

What the U.S. Embassy Can and Can't Do

The United States Government has no higher responsibility than to serve and protect its citizens, including those who reside or are temporarily abroad. To this end, the Consular Section's American Citizen Services (ACS) Unit provides prompt, courteous, and efficient services to United States Citizens and other clients, consistent with U.S. laws and regulations.

What the U.S. Embassy Can Do:

- Issue a full validity passport in about two weeks
- Issue an emergency passport in about 72 hours
- Approve citizenship, and issue a report of birth abroad for your child
- Notarize certain documents for use in the U.S. or for Americans to use abroad
- Accept official election ballots during opening hours
- Provide a list of attorneys, hospitals, or funeral homes in Iceland
- Assist U.S. citizens with emergency situations in Iceland, specifically situations involving health or safety
- Provide limited assistance to repatriate destitute U.S. citizens
- If arrested or detained: visit you in detention, advocate for your rights under Icelandic law, ensure access to the prison's healthcare system, and assist with communication with your family or loved ones
- When an American dies in Iceland: locate and notify the next-of-kin, issue a report of death abroad, and act as personal conservator for the deceased's effects when needed
- For victims of crimes: liaise with local police and medical systems; contact family, friends, or employers; connect you to resources for further assistance
- Assist with evacuation in an emergency
- Provide information regarding [U.S. visas or immigration benefits](#)

While we continue to work towards assisting any American citizen in need, there are a number of frequently requested services that **we are unable to provide:**

What the U.S. Embassy Can't Do:

- Assist with Icelandic residency or immigration issues
- Locate lost property
- Pay personal debts for U.S. citizens
- Authorize or pay for medical treatment
- Provide legal advice or intervene in judicial cases
- Prepare tax returns or translations
- Issue or authenticate U.S. birth/marriage/death certificates
- Issue U.S. police records
- Provide security or law enforcement services (including fingerprinting)
- Assist with travel, employment, real estate, or education
- Collect or forward mail/packages to or from the U.S.
- Cash checks
- Locate or provide information on U.S. citizens without their permission
- Provide recommendations on schools or businesses in the U.S. or Iceland
- Renew or replace driver's licenses
- Assist with social security service or benefits questions other than to provide contact information