

## CONTACT THE CONSULATE

Please read our [FREQUENTLY ASKED QUESTIONS](#) before contacting us directly, as the answer to your question may already be there.

If you are concerned about a friend or relative who is a U.S. citizen, we can try to locate them, ascertain their welfare and, as appropriate, either offer assistance or alert local authorities to their situation. With their permission, we will let you know their situation, time permitting. We are able to take action more quickly on requests we receive by e-mail. Please provide as much of the following information as you can and send it to [RinaEmergencyUSC@state.gov](mailto:RinaEmergencyUSC@state.gov) (this same address).

Your Name, phone number, and your relationship to the person you are inquiring about.

For the person you're inquiring about:

Full name, date and place of birth, e-mail address, location in Mexico (name of hotel or address of house), phone number in Mexico.

Please also let us know about any known medical conditions or other information about any specific assistance needs he or she may have.

If available, please also provide us with the U.S. passport and/or Social Security number of the person who you are inquiring about.

Also please let us know if you haven't heard from them, or if you have heard from them and remain concerned, or if there is another reason for your inquiry. If you are able to contact the person you are inquiring about, and you get updated information from him or her about his or her safely, location, and circumstances, please write back and let us know.

The U.S. Consulate in Merida, Yucatan, Mexico has responsibility for the Mexican States of Quintana Roo, Yucatan, and Campeche. The Consulate remains open for business, and can be reached by telephone at 999-942-5700; by fax at 999-942-5777; and by e-mail at [meridacons@state.gov](mailto:meridacons@state.gov).

After hours, for emergencies involving U.S. citizens in the Mexican states of Yucatan, Quintana Roo, and Campeche, call the Consulate's main number and follow instructions to be connected to the Merida duty officer.

Full contact information follows:

**For all calls from the United States:** 011-52-999-942-5700

**CONSULATE MERIDA** (Calle 60 No. 338-K x 29 y 31, Colonia Alcala Martin, Merida, Yucatan, Mexico)

Main switchboard dialing from outside Merida but within Mexico: 01-999-942-5700

**CONSULAR AGENCY CANCUN** (Blvd. Kukulcan Km 13, Torre La Europea, Despacho 301 ZH, Cancun, Quintana Roo, Mexico 77500)

Office dialing from outside Cancun but within Mexico: 01-998-883-0272

**CONSULAR AGENCY COZUMEL** (Plaza Villa Mar en el Centro, Plaza Principal, (Parque Juárez between Melgar and 5th Avenue) 2nd floor, locales #8 and 9, Cozumel, Quintana Roo, Mexico)

Office dialing from outside Cozumel but within Mexico: 01-987-872-4574

**CONSULAR AGENCY PLAYA DEL CARMEN** ("The Palapa," Calle 1 Sur, between Avenida 15 and Avenida 20, Playa Del Carmen, Quintana Roo, Mexico)

Office dialing from outside Playa Del Carmen but within Mexico: 01-984-873-0303