

## WELFARE/WHEREABOUTS SERVICES ABROAD

**Summary:** U.S. Embassies and Consulates help to locate U.S. citizens overseas when relatives or friends are concerned about their welfare or need to notify them of emergencies at home. The Department of State and U.S. Embassies and Consulates abroad handle over 200,000 welfare and whereabouts inquiries a year.

**Privacy Act:** The provisions of the Privacy Act require that U.S. citizens over the age of 18 provide a Privacy Act waiver before we can release information about them to third parties.

**How to Request a Welfare/Whereabouts Check:** Persons in the United States inquiring about the welfare or whereabouts of a U.S. citizen abroad may contact the Department of State, Overseas Citizens Services via telephone at (202) 647-5225. It is also possible to contact the American Citizens Services Section of the nearest U.S. Embassy or Consulate directly. Telephone and fax numbers for U.S. Embassies and Consulates are available in our Consular Information Sheets for each country available via the Internet on our home page at: <http://www.travel.state.gov> or via our automated fax service by dialing (202) 647-3000 from the phone on your fax machine.

**What Information to Have Available before You Call:** In order to assist us in locating the U.S. citizen abroad, it is helpful to have the following information available:

- Caller's full name, address, phone number and relationship
- Name of the Person abroad
- Date and place of birth
- Passport number (if known)
- Last known address and phone number; itinerary
- Reason for their travel/residence abroad (business, tourism, etc.)
- Date of last contact
- Other points of contact abroad (friends, business associates, hotel, etc.)

**For Emergency Family Messages also include:**

- Nature of the emergency
- What you want the person told about the emergency
- Name, address and telephone number and relationship of person you wish subject to call after the emergency family message is relayed to them by the U.S. embassy or consulate.

### **American Citizens Services**

**US Citizens should register themselves online with the US Department of State:**  
<http://travel.state.gov>

**The US Department of State's Bureau of Consular Affairs** has launched a campaign for students studying abroad. This Web site is a one-stop reference containing invaluable information for all students studying abroad! <http://www.studentsabroad.state.gov/>