

How Do I Contact CIBT to Obtain Visa and Passport Information as a Fermilab Client?

All CIBT customer service is handled out of our National Customer Service Center. This Center features a toll-free customer service line to make it easy for you to access our travel document experts. Regardless of your location, CIBT's National Customer Service Center can answer your questions by using our toll free number and/or via e-mail. National Customer Service number is (800) 929-2428 and our e-mail address is customerservice@cibt.com.

CIBT National Customer Service Contact Information for Fermilab	
Toll-Free	(800) 929-2428
Fax	(713) 621-6115
E-mail	customerservice@cibt.com
Hours	8:30am to 8:00pm Eastern
Website Address	www.cibt.com
Account Number	Fermilab Account # with CIBT: 42387

When you contact CIBT for visa and passport information and requirements on behalf of your traveler, please have the following information available:

- Traveler's nationality (i.e., country of citizenship and type of passport)
 - If the traveler is not a U.S. citizen, please ask the traveler what type of U.S. visa or work permit he/she holds
- State of residence
- Destination (s) including any countries that will be transited
- Purpose of trip (business, tourism or other)
- Length of stay in country

What Other Services Can CIBT Provide?

CIBT can assist with a number of services related to international travel. For a complete list of products and services, please visit the website that was created for Fermilab: www.cibt.com

Can I Refer a Traveler to CIBT Directly?

Absolutely. CIBT can work directly with Fermilab and those who support them. If you do refer a traveler to CIBT directly, please provide them with the Fermilab account number (42387) and CIBT's toll free number for clients (see above).

You can also refer travelers through the use of our web link which takes you directly to our website using your account number. This feature allows travelers to go directly to our site and access the Fermilab account without knowing their account number. The web link is:
<http://www.cibt.com/home.aspx?Login=42387>

Does Fermilab Benefit from Any Discounted Rates?

Yes. CIBT and Fermilab have negotiated rates that are significantly discounted. Fermilab travelers who access CIBT's information with their account number from the website will be identified and will automatically receive these rates.

How Does a Traveler Pay for CIBT's Services?

CIBT will ask all travelers to provide their corporate credit card number to charge for visa and passport fees. CIBT will return an itemized receipt to each traveler with the traveler's passport.