

## Assistance for Foreigners

### Basic information

**Name:**

Assistance for foreigners

**Description:**

We provide information, assistance and support to foreigners that visit or live in Yucatan, in order to channel their needs in specific issues with the corresponding authority

**Who should do it?:**

- Natural persons

**Category:**

- Tourism

**Type of citizen:**

- Children and adolescents  
 Teenagers  
 Adults  
 Senior Adults  
 Woman  
 Tourists

**Contact information:**

**Person in charge:** Olivia Bakker Gómez  
**Email:** [olivia.bakker@yucatan.gob.mx](mailto:olivia.bakker@yucatan.gob.mx)  
**Department:** Coordination of International Affairs  
**Cell phone number:** 9992516402

**Additional information:**

**Requirement:**

1. Full name
2. Phone number or email

**Process:**

1. Provide your full name.
2. Provide your contact information, phone number or email.
3. Ask you question or explain your problem in detail.

**Cost:**

Free

**Response time:**

5 working days

**Attention window:**

**Foreigner's attention window (Governor's Office)**

Edificio Administrativo Siglo XXI, 4th floor

Calle 20-A núm. 284-B x 3-B, Colonia Xcumpich

Mérida, Yucatán

Office hours: From Monday till Friday, from 9:00 a.m. till 4:00 p.m.