelope with the sender (the Consular Section) and recipient (the passport applicant) information written legibly. PLEASE SAVE YOUR RETURN TRACKING NUMBER FOR YOUR RECORDS!**

Use FedEx, UPS, or the United States Postal Service (USPS). All shipping costs must be covered by having the return postage paid upfront at a FedEx, UPS or USPS location, or an account/credit card number on the shipping label to charge for the service.

**PROCESSING TIME:** About **FIVE (5) BUSINESS DAYS** following the reception of a complete request. This time may increase depending on the volume of returns to process. Incomplete requests will be rejected, resulting in additional delays.

### **NOTES:**

1. Refer to FedEx, UPS, or USPS's websites, or visit one of their locations to get transit rates for your packages.
2. **It is not the Embassy's duty to provide return tracking numbers, whether by phone or by email, but rather the responsibility of the applicant to retain this information in the first place.**
3. If tracking information confirms delivery of a package to the Embassy, the sender should rely on that information and refrain from calling or emailing the Consular Section to verify the information.
4. Each adult recipient of a new biometric passport must provide their own return envelope, EXCEPT IN THE CASE OF FAMILIES. A parent or legal guardian may request the return of a minor's new passport on their behalf.

## V. APPLICATION PROCEDURE & WAITING TIME

**APPLICATION PROCEDURE:** The requirements and steps of the new process are as follows:

**STEP 1: Pre-enrollment via the online portal at <https://www.passcam.cm>**

Please open the web browser on your mobile phone or computer, enter <https://www.passcam.cm> in the address bar and follow the prompts to begin your pre-enrollment. During this initial phase, applicants must:

- a. Enter their personal details, as required, in the online form.** Please review the data for accuracy before submission. If you notice later on that mistakes were made in the information submitted, they can be rectified the day of your [physical enrollment](#).  
**Note About the Cameroonian National Identity Card (CNI or NIC):** You will be asked to provide a Cameroonian national identity card information during this phase; if you do not have a valid NIC, you can select the **"Blank"** option from the drop-down list.
- b. Pay the 110,000 CFA francs passport fees online.** The following payment methods are accepted: **Yoomee, MTN Mobile Money, Orange Money, Yup, Express Union, and Debit/Credit card.**
  - ⚠ If you experience difficulties in making a debit or credit card payment online (for example, if the transaction keeps being declined), please, contact your bank FIRST to ensure that 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](mailto: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 (cell phone number or email) as previously; you will be able to resume where you left off with your pre-enrollment, and continue to the appointment scheduling page.
- c. Choose an appointment date and time for the physical enrollment (STEP 2):**  
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 with the originals and copies of the required documents (See [passport application checklist](#)).

- ⚠️ Please make sure that you have selected the Embassy of Cameroon in Washington, DC, as the location for your physical enrollment and 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 does not have access to your enrollment information and it will not be possible to receive you.
- ⚠️ Applicants must schedule an appointment online themselves. It is not possible for the Consular Section to do it on your behalf.
- ⚠️ **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](mailto:contact@passcam.cm). As the title of your email, write "Request to reschedule passport appointment" and include your PO number (pre-enrollment number).
- ⚠️ For other issues that are not addressed in the present document, please submit your inquiry by email to [contact@passcam.cm](mailto:contact@passcam.cm).

### **STEP 2: Physical enrollment at the Embassy of Cameroon in Washington, DC.**

For this phase, you should prepare to spend 3-4 HOURS at the Embassy. Please plan your trip/visit accordingly.

- a. Please **Come at the appointed date and time** to the Embassy of Cameroon in Washington, DC, located at **2349 Massachusetts Avenue, NW, Washington, DC 20008**.
  - ⚠️ **OVERSIZED OR TRAVEL BAGS AND SUITCASES ARE NOT ALLOWED ON THE PREMISES OF THE EMBASSY. APPLICANTS WHO BRING THEIR LUGGAGE ALONG TO THEIR APPOINTMENT WILL NOT BE ACCOMODATED!**
- b. Bring a complete application file including the required originals and copies of documents. **If your file is incomplete, you may have to [reschedule your appointment](#) and come back at a later date with a complete file. IT IS NOT possible to perform your physical enrollment with an incomplete file, or to start the process and complete the application file later.**
- c. A staff member will verify the completeness of the application file, and proceed with the enrollment in the online system. **The applicant's photo and biometrics (height and fingerprints) are taken on site** and the concerned is required to confirm the accuracy of their information prior to its electronic submission to Yaoundé for processing.
- d. **In case of rejection**, the applicant is promptly notified by text message and/or email. In that case, it is advised to email [contact@passcam.cm](mailto:contact@passcam.cm) concerning that issue and the available options to remediate that outcome. **If there is no rejection, the new passport is produced within 48 hours in Yaoundé**, and sent to the Embassy in Washington, DC a few weeks later.

### **STEP 3: Retrieving the produced passport at the Embassy in Washington, DC.**

Once the new passport arrives at the Embassy in Washington, DC, it is **activated electronically** and a notification that the passport is ready to collect is sent by text message and/or email to the beneficiary who, **until further notice, can ONLY COLLECT IT BY MAIL. PLEASE CHECK YOUR EMAIL (INBOX AND SPAMS), AND TEXT MESSAGES FREQUENTLY TO MAKE SURE THAT YOU DO NOT MISS A NOTIFICATION.** If after two (2) months, you have not received any notification, to inquire about the status of your application, please send an email to [contact@passcam.cm](mailto:contact@passcam.cm) and [passportappointment@cameroonembassyusa.org](mailto:passportappointment@cameroonembassyusa.org). In your email, please include your name, phone number, and pre-enrollment number (PO 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.

**WAITING TIME:** Please be advised that **Cameroonian passports are not produced in Washington, DC, but rather in Yaoundé.** The estimated wait time for a new passport to reach Washington, DC, following a successful physical enrollment is **APPROXIMATELY ONE TO TWO (1-2) MONTHS.**

### **Considering the foregoing, please take note of the following:**

- ⚠️ Passport applicants who plan to travel are advised **NOT TO PURCHASE A FLIGHT TICKET** or FINALIZE their travel arrangements, UNTIL AFTER they receive the renewed passport.
- ⚠️ **Passport applicants can ONLY collect their passport from the location where the physical enrollment took place.** Indeed, 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 possess a valid passport and 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.