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Feedback about Withdrawal of Application for Admission/ Consular Notification

2 messages

Emma Phuong Nguyễn <emma.mphuong@gmail.com>
To: support@ustraveldocs.com, montreal-niv@state.gov

Sat, Jun 1, 2019 at 12:03 PM

Subject: Feedback about Withdrawal of Application for Admission/ Consular Notification

To whom is concerned,

My name is Nguyen Thi Minh Phuong - Vietnam citizen. My passport is [REDACTED]. Currently, I am the CEO/ Founder of an internet tech company based in the San Francisco Bay Area.

On the 31st of May, I entered the security border of Montreal for a two-week visiting trip to San Francisco. In this email, I would like to report a situation from my own perspective and personal experience. I write this email after a full night of sleep after the incidence and review this email in the following morning.

Despite several the effort to explain my business and personal relationship to the States in BCC, I was denied to access through the border in Montreal by an officer named [REDACTED]. The female officer kept insisting that I am looking for a job during my previous stay. I don't hope to change a result unfortunate situation, but deliver my report after my reflection, especially the fact I was emotional and suffered some health condition during the process.

My original purpose is to continue a conversation with investors in an early stage venture capital for my tech company and visiting my boyfriend working in the San Francisco Bay Area as a senior software engineer for a start-up. It is supposed to be a short-term visit lasted at most in two weeks. As far as my understanding, I do believe my trip fit to B1/B2 category which I was granted by Costa Rica Consular at San Jose in Nov 2018 - Nov 2019.

I came to CBP to verify a question of how many days I left to visit the States to manage my visit within a permitted amount of time. The officer took me to the States kindly told me to wait for a while until my turn because he could not answer me. The first observation I noticed that a room of my female office did not turn the light on except for two brightening monitors. Light in the next room was turned on. There was no room left open. When I came to a dark room, I still kept a very positive and open attitude by cooperating and showing my effort whenever the officer asked any question. I presented to her my newest document printed from the last April. Those were timely organized with complete information. Another set of documents which followed me all the time, especially for my previous painstaking Quebec document and previous trip which has not been out of date, especially. When she demanded me to see that, then I gave it to her. Quickly then, she asked me to go outside to check my baggage. The moment I returned all document has been gone without my permission. Around one hour later, I have been waiting for her decision, but not heard anything back yet. I ran into her office and reminded her I have a flight around 2 pm. Then another time if I could help her answer any other question to clarify the context. And then, she returned and told me that I was trying to seek a job in the States by applying to several companies. When I asked her evidence that I do have job applications, she misled by indicating to my learning certificates for Quebec document process for a 1-year language program. And

then, another officer came and demanded me to stay silent and have an inappropriate given the professional context. Though I would not know all the rules, I have a human right to show my reaction. My respectation and openness were shown by my willing to all question though a decision has not been changed until the end of the session. I left the office without making any noise and cooperated until the moment outside the airport.

When in an around 3-hours conversation, I feel tired, dizzy and exhausted because of a headache starting from the previous night. Earlier in the morning, I bought a meal at cafeteria downstairs of a research institution where I visited during my stay in Montreal. Nonetheless, I could not have time and rushed into the airport because of attending a seminar of a professor from Carnegie Mellon University. As a result, I was starved and thirsty because of skipping a meal for a flight. I asked the officer to drink water and have a meal, but I don't have enough time to finish a croissant. In addition, I was very emotional when knowing that I could not meet my boyfriend as our appointment. We have not met each other for several weeks and I missed him very much. Both of us has been so busy due to our heavy workload and time difference. During the process, though I tried to answer all the questions, there was some point that I was super exhausted mentally and physically, but not having any extra support. I try to calm myself down several times, but it was hard for a lonely woman starting a company and bearing a huge amount of work. I experienced anxiety, stress through migraines, which eventually lower my cognitive ability to focus, memory and vision.


During a conversation with a female officer, I pay attention to her curiosity about my company and my research. Lots of my effort goes to explain to the officer several times, but it looked like she misunderstood and related to her own experience by saying the phrase "I am in your shoe". In fact, for people outside the high tech world, especially my expertise domain in machine learning and cognitive science, it was extremely hard to explain how everything works. And the fact that it is founded by a female expert developing country self-taught by the internet become more improbable. Nonetheless, I will try to summarize a context in the next paragraph.

My founding company is a tech company modeled based on the Silicon Valley/ San Francisco model. It has been stated on hundred emails between advisors, mentors, engineers, developers, company representatives and me on Gmail, LinkedIn, CrunchBase, applications to accelerators, Github, Facebook, and our company website (attached in this email). Our fan page has more than 340 people and my company has been picked up by CrunchBase new product for a platform to connect with investors and accelerators. Our advisors and mentors are a Turing-award laureate, a Stanford professor, and a Google Manager in VR/AR. The dynamic unpredictable and unstable nature's startup require me to travel a lot to the States and the world to physically engaged and solve problems in person. Since Dec 2018 extensively networking to approximately thousands of people in small and big conferences and tech events, I was finally able to have an in-person meeting to a Venture Capital in Palo Alto. Nonetheless, that meeting was close to my trip to Canada for two purposes: 1. Visiting friends and 2. Submitting a paper to the top 1 conference of Artificial Intelligence. It is a result of 3 years of collaboration with a world-renowned professor living in Montreal. My research is a key component directing to development of Strong Artificial General Intelligence by an understanding of human intelligence, creativity, and intuition. On the other side, it is served as a proof of concept for my founding company - a critical part of a presentation delivered to venture capitalists and investors. To shape focus, I have to delay several tasks for a month. It includes online meeting and conversation with investors and a book to be published (as the main author through a well-known international publisher) until I return to San Francisco to build a Minimum Viable Product. (Attached in this email)

In the end, I was escorted to the outside of the airport without knowing that I would be able to return to the State or not. I was very cooperated, but I was totally emotionally and physically drained. An entire company relied on me as the founder and CEO, especially this stage. On the other side, I need my boyfriend - the only source of emotion support for me to get through all challenges ahead. We knew each other unexpectedly in a messy dirty hacker house of 40 people. Before that, I talked up to thousands of people to know him by several coincidences. This made him become an extraordinarily important person to me. I do believe in the middle of a conversation with the officer, there were several misunderstandings. Many times I was emotional because of missing my boyfriend, so I could not fully recognize what was happening and only followed what was instructed to show my respect and cooperation.

Again, this email my purpose is to interpret an event from my perspective. I am super transparent for what happened and review it as a learning experience. I am confident to say my case is one of the very first stories you might hear of outside the States - so, I would like to write down and send it to you as proof for future considerations.

Sincerely,
Nguyen Thi Minh Phuong

 **supporting_evidence.zip**
11880K

Montreal, NIV <Montreal-NIV@state.gov>
To: Emma Phuong Nguyễn <emma.mphuong@gmail.com>

Sat, Jun 1, 2019 at 12:07 PM



U.S. Consulate General Montreal

1155 Rue St Alexandre, Montreal, Quebec, H3B 3Z1

Tel: 514-398-9695

E-mail: Montreal-NIV@state.gov <https://ca.usembassy.gov>

You have reached the Nonimmigrant Visa Unit at the U.S. Consulate General in Montreal, Quebec, Canada. This e-mail inbox is for individuals who have an active visa application currently pending processing. Please email Montreal-ACS@state.gov for U.S. Citizen Inquiries, and Montreal-IV-DV@state.gov for immigrant visa inquiries, including "K" Visas.

This is an automated response meant to address many commonly asked questions and provide links to various online resources.

We will only reply to specific inquiries not covered by the below information and websites within two business days.

Please note: New photo requirements

Starting November 1, 2016, eye glasses will no longer be allowed in visa photos. For further details on photo requirements please visit: <https://travel.state.gov/content/visas/en/general/photos.html>.

For general information on travel to the United States, from Canada, please visit the [State Department website](#).

For information on the types of visa available, please visit the Visa Wizard app: <https://travel.state.gov/content/visas/en/general/visa-wizard.html>

Visa Appointments in Canada: All services – including general information, scheduling appointments, assistance with applications, and fees – are provided at: <http://canada.usvisa-info.com>.

As of April 1, 2019, only visa applicants will be admitted to the U.S. Consulate General on interview day. Click [here](#) and read the “Consular-Related Visitors” section for more information.

Expedited Emergency Appointment Request: If you are a resident of Canada and need an expedited/emergency appointment, please review the information [here](#). You must first schedule an appointment, and pay the application fee in the system before we can consider your request.

Visa/Passport Pickup: If your visa application has been approved and is not subject to additional administrative processing, the applicant summary page on the U.S. Visa Service (CSC) website will be updated with the Canada Post waybill number within five business days after your interview. All inquiries regarding the pickup/delivery status of approved visas may be directed to [CSC](#).

Canadian Citizens: If you are a Canadian citizen and wish to travel to the U.S., please click [here](#).

General Information

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- [Visa Waiver Program/Electronic System for Travel / ESTA](#)
- [I-94 US Departure Record](#)

Attention: Chinese citizens with 10-year B1, B2 or B1/B2 visas in Peoples' Republic of China passport.

The Electronic Visa Update System (EVUS) is the mandatory online system that will be used by Chinese passport holders of a 10-year B1/B2, B1 or B2 visa to periodically update basic biographic information to facilitate their travel to the United States.

In accordance with the agreement signed between the United States and China to extend visa validity, starting November 29, 2016 Chinese citizens with 10-year B1, B2 or B1/B2 visas in Peoples' Republic of China passports will be required to update their biographical and other information from their visa application via a website every two years, or upon getting a new passport, whichever occurs first. To enroll please go to www.evus.gov.

The Department of Homeland Security, Customs and Border Protection (CBP) will keep visa holders informed of new information throughout the year. For further information, please visit www.cbp.gov/EVUS.

Sincerely,

U.S. Consulate General

Montreal, Quebec, Canada