



British Embassy
Mexico City



Frequently Asked Questions

What do the Samaritans in Spain have to do with Mexico?

The British Embassy and the Samaritans in Spain have partnered to create a free, confidential emotional support hotline, available to British nationals calling from Mexico. This partnership was created to meet a local need of providing accessible and affordable help in English, to British nationals located in Mexico. Mexico provides support lines, but these are not always available in English.

Who will answer my call?

Your call will be completely confidential and will be answered by a highly trained and experienced English-speaking listener. You don't have to share anything that you don't feel comfortable to - not even your name.

Why is it only available 2am to 4pm Mexico time?

The Samaritans in Spain provide a daily service fourteen hours a day, from 10am to midnight in local Spanish time. Given the time difference between Mexico and Spain, this is the available window of support currently provided.

Why is it not 24 hours a day?

While it is the ambition of Samaritans in Spain to provide a 24 hours service, they do not currently have the resources to do this all year round. Therefore, Samaritans in Spain prefer to maintain a consistent service until such as time as they are able to fully commit to being 24 hourly.

How is it free to me?

The British Embassy is funding this project to enable a greater degree of support to British nationals in Mexico. A freephone line from Mexico to Spain enables you to call a **local Mexican number from a Mexican mobile number or landline, at no cost to you**. The call originates from Mexico but is received by the Samaritans in Spain. The British Embassy pays Samaritans in Spain directly for this support.

Who do I call outside of these hours?

If you need to talk to someone outside these hours, please call the **low cost UK Samaritans overseas** line on 0044 330 094 5717 which operates a 24hr service.

Will the Samaritans in Spain share any information with the British Embassy?

Calls are completely confidential. The content of your conversation will not be shared with anyone at all. The only information the Samaritans in Spain provide to the British Embassy is the number of monthly calls received on this freephone line and the duration of the call. These details are relevant to the British Embassy because this is a project funded by the Embassy. No content of the calls is shared with us.

Can I call this number if I am not a British national?

Yes, anyone can call this number. The Samaritans in Spain listeners welcome calls from anyone who would like support in English. You will not be asked any questions at all, not even your name or nationality.

Are the 'Samaritans' in the UK the same as 'Samaritans in Spain'?

No, these are two completely different entities providing the same service: free, confidential emotional support in English. The Samaritans are located in the UK, the Samaritans in Spain are

located in Spain and are members of Befrienders Worldwide. The British Embassy has partnered with the Samaritans in Spain to provide this service.