

When other issues arise

- Replace a lost, stolen, damaged or expired passport (fees apply).
- Extend the period of validity of a limited-validity passport (fees apply).
- Add a married or conjugal name to a passport (fees apply).
- Issue a statement in lieu of a certificate of non-impediment to marriage abroad (fees apply).
- Provide an emergency loan (fees apply, and this service is offered only as a last resort and is subject to strict rules).
- Transfer funds (fees apply).
- Provide limited translation services (fees apply).
- Contact relatives or friends and ask them to send you money or airline tickets.
- Contact next of kin, with your authorization, if you have had an accident or are detained by police.
- Accept citizenship applications.
- Provide advice about burying a Canadian abroad or repatriating the remains to Canada.
- Contact your next of kin in case of death.
- Request that local authorities investigate suspicious circumstances in the event of an alleged or apparent crime or death.

Consular Officials DO NOT Provide the Following Services:

When legal issues arise

- Intervene in private legal matters.
- Provide legal advice.
- Obtain a criminal record check on your behalf.
- Post bail, pay fines or legal fees.
- Get you out of prison.
- Take possession of an abducted child.
- Enforce a Canadian custody agreement overseas or compel a country to decide a custody case.
- Investigate a crime or death.
- Ask local authorities to give preferential treatment to Canadians.

When other issues arise

- Make travel arrangements.
- Compensate or reimburse you for delayed or cancelled travel.
- Pay your hotel, medical, travel or other expenses.
- Store personal effects or search for lost items.
- Acquire local permits or licences on your behalf, including foreign visas or work permits.
- Assist with job hunting.
- Help you find accommodation.
- Accept mail on your behalf.
- Issue pension or social security benefits.
- Perform marriage ceremonies.
- Pay the burial, cremation or repatriation costs of a deceased Canadian.



Emergency Consular Services

Canadian government offices abroad offer 24-hour assistance, seven days a week. Outside of office hours, your telephone call will automatically be transferred to a consular officer in Ottawa or you will be asked to leave a message for a return call. In either case, there will be a prompt response. If you leave a recorded message, make sure that it is clear and that you leave a complete telephone number or contact address.

From some countries, you can use a toll-free number to speak to a consular officer in Ottawa. In addition, you can make a collect call to Foreign Affairs Canada in Ottawa at (613) 996-8885.

In some locations where Canada does not have a local office, an Australian or British mission will provide you with emergency services. These and possibly other missions can also contact the nearest Canadian office on your behalf.

Check the "List of Canadian Government Offices Abroad" section for information on how to contact the Canadian office(s) in the country you plan to visit.

BEFORE YOU GO

Get Informed

Take time to learn about the political, cultural and economic environment of your destination. Learn at least a few key phrases in the country's language. Even a modest command of the local language will go a long way.

Some countries experience ongoing wars, insurgencies or sporadic unrest. Find out if your destination is known to be dangerous. Consult the Country Travel Reports and the "Current Issues" section of our Web site for up-to-date information on safety and security conditions, health issues and entry and visa requirements for over 200 travel destinations.

Before you go abroad, we advise you to:

- Find out the location of Government of Canada offices in the countries you plan to visit and carry the contact information with you (see page 33 or visit www.voyage.gc.ca/alt/canoffices.asp).
- Provide family or friends with a travel itinerary and contact details, as well as the emergency number for Foreign Affairs Canada (see page 47).