How U.S. Consuls Help Americans Abroad

The State Department’s Office of American Citizen Services and Crisis Management (ACS) supports the work of our overseas embassies and consulates in providing emergency services to Americans traveling or living abroad. ACS also assists in non-emergency matters of birth, identity, passport, citizenship, registration, judicial assistance, and estates. ACS can facilitate the transfer of funds overseas to assist U.S. citizens in need, repatriate the remains of loved ones who have died overseas, assist victims of crime, and help U.S. citizens who are detained in foreign prisons.

ACS also administers a repatriation loan program to bring home destitute Americans and operates a 24-hour Duty Officer Program and Crisis Response Teams who work on task forces convened to deal with natural or man-made disasters.

OVERSEAS CITIZENS SERVICES: Call 1-888-407-4747 (from overseas: 1-202-501-4444)

- Nearest U.S. Embassy or Consulate
  Consular officers are available for emergency assistance 24 hours/day, 7 days/week. Contact information for U.S. Embassies and Consulates overseas can be found at http://www.usembassy.gov/

- Visit State Department Website
  http://travel.state.gov Click on International Travel and then Emergencies and Crises

ASSISTANCE FOR EMERGENCIES AND CRIESSES
- Death or Injury of an American citizen abroad
- Returning Remains of Deceased American Citizen (additional ph. 202-647-5225 or 5226)
- Arrest/incarceration/detention of an American citizen abroad
- Victims of crime abroad (additional ph. 202-647-5225 or 5226)
- American citizens missing abroad
- Abduction of a child abroad (additional ph. 202-736-9090)
- Locating U.S. citizens abroad in the event of an emergency
- Medical emergencies involving U.S. citizens abroad

OTHER ASSISTANCE (additional ph. 202-647-5225 or 5226)
- Lost / Stolen U.S. Passports Abroad
- Financial Assistance for U.S. Citizens Abroad

WHAT CONSULAR OFFICERS CANNOT DO
Consular officers cannot act as travel agents, banks, lawyers, investigators, or law enforcement officers. Please do not expect them to find you employment, get you residence or driving permits, act as interpreters, search for missing luggage, handle your mail or messages*, or settle disputes with hotel managers. They can, however, tell you how to get help on these and other matters.

*If you need to pick up mail or messages while traveling, some banks and international credit card companies handle mail for customers at their overseas branches. General Delivery (Poste Restante) services at post offices in most countries will hold mail for you.