Microsoft 365 Outage and Its Impact on Consular Service

Regarding the Microsoft 365 outage that began in the early hours of 13 November, we have not confirmed any impact on the information systems used to manage consular services at this time.

However, we may not be receiving emails regarding consular applications, inquiries, or appointments.

- **For urgent inquiries:** Please contact us by phone or other alternative means.
- **For non-urgent inquiries:** We kindly ask that you reach out to us again once the system has been fully restored.

We apologise for any inconvenience this may cause and appreciate your understanding and cooperation.

Warning Regarding Suspicious Emails

Please be aware that scammers may try to exploit this outage. There is a risk of fraudulent activities where individuals posing as staff from the Embassy, Consulate-General, or the Ministry of Foreign Affairs attempt to redirect you to alternative email addresses (e.g., fake Gmail accounts like "taishikan@gmail.com"). Please exercise caution if you receive any suspicious emails.

13 November 2026
Embassy of Japan in Malawi