

The Office of Customer Service (GAP) of the Directorate General of Consular Affairs and Portuguese Communities (DGACCP) is operational in Lisbon and Porto, in the following addresses:

**Lisboa** - Largo das Necessidades, nº 42, 1350-179 Lisbon  
Contact: (+ 351) 217 929 700 / 217 929 723

**Porto** – Rua do Rosário nº 135, 4050-523 Porto  
Contact: (+ 351) 223 395 450 / 223 395 469

### Available services

- Information to those intending to emigrate;
- Signature authentication of Portuguese consular staff, when documents do not provide white stamp or in case of doubt;
- Declaration identifying staff from diplomatic missions and consulates registered with the Directorate General DGACCP, accredited in Portugal, with the capacity to sign, with or without stamp and seal, documents issued by such Missions for administrative purposes for Portuguese entities, in accordance with art. 2º, n.º 3, paragraph f) of Ordinance (*Portaria*) n.º 30/2012, of 31 January, modified by Ordinance (*Portaria*) nº 123/2019, of 30 April;
- Issuance of other declaration related to generic administrative competencies.

Requests for signature verification and authentication, in that capacity, registered with DGACCP, of staff from diplomatic missions and consular posts, accredited in Portugal, with the capacity to sign, with or without stamp and seal, documents issued by such Missions for administrative purposes for Portuguese entities, as well as the issuances of other declarations should be requested by the applicants through the [following form](#).

The declaration to be issued will respect the [following model](#).

### Schedule and procedures

#### Porto

- Working days from 9h15 to 12h30 and 14h00 to 16h30;
- Clients will be attended, within the office hours, by order of arrival, with the exception of priority attendance, in accordance with existing legal provisions;
- Declarations are issued and delivered the same day of the request, up to a maximum of 10 documents by applicant;
- Requests for signature verification and authentication, in that capacity, registered with DGACCP, of staff from diplomatic missions and consular posts, accredited in Portugal, with the capacity to sign, with or without stamp and seal, documents issued by such Missions for administrative purposes for Portuguese entities, as well as the issuances of other declarations should be requested by the applicants through the [followin form](#).

#### Lisbon

**NOTICE:** The public is informed that, since 01.04.2019, attendance at the Office of Customer Service (GAP) is done through online registration through the following link:

<https://www.portaldascomunidades.mne.pt/pt/agendamento-online-de-atos-consulares> ,  
available through the Portuguese Communities  
– <https://www.portaldascomunidades.mne.pt/pt/>

We further inform that, since the referred date, attendance cannot be guaranteed to those that have not made an online request.

**IMPORTANT NOTE:** On the designated day of attendance, proof of email registration generated through the online attendance registration system is **mandatory**. Therefore, clients should carry a copy of the referred email, without which attendance will not be possible.

Attendance (to both individual and legal persons) is personal and non-transferable, unless equipped with power of attorney / authorization from a third party, with a maximum limit of 4 processes.

Priority attendance will be ensured as per existing law. The maximum number of processes can be exceeded in cases of family reunification cases of third-country nationals.

#### **Kindly note the following procedures:**

- **Documents submission – Working days from 9h00 to 12h00 – Requests for signature authentication and issuance of declarations should be requested through the [following form](#), two copies, after payment of respective fees;**
- **Document pick-up – Working days from 14h00 to 15h00 – In the customer service office in Lisbon, declarations will not be issued the same day of submission of the request, clients should leave all necessary documentation, to be picked-up the working day indicated by the customer service staff.**
- **Clients will be attended, within the office hours, by order of arrival, with the exception of priority attendance, as mentioned above;**
- **Considering working hours for submitting and picking-up documents, and considering documents cannot be picked-up the same day of submission, clients are advised to make necessary registration arrangements with sufficient delay to be able to attend any other appointments, with public administration entities, they may have for which the documents are required.**

#### **Fees**

As per Despacho n.º 9690/2013, of 24 July, for each signature authentication or any other act concerning documents, performed by the customer service office of the Directorate General for Consular Affairs and Portuguese Communities, a five euros fee (5 €) will be charged, for which the respective receipt will be issued.

Payment of fees:

- In cash, exclusively for in person requests;
- Bank transfer, IBAN PT50 0781 0112 0000 0006 660 73, and submission of proof of payment;
- Certified check, for amounts over fifty euros (50 €).

#### **Request via post**

Requests can be submitted via postal services to the customer service office, through pre-paid mail. Such requests should include:

- The **following form**, dully filled;
- Authorized copy of ID;
- Power of attorney or written authorization from the person represented, in case documents submitted do not belong to the applicant
- Original documents;
- Proof of **bank transfer payment**.

Certificates or declarations issued can be picked-up in person, at the GAP office, during working days from 14h to 15h, or returned by post as long as the client includes a pre-paid envelope dully filled.

### **Medical certificates issued in Portugal to produce legal effects abroad**

Kindly note that the GAP does not have competences to authenticate in medical certificates or medical declarations. When citizens require to produce such documents in a foreign country, the following steps should be taken:

- a) If the medical certificate contains an official seal of the medical professional, based on which the GAP can issue a declaration;
- b) If the medical certificate does not contain an official seal of the medical professional, but only a signature, the certificate should be recognized by a notary, and only then can the GAP issue a declaration.

### **Additional Information – Hague Convention**

State Parties to the Convention Abolishing the Requirement of Legalization for Foreign Public Documents (Hague Convention, 5<sup>th</sup> October 1961)<sup>[1]</sup>, the requirement of diplomatic or consular legalization of public acts (which should take effect in the territory of another country) is not required. The only formality required for this purpose is the affixing of the apostille, issued by the competent authority of the State from which the document originates.

Legalization means the formality whereby diplomatic or consular agents on whose territory the act is to produce its effects recognize the signature, the quality in which the signatory has acted and, where appropriate, the authenticity of the stamp or seal that appear in the act.

Portugal is a State Party to the Hague Convention and the Attorney General of the Republic is designated as the central / competent authority for issuing / verifying apostilles (Article 2 (1) of Decree-Law no. 86/2009, of April 3).

The legalization of Portuguese public acts aimed at producing effects in foreign States that are party to the Hague Convention (check the Hague Conference website: <https://www.hcch.net/en/instruments/conventions/status-table>) is under the responsibility of the Prosecutor General of the Republic (PGR), as central / competent authority for the issuance and verification of apostilles ([http://www.ministeriopublico.pt/frequently asked questions / service-handouts](http://www.ministeriopublico.pt/frequently%20asked%20questions%20service-handouts)). Clients interested in these services should contact the PGR.

**Note: The customer service office has no competence to legalize Portuguese public acts aimed at producing effects in foreign states to any other entities.**

### [Apostille Service Regulation](#)

[1] Aprovado for ratification by Decree-Law n.º 48 450, of 24 June 1968, published in *Diário da República, I Série*, n.º 148, of 24 June 1968 (pp. 915 and following).

