

# Emergency Message to U.S. Citizens

## U.S. Embassy, Manila, Philippines

September 17, 2013

*THE EMBASSY OF THE UNITED STATES IS TRANSMITTING THE FOLLOWING INFORMATION AS A PUBLIC SERVICE TO U.S. CITIZENS IN THE PHILIPPINES. PLEASE DISSEMINATE THIS MESSAGE TO ALL U.S. CITIZENS IN YOUR ORGANIZATION OR NEIGHBORHOOD. THANK YOU.*

### Continuing Violence In and Around Zamboanga City, Mindanao

The U.S. Embassy in Manila is actively monitoring the ongoing clashes in and around Zamboanga City which we understand have resulted in casualties and property damage. U.S. citizens in the vicinity of the fighting should exercise extreme caution and consider sheltering in place to avoid becoming involved in the fighting or should follow instructions from local authorities regarding evacuation.

If you are a U.S. citizen in the affected area, we urge you to contact the U.S. Embassy in Manila to notify us of your situation, especially if you are stranded or trapped in the area, have been injured or suffered property damage, or have otherwise been affected by this fighting.

Furthermore, if you are aware of other U.S. citizens affected by these events, we ask that you encourage them to contact the U.S. Embassy. If they cannot contact the Embassy, please contact us on their behalf.

For U.S. citizens who had a confirmed airline reservation out of Zamboanga City last week, the Embassy has verified that airline companies have made arrangements with the Philippine military to offer transportation to stranded passengers holding Philippines Airlines (PAL) or Cebu Pacific tickets. Please contact your airline for further instructions.

The Embassy wishes to remind all U.S. citizens to remain vigilant and maintain an appropriate level of personal security in all circumstances by reviewing your personal safety plans; remaining aware of your surroundings, including local events; and monitoring local news sources for updates.

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The Embassy is located at 1201 Roxas Boulevard, Manila, Philippines and is open 0730-1600, Monday through Friday. The Embassy's main telephone number is (632) 301-2000. U.S. citizens needing to speak to the Embassy can dial this number and ask to be connected to the American Citizen Services (ACS) unit or with the Embassy Duty Officer (for calls outside of normal business hours). You can also contact the ACS unit through email at [ACSInfoManila@state.gov](mailto:ACSInfoManila@state.gov) or through the [Embassy Facebook page](#). Please visit [our website](#) for information on all services offered by the ACS unit.

We strongly recommend that U.S. citizens travelling to or residing in the Philippines enroll in the Department of State's [Smart Traveler Enrollment Program \(STEP\)](#) program. Registering gives you access to updated information on travel and security within the Philippines and makes it easier for the Embassy to contact you in case of emergency. If you don't have Internet access, enroll directly at the nearest U.S. Embassy or consulate.

You can also stay up to date by bookmarking the [Department of State's website](#), which contains all current [Travel Warnings](#) and [Travel Alerts](#), as well as the current [Worldwide Caution](#). Please consult the [Country Specific Information on the Philippines](#), for general information about the Philippines. For additional information, refer to "[A Safe Trip Abroad](#)" on the State Department's website.

Contact the U.S. Embassy for up-to-date information on travel restrictions. Current information on safety and security can also be obtained by calling 1-888-407-4747 toll-free in the United States and Canada, or a regular toll line at 1-202-501-4444 for callers from other countries. These numbers are available from 8:00 a.m. to 8:00 p.m. Eastern Time, Monday through Friday (except U.S. federal holidays). You can also stay up to date by "following" us on [Twitter](#) and "liking" the Bureau of Consular Affairs on [Facebook](#). You can also download our free Smart Traveler App, available through [iTunes](#) and the [Android market](#), to have travel information at your fingertips.