



PHILIPPINE EMBASSY IN CAIRO

ATN SECTION

External Services

1. Death of Filipinos Abroad
 - a. Local Burial
 - b. Shipment of Remains or Ashes
2. Assistance with the Police
 - a. If one becomes a victim of a crime
 - b. Inquiring on whereabouts of a Filipino
3. Prisoner Welfare Visit
4. Legal Assistance
5. Violence Against Women
6. Human Trafficking

I. DEATH OF FILIPINOS ABROAD

List of Requirements	Where to Get
Accomplished ATN Request Form	https://www.philippines-egypt.com/assistance-to-nationals
For NOKs in the Philippines, Form No. DFA-OUMWA-01 REV2-2018	https://www.philippines-egypt.com/assistance-to-nationals
Copy of any valid Government ID	Passport, Social Security System (SSS), Government Service Insurance System (GSIS), Land Transportation Office (LTO), Professional Regulatory Commission (PRC), Overseas Workers Welfare Administration (OWWA), Commission on Elections (COMELEC), Philippine National Police (PNP), City Hall, PhilPost, School ID
ADDITIONAL REQUIREMENTS (LOCAL BURIAL)	
Letter of Acceptance (Local Burial)	https://www.philippines-egypt.com/assistance-to-nationals
Authorization Letter	Philippine Embassy – ATN Unit
ADDITIONAL REQUIREMENTS (SHIPMENT OF REMAINS/ASHES)	
Request Form No. DFA-OUMWA-03-REV0-2018	https://www.philippines-egypt.com/assistance-to-nationals
Letter of Acceptance (Shipment of Remains/Ashes)	https://www.philippines-egypt.com/assistance-to-nationals
Authorization Letter	Philippine Embassy – ATN Unit
Death Certificate	Ministry of Health
Embalming Certificate	Ministry of Health

Certificate of non-contagious disease	Ministry of Health
Burial Permit	Ministry of Health
Transit Permit (Laissez-Passer for Human Remains)	Ministry of Health
Copy of the passports of deceased, NOK and authorized representative	NOKs/Employer
Copy of the flight ticket	Employer/ Authorized representative
Mortuary Certificate	ATN Unit/ Philippine Embassy

Process (Local Burial)	Processing Time	Fees	Person Responsible
After confirming the death, identity and Filipino citizenship of the deceased, the informing party should attempt to locate and notify the legal next-of-kin (NOK).	10 mins	None	ATN Unit or OUMWA/CO Offices
The NOK will sign and send the Acceptance letter for Local Burial to the Embassy.	15 mins	None	ATN Unit/ Philippine Embassy
Upon receipt of the consent to bury, the Embassy will issue the authorization letter to the authorized representative to complete the necessary process of the burial, in accordance with local laws. Authorized representative is expected to obtain the necessary documents needed for burial from the Ministry of Health.	20 mins	None	ATN Unit/Philippine Embassy
Process (Shipment of Remains/Ashes)	Processing Time	Fees	Person Responsible
After confirming the death, identity and Filipino citizenship of the deceased, the informant should attempt to locate and notify the legal next-of-kin (NOK).	10-15 mins	None	ATN Unit/Philippine Embassy
Upon receipt of the (a) signed Request form (Shipment of Remains), (b) signed Letter of Acceptance (shipment of remains), (c) copy of passport of the NOK/authorized representative, and (d) copy of passport of the deceased, the Embassy will issue the authorization letter to the selected funeral agent to process shipment.	20 mins	None	ATN Unit/Philippine Embassy
Upon submission of the following requirements (with English translation): 1. Death Certificate 2. Embalming Certificate	30 mins	30 USD	ATN Unit/Philippine Embassy

<p>3. Certificate of non-contagious disease</p> <p>4. Burial Permit</p> <p>5. Transit Permit (Laissez-Passer for Human Remains)</p> <p>6. Copy of the passports of deceased, NOK and authorized representative; and</p> <p>7. Copy of the flight ticket, the Embassy will issue the Mortuary Certificate.</p>			
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II. ASSISTANCE WITH THE POLICE

List of Requirements	Where to Get
Accomplished ATN Request Form	https://www.philippines-egypt.com/assistance-to-nationals
For NOKs in the Philippines, Form No. DFA-OUMWA-01 REV2-2018	https://www.philippines-egypt.com/assistance-to-nationals
Copy of any valid Government ID	Passport, Social Security System (SSS), Government Service Insurance Ssystem (GSIS), Land Transportation Office (LTO), Professional Regulatory Commission (PRC), Overseas Workers Welfare Administration (OWWA), Commission on Elections (COMELEC), Philippine National Police (PNP), City Hall, PhilPost, School ID
ADDITIONAL REQUIREMENTS (FOR VICTIMS OF CRIME)	
Victims of physical abuse, e.g., maltreatment and other forms of physical injury should keep records/evidence of physical abuse.	Local police and medical authorities
ADDITIONAL REQUIREMENTS (WHEREABOUTS)	
Name, gender, address, contact details of the missing person, along with date of last contact. The requesting party should provide contacts of missing person's friends in the country.	Local police authorities

Process	Processing Time	Fees	Person Responsible
Upon receipt of the accomplished ATN request form (either in person or by email/WhatsApp message, the Embassy and the victim will contact the local police and report the incident.	20 mins	None	ATN Unit/ Philippine Embassy
The Embassy will receive information from local police on the missing person or actions taken by the police regarding the crime	1-3 days	None	ATN Unit / Local Police

III. PRISONER WELFARE VISITS

List of Requirements	Where to Get
Accomplish an email request	https://www.philippines-egypt.com/assistance-to-nationals
For NOKs in the Philippines, Form No. DFA-OUMWA-01 REV2-2018	https://www.philippines-egypt.com/assistance-to-nationals
Copy of any valid Government ID	Passport, Social Security System (SSS), Government Service Insurance Ssystem (GSIS), Land Transportation Office (LTO), Professional Regulatory Commission (PRC), Overseas Workers Welfare Administration (OWWA), Commission on Elections (COMELEC), Philippine National Police (PNP), City Hall, PhilPost, School ID
ADDITIONAL REQUIREMENTS	
Particulars of the imprisoned Filipino (Passport copy, name, case summary, prison location, etc)	Local Police Station/ Court/ Ministry of Foreign Affairs

Process	Processing Time	Fees	Person Responsible
Accomplish a request email	20 mins	None	ATN Unit
The Embassy will coordinate with the concerned authorities to conduct the visit in accordance with local laws and procedures.	20 mins	None	ATN / Police Station/ Prison

IV. LEGAL ASSISTANCE

List of Requirements	Where to Get
Accomplished ATN Request Form	https://www.philippines-egypt.com/assistance-to-nationals
For NOKs in the Philippines, Form No. DFA-OUMWA-01 REV2-2018	https://www.philippines-egypt.com/assistance-to-nationals
Copy of any valid Government ID	Passport, Social Security System (SSS), Government Service Insurance Ssystem (GSIS), Land Transportation Office (LTO), Professional Regulatory Commission (PRC), Overseas Workers Welfare Administration (OWWA), Commission on Elections (COMELEC), Philippine National Police (PNP), City Hall, PhilPost, School ID
ADDITIONAL REQUIREMENTS	
Those who wish to refer cases related to labor, employment dispute, end of service benefits are requested to prepare copies of work contracts.	

Those wishing to refer matters related to divorce, child custody, inheritance are kindly requested to prepare copies of passports, Birth and Marriage Certificates or Reports of Birth/Marriage.	
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Process	Processing Time	Fees	Person Responsible
Accomplish a request email	20 mins	None	ATN Unit
ATN Unit will refer the matter to Legal Retainer for the latter's evaluation	10 mins	none	ATN Unit & Legal Retainer
Provide reply/advise to applicant	20-30 mins	none	ATN Unit & Legal Retainer

V. VIOLENCE AGAINST WOMEN

List of Requirements	Where to Get
Accomplished ATN Request Form	https://www.philippines-egypt.com/assistance-to-nationals
For NOKs in the Philippines, Form No. DFA-OUMWA-01 REV2-2018	https://www.philippines-egypt.com/assistance-to-nationals
Copy of any valid Government ID	Passport, Social Security System (SSS), Government Service Insurance Ssystem (GSIS), Land Transportation Office (LTO), Professional Regulatory Commission (PRC), Overseas Workers Welfare Administration (OWWA), Commission on Elections (COMELEC), Philippine National Police (PNP), City Hall, PhilPost, School ID
ADDITIONAL REQUIREMENTS	
Victims of crimes may directly report the incident to the police authorities (122). The victim should request a copy of the police report.	

Process	Processing Time	Fees	Person Responsible
Accomplish the ATN Form	20 mins	None	ATN Unit/ Philippine Embassy
The Embassy will coordinate with the concerned authorities to conduct the investigation, in accordance with local laws and procedures.	30 mins	None	ATN Unit/ Police station/Prison

VI. HUMAN TRAFFICKING

List of Requirements	Where to Get
Accomplished ATN Request Form	https://www.philippines-egypt.com/assistance-to-nationals
For NOKs in the Philippines, Form No. DFA-OUMWA-01 REV2-2018	https://www.philippines-egypt.com/assistance-to-nationals
Copy of any valid Government ID	Passport, Social Security System (SSS), Government Service Insurance Ssystem (GSIS), Land Transportation Office (LTO), Professional Regulatory Commission (PRC), Overseas Workers Welfare Administration (OWWA), Commission on Elections (COMELEC), Philippine National Police (PNP), City Hall, PhilPost, School ID
ADDITIONAL REQUIREMENTS	
Victims of crimes may directly report the incident to the police authorities (122).	
Victims of crimes may also directly report the incident to the police authorities. The victim should request a copy of the police report.	

Process	Processing Time	Fees	Person Responsible
Accomplish the ATN Form	20 mins	None	ATN Unit
The Embassy will coordinate with the concerned authorities to conduct the investigation, in accordance with local laws and procedures.	30 mins	None	ATN Unit/Police Station/Prison

Feedback and Complaints	
How to send feedback?	Accomplish ATN Client Feedback Form (DFA-UMWA-A-40), then drop it at the designated drop box placed in the reception area of the ATN Division or email it online through oumwa@dfa.gov.ph . Clients can also call OUMWA's landline number 8834-4996 to provide feedbacks. Contact Info.: 8834-4996 Email Add.: oumwa@dfa.gov.ph
How to file a complaint?	Complaint may be made through external agencies, such as Anti-Red Tape Authority (ARTA), Presidential Complaint Center (PCC), and 8888 Contact Center ng Bayan (CCB). To forward complaints through OUMWA: Contact Info.: 8834-4996 Email Add.: oumwa@dfa.gov.ph

<p>Contact Information of Passport Division, Presidential Complaints Center (PCC), CSC Contact Center ng Bayan (CCB), Anti-Red Tape Authority (ARTA)</p>	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>
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