

News 2016 - British Nationals - Contact Telephone Number - FCO Policy

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The FCO has a new policy to protect all the Consulates and Embassy Officers. Now, they decided to give a phone number of UK. If you call Dakar now being a BNs (British National) in Cape Verde, the call will not get through.

The new phone number is +44 1908 516666 for urgent consular assistance!

Will that also be the case for ETDs (Emergency Travel Document)?

Yes, the Portugal team will deal with ETDs but we will not issue them as we have an agreement with the Portuguese Embassy in CV, who will issue EU emergency travel documents on our behalf (in the same way as they do for other unrepresented EU nationals). These are issued for BNs who have either lost or had their ppt stolen. The team in Portugal will liaise with the Portuguese Consul and the British nationals, carry out all the necessary checks (e.g. DVA) and give the green light to the Portuguese Embassy to issue. If the reason for an ETD is due to an expired ppt, then the team in Portugal will need to issue an ETD remotely and involve the Honorary Consul for ID checks, receipt of ETD and handing over to the customer. This is a well-oiled process for the team in Portugal who issue remote ETDs for Porto, Madeira and the Azores.

Kind regards,

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