

U.S. Mission Ecuador
Message for U.S. Citizens
U.S. Citizen Services ONLY by Appointment
November 6, 2015

In order to more efficiently and effectively serve our U.S. citizen population, beginning on Monday, November 9, 2015, the Consular Section of the U.S. Embassy in Quito will no longer provide non-emergency services to U.S. citizens on a walk-in basis. Only U.S. citizens with an appointment for a specific service, or those coming for passport pickup, Consular Reports of Death Abroad, or Federal Benefits services during the hours detailed on our [website](#) will be admitted to the Consular Section. All non-emergency inquiries must be submitted via email. We will respond to non-emergency email inquiries within three business days. Emergencies are defined as involving the arrest, injury, serious illness, or death of an U.S. citizen.

We strongly recommend that U.S. citizens traveling to or residing in Ecuador enroll in the Department of State's [Smart Traveler Enrollment Program](#). STEP enrollment gives you the latest security updates, and makes it easier for the U.S. embassy or nearest U.S. consulate to contact you in an emergency. If you don't have Internet access, enroll directly with the nearest U.S. embassy or consulate.

Regularly monitor the [State Department's website](#), where you can find current Travel Warnings, Travel Alerts, and the Worldwide Caution. Read the [Country Specific Information for Ecuador](#). For additional information, please refer to our "[Traveler's Checklist](#)" page. Updated information on travel and security in Ecuador may also be obtained from the Department of State by calling 1-888-407-4747 within the United States or by calling 1-202-501-4444 outside the United States.

Contact information:

U.S. Embassy Quito
Avigiras E12-170 y Eloy Alfaro.
Phone (593-2) 398-5000
ACSQuito@state.gov
<http://ecuador.usembassy.gov/>

U.S. Consulate General Guayaquil
Avenida Jose Rodriguez Bonin and Calle Santa Ana, San Eduardo
Phone (593-4) 371-7000

ACSGuayaquil@state.gov

<http://guayaquil.usconsulate.gov/>

Dialing instructions within Ecuador:

- Within the same city and from a land line use the last seven digits.
- For calls from a mobile phone and for intercity telephone calls add the city code preceded by a 0.

Dialing instructions from the United States:

- Add the 011 prefix for an international long distance line.

For after-hours emergencies, call the phone numbers listed above for assistance.