



Note No A083/20

Protocol Directorate of the Foreign and Commonwealth Office presents its compliments to all diplomatic missions and international organisations, and has the honour to advise of the suspension with immediate effect, owing to the Coronavirus pandemic, of the Protocol collection service **until further notice**. There will therefore be no Collections service on Thursday 19 March 2020.

Until such time as the Collections service can be restored the Directorate wishes to advise that forms and documents which would normally be delivered to DMIOU by hand will be accepted electronically by e-mail as scanned documents: please e-mail them to your DMIOU Team mailbox. Forms and documents submitted to the Directorate in this way should be signed, stamped and approved in the normal way. Original documents and passports should be posted to the Directorate by secure mail. After processing, passports and ID cards the Directorate will be returned by recorded post.

Owing to the arrangements announced by the Prime Minister yesterday to slow the transmission of Coronavirus across the UK, particularly in the London area, the Directorate wishes to advise that many DMIOU staff will be working from home until further notice. These measures will inevitably affect the service DMIOU can offer to missions, and will slow the progress of low priority work. The Directorate requests therefore that urgent and important matters are clearly identified as such, to facilitate their handling.

Protocol Directorate of the Foreign and Commonwealth Office avails itself of this opportunity to renew to all diplomatic missions and international organisations the assurances of its highest consideration.

FOREIGN AND COMMONWEALTH OFFICE

LONDON SW1A 2AH
18 March 2020

