



**FREQUENTLY ASKED QUESTIONS CONCERNING  
HEALTH, SAFETY, AND TRAVEL IN ARGENTINA  
DURING COVID-19 RESPONSE**

The safety and security of U.S. citizens is our top priority and we are making every effort to assist U.S. citizens in Argentina. To keep you informed, we are providing the following updates concerning Health, Safety, and Travel in Argentina during the COVID-19 pandemic.

As always, additional information can be found at [our website](#).

**STEP - [Smart Traveler Enrollment Program](#)**

- **I tried to register for STEP but couldn't. What should I do?**
  - Please try clearing your browsing history and using Internet Explorer 11 or Google Chrome. You can also check the embassy/consulate website for new alerts and follow us on social media for updates.
  - If you are attempting from a mobile device, try a desktop/laptop.
  - Still having problems? Please write to [CAStep@state.gov](mailto:CAStep@state.gov).
- **I am not receiving the latest STEP alerts?**
  - If you are no longer receiving STEP notifications, update your account profile to show that you are still traveling in Argentina and ensure you are using your current email address. Updates are only pushed to folks who have marked that they are still here. From within your account settings, update the travel dates of your existing trip to "indefinite" to ensure that you are always receiving messages.
  - Still having problems? Please write to [CAStep@state.gov](mailto:CAStep@state.gov).

## **I Applied for a Passport / I Need a New Passport**

- Routine consular services at U.S. Embassy Buenos Aires are suspended until further notice. For emergency American Citizens Services, including emergency passports, please email [buenosaires-acs@state.gov](mailto:buenosaires-acs@state.gov).
- If you have previously applied for a passport or citizenship service, you should expect significant delays receiving your passport and your citizenship evidence documents. For emergency passport services for U.S. citizens abroad, please email [buenosaires-acs@state.gov](mailto:buenosaires-acs@state.gov).

## **I am in Argentina and need assistance with my Social Security Check**

- Please send an email to [fbu.argentina@ssa.gov](mailto:fbu.argentina@ssa.gov) as we continue to provide service/assistance during this time. If you prefer to speak to someone over the telephone, please contact the U.S. national 800 number, at 1-800-772-1213, available Monday – Fridays from 7am-7pm.

## **I have not received my paper Social Security check at home**

- There have been disruptions in Postal Service delivery in Argentina, including delays and non-delivery. In order to avoid further disruptions in your payments, we urge you to sign up for direct deposit now. For information on all direct deposit options available in Argentina, please email to [fbu.argentina@ssa.gov](mailto:fbu.argentina@ssa.gov)

## **Economic Impact Payments (CARE Stimulus Payments)**

- While the U.S. government has begun processing economic impact payments for qualified recipients, **the U.S. Embassy in Buenos Aires will not receive or administer any of these funds on behalf of U.S. citizens or legal permanent residents.** If you believe you are eligible to receive an economic impact payment, you should visit the [IRS Coronavirus page](#) and [coronavirus tax relief and economic impact payments](#).

## Mail Services in Argentina

- There have been disruptions in Postal Service delivery in Argentina, including delays and non-delivery. International mail service has been severely disrupted. FEDEX and DHL still have limited operations for international service, though the price will likely be higher than normal.

## Have questions regarding ITINs and tax filing?

- Please visit the [IRS website](#)

## Can I Travel by Land within Argentina?

- No. Per the Argentine government domestic travel within Argentina has been suspended.
- The only exceptions are for travelers with confirmed international flights traveling to Ministro Pistarini International Airport (Ezeiza) in Buenos Aires. Overland travelers must carry several documents on their trip in order to pass successfully through checkpoints. The list of documents required by the Argentine government is on [our website](#).
- Travelers from the provinces must begin travel no more than 24 hours prior to the flight departure time. No later than 60 hours prior to beginning travel to Buenos Aires or the airport, they must send us all the information in the [Overland Travel Itinerary section](#) of the website in order to allow the Argentine Government sufficient time to process their request. If your travel to Buenos Aires will take longer than 24 hours, please email the embassy at [buenosaires-acs@state.gov](mailto:buenosaires-acs@state.gov).

## Why does my flight back to the United States cost so much?

- All repatriation flights incur significant costs. We continue to seek options for U.S. citizens who wish to depart Argentina. Bear in mind international airlines operating repatriation flights out of Argentina are private companies and set their own rates.

## **I have a valid U.S. visa, can I travel on a repatriation flight to the United States?**

Please contact the airline directly. These flights are not U.S. Government operated flights. We also refer you to the latest [Department of Homeland Security guidance](#) as well as [Travel.state.gov](http://Travel.state.gov).

## **Arrival in the USA**

- For information on entering the United States, questions and concerns about current restrictions, please monitor updates from the [Department of Homeland Security website](#) and on [Twitter](#).
- At this time, there are no new specific limitations on travelers returning from Argentina. To date, special restrictions are in place for travelers returning from China, Iran, and certain European countries. More information can be found on DHS's [factsheet](#) on COVID-19.

## **Can the Embassy help me cross a land border (Chile, Paraguay, Brazil)?**

- Most land border crossings remain closed and the Argentine and neighboring governments are not currently allowing foreign travelers to enter and exit via land borders. Limited exceptions may exist for American citizens with residency in a neighboring country.

## **Can the Embassy help me get refunds for my flight to the United States?**

- All repatriation flights are direct-sale commercial charter flights. U.S. law requires U.S. citizens and lawful permanent residents to cover the cost of their evacuation.

## **Can the U.S. Embassy endorse or recommend any taxi or remis companies?**

- The U.S. Embassy cannot not endorse any private taxi or remis companies. For travel from the provinces, a list of available transportation companies that are operating can be found at our [COVID-19 webpage](#). For travel from the city of Buenos Aires to the airport, there are taxi and remis services available.

## **Can the Embassy help me get refunds for my canceled flight to the United States?**

- Please contact the airline directly.

## **Extending Argentine Visas**

- Argentine Immigration (Migraciones Argentinas) announced an automatic 30-day visa extension for all non-residents with visas set to expire after March 15, with the most recent 30-day extension announced on May 15.
- See details [here](#) and contact [Migraciones](#) with any questions. The U.S. Embassy does not maintain information on Argentine visas.

## **Receiving money**

- The Embassy has been informed that U.S. citizens abroad may be able to receive money from friends or family through Western Union's affiliate in Argentina, Correo Argentino. Correo Argentino, Argentina's national postal service provider, has partnered with Western Union and may be able to receive U.S. money transfers at branches throughout the country. Please visit their [website](#) or call their customer service number +54-11-4891-9191 for more information.

## **I am running out of medication. What can I do?**

- U.S. Citizens sheltering in place in Argentina will need to rely on the Argentine system for any medical needs or medication. The U.S. Embassy cannot assist with providing, procuring, or paying for medication or medical assistance. If you anticipate any challenges in acquiring your medication, you are advised to depart Argentina on the next available flight.

## **Information for Lawful Permanent Residents and Immigrant Visa Beneficiaries Currently Unable to Travel**

- Lawful Permanent Residents should refer to this [webpage](#) for information on maintaining their permanent resident status. If an LPR has remained outside the U.S. over a year and/or their LPR card is expired, they can schedule an appointment with the immigrant visa unit when routine immigrant visa processing resumes.
- IV beneficiaries who were unable to travel and whose visas expired can [reach out to the IV unit once routine immigrant visa processing resumes](#). The IV unit *may* be able to reissue the visa in accordance with individual circumstances and travel restrictions. Visa re-issuance would entail new medical exams and payment of all associated fees.

**Please note that several repatriation flights have had excess seat availability and did not sell out.**

### **Actions to Take:**

- Consult the [CDC website](#) for the most up-to-date information.
- For the most recent information on what you can do to reduce your risk of contracting COVID-19, please see the [CDC's latest recommendations](#).
- Visit the [COVID-19 crisis page on travel.state.gov](#) for the latest information.
- Check with your airlines, cruise lines, or travel operators regarding any updated information about your travel plans and/or restrictions.
- Visit our Embassy [webpage on COVID-19](#) for information on conditions in Argentina.

- Visit the [Department of Homeland Security's website](#) on the latest travel restrictions to the United States.
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**Assistance:**

- U.S. Embassy Buenos Aires, Argentina  
Av. Colombia 4300  
(C1425GMN) Buenos Aires  
Argentina  
(54-11) 5777-4354  
[BuenosAires-ACS@state.gov](mailto:BuenosAires-ACS@state.gov)  
<https://ar.usembassy.gov/>
- State Department – Consular Affairs  
888-407-4747 or 202-501-4444
- [Argentina Country Information](#)
- Enroll in [Smart Traveler Enrollment Program \(STEP\)](#) to receive security updates.
- Follow us on [Facebook](#) and [Twitter](#)

Please visit this [website](#) to unsubscribe from the Department of State's Smart Traveler Enrollment Program (STEP).