

### **Mexican launches telephone line to support immigrants**

The Mexican Government has launched the telephone support line "*Estamos Contigo*" to provide information and support to Mexicans living in the United States.

The line *Estamos Contigo* started operations today and will be available 24 hours a day, 7 days a week. Its main goal is to provide users with general information on immigration issues and case of abuse. It will also provide emotional support if required.

Through the number 1 877-632-6678, Mexicans nationals in the United States may receive the following information:

- Current situation of immigrants
- How to exercise your rights
- Authorities to reach in case of aggression
- Emotional support if necessary
- General information about the help they can receive if they wish to return to Mexico
- Information and services provided by our 50 Consulates, Consulates On Wheels and Mobile Consulates
- Transfer of calls to our 50 Consulates to file filing a complaint of abuse and aggression
- Transfers of calls to MEXITEL lines to request appointments at one of the US Consulates or, where appropriate, the Mexican *Centro de Información y Asistencia a Mexicanos* (CIAM) to provide specific information for consular protection cases.

In addition, women will be offered emotional and psychological support to deal with crises based on domestic physical abuse, rape, depression, discrimination or racial abuse.

With these actions, the Mexican Government, through the Ministry of Foreign Affairs, seeks to resolve doubts and avoid unfounded fears that Mexicans and their families might have.