

AMERICAN CITIZEN SERVICES (ACS)

US Embassy Vienna

Parking 12a

4th Floor

1010 Vienna

Public hours are: Mon to Fri 8:00 - 11:30 am

US citizens emergency contact:

During office hours, Mon to Fri 8:00 am - 5:00 pm: call (+43 1) 313 39 7535

After hours: (+43 1) 313 39

The American Citizen Services Section (ACS) assists people with passport renewal, registration of Americans residing in Austria, birth reports for children of American citizens, income tax forms, voter registration, notarial services and emergency service for Americans.

The ACS can be contacted at **(+43-1) 31339 7535** for appointments and information. NO visa inquiries please. E-mail should be sent to ConsulateVienna@state.gov.

In the event that you are experiencing an emergency, please contact American Citizen Services or come to the Consulate during our open hours.

In the event that you are experiencing a **life threatening** emergency, contact Austrian public safety or emergency services immediately, and then if needed contact American Citizen Services.

SMART TRAVELER ENROLLMENT PROGRAM (STEP)

The State Department launched a secure online travel registration website which will allow you, as an American citizen, to record foreign trip and residence information that the Department of State can use to communicate with you and assist you in case of an emergency.

US citizens around the world who travel or reside abroad can access this site either through a link on <http://www.travel.state.gov> or directly at <https://step.state.gov/step/>. We invite you to register yourself and your family and get acquainted with travel registration. If you are already registered with this Embassy/Consulate, please re-register on line to update your records.

The new internet travel registration service for American citizens allows you to register and update your contact information on the internet at any time, making it easier for you to keep your information current. The site also provides you with up-to-date travel information customized to your unique travel agenda and itinerary. The data you provide is secured behind Department of State firewalls, accessed only by cleared personnel in Embassies, Consulates, and the Department of State, and releasable only under the provisions of the Privacy Act.

If you encounter any difficulties or have any questions about our travel registration website, please send an e-mail to CAIBRS@state.gov. If you need to contact the Consular Section, please send an e-mail to ConsulateVienna@state.gov.

FEDERAL BENEFITS UNIT (FBU)

The Federal Benefits Unit assists people with questions regarding **Social Security** and other **Federal benefits**.

For more information please call the FBU in Frankfurt/Main, Germany

Federal Benefits Unit in Frankfurt/Main

Tel.: +49-69-90555, ext. 1100

Fax: +49-69-749352

E-mail: fbu.frankfurt@ssa.gov

Before coming in person, PLEASE make an appointment