



U.S. Embassy & Consulates in Mexico

Status of U.S. Consular Operations in Mexico in Light of COVID-19

Updated: April 13, 2020

The U.S. Embassy in Mexico City and all U.S. consulates general in Mexico suspended routine consular and visa services March 18 due to COVID-19.

U.S. citizens in need of 24/7 emergency assistance should call (55) 8526 2561 from Mexico or 1 (844) 528-6611 from the United States. For information on other services, see below.

American Citizens Services (ACS)/Passport Services: U.S. citizens with an expired passport, or one expiring soon, and imminent travel plans to the United States, may request an emergency appointment at the embassy or nearest consulate. [Check here](#) for appointment availability. Due to reduced operations at U.S. domestic facilities effective April 2, if you have previously applied for a passport or citizenship service, such as a Consular Report of Birth Abroad (CRBA), you should expect significant delays receiving your documents. If you are in this situation and have imminent travel planned, please apply for an emergency passport. As a reminder, U.S. citizen children do not require a CRBA to qualify for an emergency passport.

Federal Benefits: The Federal Benefits Units in Mexico will continue to provide services that can be accomplished without face-to-face interviews. For individuals residing in Mexico, please contact FBU.Mexico.City@ssa.gov, FBU.Guadalajara@ssa.gov, or FBU.Ciudad.Juarez@ssa.gov for any questions or concerns regarding Social Security numbers, Social Security benefits, or other federal benefits.

Visa Services: Routine immigrant and nonimmigrant visa services are suspended until further notice. This includes both visa interviews at the embassy and consulates as well as processing at the Centros de Atención a Solicitantes (CAS). Applicants with appointments will receive cancellation notices by e-mail. We will continue to accept nonimmigrant visa applications on a very limited basis for emergency travel only. Applicants may request an emergency nonimmigrant visa appointment via <https://ais.usvisa-info.com/en-MX/niv>. For case-specific inquiries for nonimmigrant visas, please contact us here: <https://mx.usembassy.gov/es/visas-es/contactenos-form/>. For immigrant visa cases, please contact us at <https://mx.usembassy.gov/embassy-consulates/ciudad-juarez/visas-2/> and use the inquiry form to request an emergency appointment. Immigrant visa emergency appointment requests will be considered only when the applicant will age out of his or her case, or in case of emergencies.

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