

U.S. Embassy Lusaka, Zambia
Message to U.S. Citizens
January 7, 2013

ATM Issues

The U.S. Embassy has recently received several reports that U.S. citizens and other expatriates have been unable to withdraw funds from their foreign bank accounts at ATMs throughout Zambia. The issue does not appear to be limited to a particular bank in Zambia or specific type of credit or debit card.

If you are unable to withdraw money from your accounts and require emergency financial assistance, please notify the consular section and we can try to assist. Be advised that several U.S. citizens have been able to transfer funds to themselves by charging their credit cards using Moneygram and Western Union. A U.S. government loan to U.S. citizens abroad is approved only under emergency circumstances and typically requires the loan recipient to return to the U.S.

The consular section would also like to encourage U.S. citizens who have had success withdrawing funds from ATMs in Zambia to send us information regarding which bank and bank branch they used, the type of card (credit or debit) and the city and specific location of the ATM.

If you are traveling to Zambia, be advised that you may not be able to withdraw money from an ATM. Please ensure that you bring adequate funds to cover your travel expenses.

The U.S. Embassy in Lusaka is located on Ibex Hill Road, Lusaka. The Consular Section can be contacted at 0211-357-000 or via email at ACSLusaka@state.gov. For assistance after hours or in an emergency, you can contact us at 0211-357-000 or 0966-877-805.

You can stay in touch and get updates by checking the [U.S. Embassy in Zambia website](#). You can also get global updates at the U.S. Department of State's Bureau of [Consular Affairs website](#) where you can find the current [Worldwide Caution](#), Travel Warnings, Travel Alerts, and [Country Specific Information for Zambia](#). Follow us on Twitter and Facebook at the Bureau of Consular Affairs page or download our free Smart Traveler App for iPhone and Android to have travel information at your fingertips. If you do not have Internet access, you can obtain current information about safety and security by calling 1-888-407-4747 toll-free

in the United States, or, for callers from other countries, a regular toll line 1-202-501-4444. Respondents are available from 8:00 a.m. to 8:00 p.m. Eastern Time, Monday through Friday (except federal holidays).

If you are going to live in or travel to Zambia, please take the time to tell us about your trip by enrolling in the [Smart Traveler Enrollment Program](#) (STEP). If you enroll, we can keep you up to date with important safety and security announcements. It will also help your friends and family get in touch with you in an emergency. You should remember to keep all of your information in STEP up to date. It is important during enrollment or updating of information to include your current phone number and current email address where you can be reached in case of an emergency.