



This form is for U.S. citizens and Lawful Permanent Residents (LPR) of the United States and their eligible family members. Please select the option below that best fits your situation. Providing as much of the requested information as possible will help us to provide the best assistance to you. Please do not submit more than one form per person needing assistance unless that person's contact information has changed. Upon submitting this form, please continue to monitor official U.S. government websites, including [travel.state.gov](https://travel.state.gov), for updated information.

### Assistance Request

Please select the event for which you are contacting the Department of State:

\* Select Event

Active Crisis Events with Public Pages will be selectable here

See the information below for all other types of requests or visit <https://travel.state.gov/content/travel.html>

- U.S. citizens seeking a passport or other routine service may do so at any available U.S. Embassy or consulate: Official list of embassies from the U.S. Department of State ([usembassy.gov](https://usembassy.gov)).
- STEP registration can be completed at <https://step.state.gov/>
- To apply for an immigrant visa / green card, go to Family Immigration ([state.gov](https://state.gov))
- Visas and green cards are not available for extended family. Information for U.S. Refugee Admissions Program is available at [state.gov/refugee-admissions/](https://state.gov/refugee-admissions/)

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Privacy Act Statement & Consent to Sharing

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**AUTHORITIES:** The information on this form is requested pursuant to Executive Order 12656 (Assignment of emergency preparedness responsibilities) and U.S. Department of State authorities providing for consular and emergency assistance and visa functions, including 22 U.S.C. § 4802(b) (Overseas evacuations), the Vienna Convention on Consular Relations and 22 U.S.C. § 3904 (Functions of Service), 22 U.S.C. § 2671 (Emergency Expenditures), 22 U.S.C. § 2656 (Management of Foreign Affairs) and in 8 U.S.C. § 1101 et seq. (U.S. Immigration and Nationality Act) (INA).

**PURPOSE:** The requested information will be used to assist the United States government in coordinating and conducting the evacuation of U.S. citizens and others in light of the current crisis situation in the country, and in facilitating onward transportation and assistance where applicable.

**ROUTINE USES:** The information on this form may be, in connection with the consular functions requested, shared with other U.S. or foreign government authorities, airlines and other transportation carriers, international or non-governmental organizations, and others. More information on the routine uses for the system can be found in System of Records Notices STATE-05, Overseas Citizen Services Records and other Overseas Records. In an emergency situation such recipients may extend beyond those listed if they are in a position to assist, and your submission indicates your consent to the Department sharing for such purposes.

**DISCLOSURE:** Providing this information is voluntary, however without it the United States government will be constrained in efforts to provide appropriate assistance. All information will be handled in accordance with the Privacy Act (5 U.S.C. § 552a) and the visa confidentiality provisions of the INA (8 U.S.C. § 1202(f)), as applicable.

If you are submitting information about individuals other than yourself or your minor children, please be aware that the Department of State may be limited in some circumstance in what it can share unless those individuals also provide their written consent.

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## Assistance Request

### Tell us about this new request

Please provide some basic information to help route you to the right team to provide assistance. You will be able to include additional family members on the next screen.

For all other types of requests visit <https://travel.state.gov/content/travel.html>

### Who is requesting this service?

- I am requesting for myself
- I am requesting for someone else

### \*What is the citizenship status of the person in need of assistance

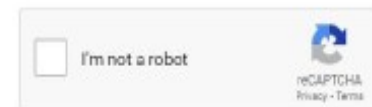
- U.S. Citizen
- U.S. Lawful Permanent Resident (LPR)
- I do not see what I'm looking for

### \*Requested Service

- I plan to stay in the country and want to continue receiving updates from the Embassy
- I plan to leave the country on my own
- I plan to leave the country and may need assistance to leave
- I am confirming that I have left the country on my own

### \*Additional Assistance

- I may need a loan from the U.S. government to buy a commercial ticket
- I need help with a U.S. passport
- I need help with a visa for my accompanying spouse or minor child



Change Selected Event

Next

### Here are some helpful links:

[Search for a US Embassy or Consulate](#)

[Apply for Visa / Green Card](#)

[Assist extended family members with getting to the U.S.](#)



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### Assistance Request

To access general information about American Citizen Services without providing the information, please visit <https://travel.state.gov>

Person requesting assistance: U.S. Lawful Permanent Resident (LPR)

#### Personal Information

Please provide information for the US Citizen or LPR requesting assistance

First Name  \* Last Name

#### Gender

Male  
 Female

\* Date of Birth

City of Birth  Country of Birth

\* U.S. Green Card Number / A Number

#### Current Location

\* Current Location

Address  City / Town / Village  Province / District

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### Contact Information

**\* Preferred method(s) of contact**

- Phone call
- Text message
- Email
- WhatsApp message

**\* Primary Email**

### Emergency Contact

Please provide the name and contact info for an Emergency Contact outside the country in which you are located, in case we cannot reach you directly

Emergency Contact Name

Emergency Contact Phone

Emergency Contact Country

Emergency Contact Email

### Family Members

Please include information for all immediate family members needing help

[+ Add Person](#)

Comments / Additional Details

[Previous](#)

[Submit](#)

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