



Consular assistance offered to British nationals

The British Consulate General Miami is responsible for providing consular services to British nationals in Florida, Puerto Rico and the US Virgin Islands. Our focus is helping British nationals following the unexpected. We assist by providing support and offering practical advice to effectively help customers at a time when they may be the most vulnerable. We provide a wide range of services to our customers, with some examples shown below:

- Hospitalisations or cases involving Serious Illness/Communicable diseases;
- Deaths;
- Victim of Major Crime (i.e. Violent Assault, Robbery, Rape, car and villa break-in);
- Cases involving Juveniles at risk, such as a parent's arrest or a child taken in to State care;
- Customers sectioned under the Baker (mental health) or Marchman (substance abuse) Acts;
- Child Abductions;
- Arrests (adults and juveniles).

Other areas where we can offer assistance include providing information on transferring funds, details of local lawyers, interpreters, doctors, funeral homes and organisations that can provide specialist support where we are unable to.

British nationals living overseas are expected to keep their British passports current. In December 2013, the application process centralised and British nationals should now submit their passport application to Her Majesty's Passport Office in the UK. All the information required to make an application, and where to send an application, will be found at www.gov.uk/overseas-passports. If your passport has expired and you need to travel urgently, you may be able to apply for an Emergency Travel Document; please call us to determine eligibility.

During times of crisis, examples of the extra help we can provide are:

- Working with local authorities to establish if British nationals have been involved and provide information and support to those who have been affected;
- Deploying expert teams to support British nationals and to reinforce our Embassy staff, if required;
- Supporting the families of any British nationals killed in an incident – in particular around the repatriation of remains to the UK;
- Setting up an information hotline, SMS and online webform facilities for people to contact us.

British nationals requiring consular assistance in Florida should contact our staff at the British Consulate General in Miami. There are also Consulates General in Atlanta, Boston, Chicago, Houston, Los Angeles, San Francisco, as well as the British Embassy in Washington who all provide consular services in their own regions. Our website at www.gov.uk/world/usa has more information.

Our telephone lines are open 24 hours a day, but routine assistance is provided between 9am to 4pm, Monday to Friday, excluding some public holidays.

Tel: +1 (305) 400-6400 option 2, option 1

We also operate a local number in Orlando if callers are unable to make long-distance calls – Tel: (407) 254-3300. Customers in Central Florida should call **before** travelling to Miami, as we may be able to provide assistance in the local area.