

From: London, InfoUnit [REDACTED]@state.gov [REDACTED]
Subject: RE: New submission from IV Contact Form
Date: 16 September 2019 at 09:36
To: [REDACTED]



Unable to attend the scheduled date:

If you have registered your appointment on the Visa Appointment Service at <https://ais.usvisa-info.com/en-gb/iv> and cannot attend, please sign into your account after the original interview date has passed in order to book a new interview date.

Please note, you should not expect your Visa Appointment Service account to be updated until after the scheduled appointment date has passed

Sincerely,



Consular Information Unit
U.S. Embassy, London
CONS/CIU/RJ



If you have a further question, please first check our website, including the [specific information for the type of visa you are applying for and our FAQs](#). If your query is not answered there, you may reply to this email. Please include the entire email chain in any subsequent correspondence.

If your inquiry is answered on our website or in correspondence you have received from the Embassy by email or letter, you should not expect to receive a further response.

Please return to our website at <https://uk.usembassy.gov/visas/> to select the type of visa you are applying for, then click 'Required Documents' to obtain the appointment guide.

Privacy/PII
This email is UNCLASSIFIED.

From: [REDACTED]@usembassy.gov [mailto:[REDACTED]@usembassy.gov]
Sent: Monday, September 16, 2019 9:21 AM
To: London, InfoUnit
Subject: New submission from IV Contact Form

IV Contact Form

[REDACTED]

Please provide your FULL NAME:

Richard [REDACTED] Purves

Please provide your CASE NUMBER:

LND [REDACTED]

Please provide BRIEF details of additional information relevant to your question.

Please provide BRIEF details of additional information relevant to your question:

Hi,

Trying to arrange a new appointment via AIS website. It keeps throwing errors about my DS-260 number already in use or the account already exists. Do I need a brand new AIS account for my reaffirmed petition interview?

Kind Regards,

Please provide your contact email address:

[\[REDACTED\]](#)

IP Address: 1 [REDACTED]