



Ciudad de México, 25 de marzo de 2020

**FAQ COMAR-COVID 19**

As a result of the publication in the Official Journal of the Federation on 24 March 2020 of the Agreement establishing the suspension of legal deadlines and terms in the procedures of the Secretary of the Interior, which will be in force from the date of publication and until April 17, 2020, COMAR informs:

**1. Is it mandatory to continuing signing?**

No, the signing obligation is suspended from 24 March 2020 until 17 April 2020.

**2. What will happen to COMAR Asylum-Seeker Certificates and Humanitarian Visitor Cards (TVRH), which expire during office closures?**

a. In the case of documents issued by COMAR, it will be necessary to:

- i Submit in writing the request for renewal;
- ii. Deliver the request to COMAR's Registrar's office or INM's (in locations where there is no COMAR office), and
- iii. Collect the renewed document on the indicated date.

In the case of TVRHs it is necessary to consult the hours of operation directly with INM.

**3. If my COMAR Asylum-Seeker Certificate has not yet been received, how much longer can it be delayed? In the states without a COMAR office, will INM remain delivering the document?**

a. If you haven't yet received your COMAR Asylum-Seeker Certificate, please send an email to: [ldortega@segob.gob.mx](mailto:ldortega@segob.gob.mx), attaching all the information or documentation you have.

b. If there is only an INM office in the state you are in, documentation will be sent through them.

**4. What will happen to appointments scheduled for eligibility interview? Will they be re-scheduled?**

Interviews and resolutions are suspended until further notice, so it is suggested to be attentive to COMAR's communications.

**5. If the relocation authorization is interrupted, what happens if an applicant changes state without requesting authorization from COMAR to undertake their relocation during the COVID-19 contingency?**

As COMAR's procedures are suspended, it is not possible to issue authorizations in advance.

**6. Appeal deadlines**

All deadlines, including review appeals, are suspended.

**7. How can we communicate with COMAR during the COVID-19 contingency?**

Versalles 49 piso 5, Colonia Juárez, C.P. 06600, Alcaldía Cuauhtémoc, Ciudad de México tel.: (55) 5209 8800  
ext.:30211 [www.gob.mx/comar](http://www.gob.mx/comar)





City	Telephone	Schedule	Email
Acayucan	9242457440 ext. 226 y 204	From 9 to 18 hours	atencion_comarveracruz@hotmail.com
Mexico City	55 5209 8800 exts. 30208, 30226 y 30154	From 9 to 18 hours	ldortega@segob.gob.mx dudascomar@segob.gob.mx
Monterrey	81 8486 1577 ext. 218	From 9 to 18 hours	tramites.comarmty@gmail.com
Palenque	916 345 3035 ext. 8288206	From 9 to 18 hours	atencionasolicitante.comar@outlook.com
Tapachula	558 055 9382 555 209 8800 ext. 59316	From 9 to 18 hours	ckgomez@cgcomar.com.mx dcordova@segob.gob.mx alpadron@cgcomar.com.mx
Tenosique	934 688 0404	From 9 to 18 hours	comarconsultatab@gmail.com
Tijuana	558 055 9208 664 362 8333	From 9 to 18 hours	dudascomartijuana@gmail.com

**8. How will appointments that are scheduled for eligibility interview be conducted if the facilities are closed?**

Interviews are suspended until further notice, so it is suggested to be attentive to COMAR communications on the official website <https://www.gob.mx/comar>

**9. Will you continue to sign? In states where attention is given through INM, how will these measures work?**

No, the signature obligation is suspended until further notice, so it is suggested to be attentive to COMAR notices on its official website.

**10. Will access to the asylum procedure inside immigration stations continue or will COMAR's attention be suspended?**

Access to the procedure will continue on a regular basis.

**11. Will a family reunification processes with COMAR continue on a regular basis or will the procedure be suspended?**

The proceedings are suspended until further notice. It is suggested to be attentive to COMAR communications on its official website.

**12. What to do if institutional assistance is required?**

Certain urgent or relevant issues are exempt from the suspension measure. If you need assistance, you should call the phones numbers referred above for explanations, information, and clarifications.

