



September 2017

## Self help assistance for EMERGENCIES

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## 1. General Information

### On call service of the Embassy for after office hour emergencies +855-(0)10-990 002

Other Emergency <b>Numbers:</b>	Police	117
	Fire Brigade	118
	Medical Emergency	119

In case of muggings or robberies a report has to be filed with the police.

In Cambodia this is done at the tourist police office (ប៉ូលីស ទេសចរណ៍).

#### Tourist Police

##### Phnom Penh

Phone: 012 942 484

Address in Phnom Penh: street 158, # 13

Outside is the sign „Immigration Office“ – strictly speaking not the tourist police - but foreigners can file a report regarding the loss of papers at this office. The personnel speak limited English.

Opening hours: Sunday to Monday 9.30 - 16.30 hrs.

##### Siem Reap

Phone: 012 402 424 / 012 969 991

Address in Siem Reap: Charles De Gaulle (Street)

Main office of the tourist police: Between Siem Reap city and the temple of Angkor.

##### Battambang

Phone: 097 778 0014 / 016 767 273

Address in Battambang: Street 614

The tourist police is located in the building of the Provincial Police Commissariat (600 m North of Dombong Kroanhong).

##### Sihanoukville

Phone: +855 34-6579888 / +855 11-683307 / +855 97-7255543

Tourist Police 24 Hour 'Emergency Call': +855 97-7780008

Address in Sihanoukville: Ochheuteal Beach/Serendipity Beach Road

The police station is located 1,5 km outside of Sihanoukville on Ekareach Street on the highest part of the street. Furthermore two other police stations can be used, at the entrance to Ochheuteal Beach and at the intersections of Serendipity Beach Road with Ochheuteal Street.

A report is required for an emergency travel document to be issued by the Embassy.

## 2. Loss or theft of ID documents

Report the **loss** at the police / tourist police of the respective city (also see 1.). They will issue the police report.

Report a **theft** at the police of the respective city you are in. The authorities need the exact location where the theft has taken place. They will then issue the report. With this report you can then get a police report at the tourist police.

The tourist police in Siem Reap and Phnom Penh have staff who speak English. Should you have to go to the police in other parts of the country take an interpreter with you. Usually the Tuk-Tuk driver, hotel staff or an acquaintance is able to assist for a small fee.

The Embassy in Phnom Penh can only assist EU citizens:

in issuing an **Emergency travel document for the return to your home country (Laissez-Passez)**. This document will only enable you to return to the EU, visiting other countries is usually not possible. Please visit the German Embassy during working hours (Monday-Friday from 08.30 - 11.30 hrs. without prior appointment), the Embassy is located at: No. 76-78, Street 214 (= Rue Yougoslavie), 12258 Phnom Penh.

No papers can be issued after hours, on weekends and during public holidays:

You must bring:

- **Application form** (will be handed to you by the Embassy)
- **2 passport photo**<sup>1</sup>
- **ID document** (copy of your passport or other ID document etc.)
- **Fee** approx. 27,-- Dollar
- **Police report**

The Embassy can only issue a travel document after consulting the authorities of your home country, therefore it can take more than one day for the documents to be issued and handed out.

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<sup>1</sup> There are several photo shops in every bigger town. In Phnom Penh there are shops near Wat Langka, at the intersections of Preah Sihanouk Blvd and street 51. (Pasteur).

### 3. Obtaining Exit-Visa

After obtaining the emergency travel document from the German Embassy you have to get an Exit-Visa. This will be issued only by the National Immigration Department opposite the international airport Phnom Penh:

#### **Cambodia National Immigration Department**

No 332, Confederation de la Russie (110)

Phnom Penh

Cambodia

The following is needed for an Exit-Visa:

- Emergency travel document / passport
- Fee: approx. 40 Dollar
- Time: 1-3 Tage

### 4. Obtaining money

- a) With credit cards (Visa-/Master-/American Expresscard) and EC-Cards money can be drawn with your PIN number at the ATMs. In the rural areas there are usually ATMs only in the district capitals where international cards may not be accepted.

Currently (Mai 2016) there is only one bank in Cambodia (Maybank), where not fee is asked when drawing money from an ATM.

**Notice:** Be extra vigilant when drawing cash at an ATM. Especially look out for contraptions which might copy your card or which may record you PIN.

- b) American Express offers their customers – via all American-Express-travel agents in Germany – the money transfer procedure "**MoneyGram**". For this service use the branch of the Canadia Bank or ABA Bank. A list of branches which offer this service can be found on the following webpage: <http://global.moneygram.com/kh/en>
- c) An **Urgent needs-transfer with Western Union** is also possible. Family members, friends or acquaintances can deposit money at all major post offices and Western Union branches (in Germany also at the branch of the Deutschen Reisebank) i.e. at major train stations, airport and border posts which will then be paid out in Cambodia at assorted branches of the **ACLEDA Bank and CAB**.

**IMPORTANT:** The depositor has to make sure that the recipient on the deposit slip is stated with their full name exactly as it is written in the travel document of the recipient (if the name is incorrect the bank will not pay out the money). The transfer number, which will be given to the depositor, has to be communicated to the recipient. Usually the money can be paid out on the same day in Cambodia at a bank branch with this transfer number and a valid travel document.

Bank branches in your vicinity where pay-outs are possible can be found at this link:  
<http://locations.westernunion.com/search/cambodia/>

Below find a few selected bank branches where pay outs are possible>

### **Phnom Penh**

#### **CAB HEAD OFFICE BRANCH**

No.333, Sihanouk Blvd, Khan 7m Phnom Penh Province Phnom Penh, Phnom Penh  
+855-23-980000

#### **ACLEDA BANK HEADQUARTERS**

61 Preah Monivong Blvd Sangkatsrah Chork Sangkat Srah Chork Khan Daun Penh  
Phnom Penh, Phnom Penh 12201 +855-23-430999

#### **BIDC PHNOM PENH BRANCH**

335 Monivong Blvd Sangkat Orussey 4 Khan 7 Makara Phnom Penh Phnom Penh,  
Phnom Penh +855-23-210440

### **Battambang**

#### **ACLEDA BANK BATTAMBANG BRANCH**

Kamakar Village Sangket Svay Por  
Battambang, Battambang  
+855-53-953171

### **Siem Reap**

#### **ACLEDA BANK SIEM REAP BRANCH**

1-4 Sivutha Street Phum Mondul 2 Sangkat Svay Dangcum Krong Siem Reap Siem  
Reap, Siem Reap +855-63-963660

#### **BIDC SIEM RIEP BRANCH**

22 23 Tep Vong Mondul 2 Svay Dangcum Commune Siem Reap Dist Siem Reap, Siem  
Reap +855-63-760123

### **Sihanoukville**

#### **ACLEDA BANK SIHANOUK BRANCH**

135 Street Ekareach Phum 1 Sangkat 2 Sangkat 2 Sihanouk Municipality Sihanouk,  
Sihanouk +855-34-933723

## 5. Blocking of credit cards

### **Blocking of credit cards and traveller cheques**

**Please visit the website of your respective Embassy and / or enquire via internet research about the telephone number for blocking your bank card.**

## 6. Post to / from Europa

If you have to send important documents etc. to Cambodia but do not have a fixed address, the following means are available:

The consignment has to be addressed as follows:

### **SURNAME / FIRST NAME**

Phone Number: [Cambodian number<sup>2</sup>]

Cambodia Post, Corner Street 13 & 102

Sk WatPhnom, KhDaunpenh

Phnom Penh 12000

Kingdom of Cambodia

As soon as the consignment has arrived at the main post office the recipient will be notified by phone and the consignment can be picked up. Usually there are no costs when picking up the consignment.

For consignments to Europe please enquire the price at the main post office in Phnom Penh (address see above) or any other post office in Cambodia.

Furthermore DHL, UPS and FedEx offer international Courier. The prices of these companies are usually a bit higher than those of the Cambodia Post.

It is possible to mail documents / letters / parcels in Cambodia with the Cambodia Post or with staff members of the bus lines (who often also act as courier).

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<sup>2</sup> Local Sim-Cards are easily available everywhere

## **7. Cheap / low cost accommodation**

In Phnom Penh and all other bigger cities in Cambodia a number of low cost accommodations are available starting at around 5 USD per night.

Listed here are some options:

### **Phnom Penh**

- Mad Monkey (#26 St. 302)
- BaseVilla (#29 St.222)
- Eighty8 Backpackers (#98 St. 88)
- Several guesthouses can be found on street 278 and surrounding area (near Wat Langka)
- Khavi Villa Hotel (#12 St. 258)
- TEAV Boutique Hotel (#14 St. 310)

### **Siem Reap**

- Somadevi Hotel and Spa
- Residence 101
- The Moon Boutique Hotel
- Blossoming Romdoul Lodge
- Garden Village Guesthouse and Pool Bar
- Panda Guesthouse

## **8. Doctors / Hospitals**

On the website of the Embassy you can find a list of doctors and hospitals known to the Embassy. The cost for treatment is to be paid by the patient themselves.

## **9. Disclaimer**

The information of this leaflet is based on the data made available to the Embassy at the time of writing. No responsibility or liability is taken for the correctness of this information.