

主旨：Washington, DC USA Passport Services Compliment



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109/10/11



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主旨：To Whom It May Concern:

I would like to commend the services of the consular division in Washington, DC. I am a Taiwanese citizen living in Virginia, and this past Friday (October 9, 2020) went to the consulate to renew my passport. The officer who helped me delivered incredible service. My passport photo was not the correct size, and I did not have payment in the correct form (cash was required and I only had a personal check). The officer directed me to a nearby store for passport photos, and a nearby bank ATM for cash. She waited for my return, even though it went past consular hours.

I have never met a nicer and more helpful consulate! I was so touched by how friendly the service was. In that moment, I felt so proud of my country. Taiwanese people truly are some of the nicest around.

Thank you for this experience, it has affected me deeply in a positive way.