

Warden Message
Embassy's American Citizen Services Appointment System

May 27, 2010

American Citizen Services Section of U.S. Embassy, Quito Implements New System of Appointments and Adjusted Hours of Service

Starting June 1, 2010, the American Citizen Services (ACS) Section of U.S. Embassy, Quito will implement a new on-line appointment system and adjusted hours to help American citizens in need of assistance. The new system will make ACS in Ecuador more directed and efficient.

Appointments will be accepted for the many services the ACS section offers including renewal or first-time U.S. Passports, notary services, Reports of Birth Abroad, adding extra visa pages to U.S. passports and other public services. American citizens can visit the Embassy without an appointment only in an emergency or when in need of assistance with federal benefits, adoptions or re-entry permits.

The new public inquiry hours and appointment system breaks down as follows:

For general ACS Services, which includes U.S. Passport renewals, Reports of Birth Abroad, Reports of Death Abroad and other public services, public inquiry calls are accepted Monday through Thursday from 8:00 a.m. to 10:00 a.m. and Friday from 10:00 a.m. to 11:00 a.m. Appointments are available Monday through Thursday from 1:30 p.m. to 3:30 p.m. and should be made through the Embassy Web site at <http://ecuador.usembassy.gov/service/make-an-appointment.html>.

For notary services, including affidavits of marriage, powers of attorney, witness statements and other sworn statements, public inquiry calls are accepted Monday through Thursday from 8:00 a.m. to 10:00 a.m. and Friday from 10:00 a.m. to 11:00 a.m. Appointments are available on Mondays and Thursdays from 1:30 p.m. to 3:30 p.m. and should be made through the Embassy Web site at <http://ecuador.usembassy.gov/service/make-an-appointment.html>.

For Immigrant Visas, American citizens may call the Consular Section for information Monday through Thursday from 10:00 a.m. to 12:00 p.m. and Friday from 10:00 a.m. to 11:00 a.m. Appointments are available on Tuesday and Thursday and arranged through the Call Center at 1-800-010-145.

In regard to Federal Benefits, including Social Security, Veterans benefits and for the Civil Service, telephone inquiries are accepted Monday through Thursday from 8:00 a.m. to 10:00 a.m. and Friday from 10:00 a.m. to 11:00 a.m. Walk-ins are welcome on Tuesday and Wednesday from 1:30 p.m. to 3:30 p.m. No appointment for Federal Benefits is necessary. For more information, American citizens can email: FBUQuito@state.gov.

For all inquiries, American citizens may visit the Embassy's Web site at: <http://ecuador.usembassy.gov> or email the ACS Section at: ACSQuito@state.gov.