REPUBLIC OF MALAWI
Honorary Consulate General in Mauritius

DRAFT
PENDING APPROVAL

Draft — pending approval by the Consulate General. This leaflet is not yet an official document. Details marked "to be confirmed" have not been published yet.

Emergency Guide

For Malawian nationals in Mauritius: what to do if your passport is lost or stolen, or if something serious happens.

Life or safety at risk? Call the Mauritian emergency services first

POLICE	AMBULANCE (SAMU)	FIRE AND RESCUE
999 or 112	114	115

Then inform the Consulate General by e-mail — in particular if a Malawian national has been arrested, seriously injured or has died, or if a passport has been lost or stolen.

Lost or stolen passport — step by step

1 Report it to the police

Report the loss or theft to the Mauritius Police Force at the nearest police station. Ask for a police report or affidavit and keep it safe: you need it for a new passport — and for an emergency travel document if you must travel before the new passport arrives.

2 Inform the Consulate General

Write to the Consulate General by e-mail (addresses overleaf). Give your full name, where you are, a telephone number and a short description of what has happened. Please do not attach passport scans or other documents to your first message — we will tell you what to send, and how.

3 Prepare your documents

- ☐ Police report or police affidavit confirming the loss or theft
- ☐ Copy of the lost passport, or of earlier passports — the page with your photograph and personal details, if you have a copy
- ☐ Completed passport application form of the Department of Immigration and Citizenship Services, filled in with black ink
- ☐ Two recent passport photographs, in colour, on a plain white background

4 Apply in person

Fingerprints are taken as part of the application, so you must attend in person. Please do not travel to the office without an appointment. The Consulate General will confirm the current requirements and the fee.

5 Allow time

Malawi passports are produced only in Malawi; other Malawi missions report two to three months. If you must travel to Malawi before the new passport arrives, ask about an emergency travel document (overleaf).

Urgent travel to Malawi: emergency travel document

An emergency travel document (ETD) is for Malawian citizens who must travel urgently and have no valid passport. It is valid for travel to Malawi only. Not every airline accepts it: ask your airline before you pay for a ticket, and apply once the airline has confirmed that you may travel on the document.

- ☐ Completed emergency travel document application form
- ☐ Covering letter — a short letter explaining why you need to travel urgently
- ☐ Your Malawi passport, or a copy of it (expired passports are accepted as proof); if it was lost or stolen, the police report instead
- ☐ Two recent passport photographs, in colour, on a plain white background
- ☐ Flight booking confirmation showing your journey to Malawi
- ☐ For a child: birth certificate and copies of the parents' passports

To be confirmed: whether the Consulate General issues emergency travel documents on site in Mauritius, and the fee. In an urgent case, write to the Consulate General at once.

Other emergencies

Serious accident or illness

Call an ambulance (SAMU 114). Once you are safe, inform the Consulate General. If you wish, we inform your family in Malawi. Medical costs are not covered by the Consulate General — travel or health insurance helps.

Arrest or detention

You may ask the authorities to inform the Consulate General. We can contact you, help you reach your family and explain how to find a lawyer. We cannot get you released, influence a court or the police, or give legal advice.

Death of a Malawian national

The family usually works with a funeral director. Write to the Consulate General for guidance on the documents needed to bring the remains home to Malawi. The costs are met by the family, an employer or an insurer.

Be prepared

- Keep a copy of your passport data page and of your Mauritian permit, stored separately from the originals.
- Renew your passport at least six months before it expires, and before your Mauritian permit is due for renewal.
- Register with the Consulate General — free and voluntary — so that we can reach you or your next of kin in an emergency.
- Save the Mauritian emergency numbers and the Consulate General's e-mail address in your phone.

Honorary Consulate General of the Republic of Malawi in Mauritius

E-mail — consular matters
consular@malawiconsulategeneral.org

E-mail — general enquiries
info@malawiconsulategeneral.org

Website
www.malawiconsulategeneral.org

Telephone	*to be confirmed*
Emergency telephone	*to be confirmed*
Office address	*to be confirmed*
Office hours	*to be confirmed*

Until a telephone number is published, please use e-mail. Do not send original documents by post until an address has been published. The website always shows the current requirements.