



Government
of Canada

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du Canada

Canada

CANADA'S ANNUAL CONSULAR DATA REPORT

2023 TO 2024



Cette publication est aussi disponible en français sous le titre : *Rapport annuel sur les données consulaires du Canada 2023 à 2024*

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INTRODUCTION

Year after year, Canadians continue to travel outside of Canada for holidays, to visit friends and family, and for business, amongst other reasons. The Government of Canada provides safe travel information and advice to help Canadians make informed travel decisions and to help them if they face issues abroad.

Canada also provides and regularly updates destination-specific [Travel Advice and Advisories](#) as well as important travel health, safety and consular services information on [Travel.gc.ca](#). The information online is promoted to Canadians on social media, through media and advertising, and at events across Canada.

The [Canadian Consular Services Charter](#) outlines what Canada's consular officials can do to help Canadians abroad, such as:

- helping them replace a passport;
- communicating with their loved ones in an emergency; or
- advocating for fair treatment if they are detained.

It also explains situations where there may be limits to our services and what Canadians can do if they need help while outside Canada.

This report provides an overview of the consular services and emergency assistance provided by the Government of Canada to Canadians who faced difficulties while travelling or living abroad in the 2023 to 2024 fiscal year (April 1, 2023, to March 31, 2024). While it may not be possible to know of every incident involving Canadians abroad, this report captures cases that were opened when a Canadian reached out to Global Affairs Canada or its offices outside Canada for help.

During the 2023 to 2024 fiscal year, Canadian officials provided consular assistance in 6,934 cases and provided 15,974 new travel documents to Canadian travellers abroad. Over this same period, the 24/7 Emergency Watch and Response Centre in Ottawa responded to a total of 242,319 enquiries from Canadian travellers or their loved ones. Canada also facilitated assisted departures for more than 3,800 Canadians, permanent residents, and their immediate family members during international emergencies in Sudan, the Middle East, and Haiti.

WHERE AND WHY CANADIANS TRAVELLED IN 2023 TO 2024

Canadians continue to be avid international travellers, with Canadians over 18 years old making almost 38 million visits outside of Canada in the 2023 to 2024 fiscal year. The top 9 destinations for Canadians travelling abroad were:

TOP DESTINATIONS 2023-2024		
RANK	COUNTRY	NUMBER OF VISITS
1	United States	25,640,000
2	Mexico	1,873,000
3	Dominican Republic	876,000
4	France	756,000
5	Cuba	700,000
6	United Kingdom	615,000
7	Italy	588,000
8	Spain	430,000
9	Germany	334,000

Source: Statistics Canada, National Travel Survey April 1, 2023, to March 31, 2024, Reproduced and distributed on an “as is” basis with the permission of Statistics Canada.

Given the geographic proximity, the **United States** was by far the top destination, with more than 25 million visits during this period. Canadians travelled to the United States for a variety of purposes, including:

PURPOSE OF TRAVEL TO THE UNITED STATES 2023-2024	
MAIN VISIT PURPOSE	NUMBER OF VISITS
Holiday, leisure, or recreation	13,097,000
Visit friends or relatives	4,950,000
Business travel	2,456,000
Other	5,137,000
Total	25,640,000

Source: Statistics Canada, National Travel Survey April 1, 2023, to March 31, 2024, Reproduced and distributed on an “as is” basis with the permission of Statistics Canada.

Other destinations that were popular with Canadians during this period are Portugal, Costa Rica, and Japan.

CONSULAR ASSISTANCE: HELPING CANADIANS ABROAD

Canada closely monitors safety and security conditions in foreign countries, 24 hours a day, 7 days a week. Before Canadians travel outside of Canada, we strongly recommend that they:

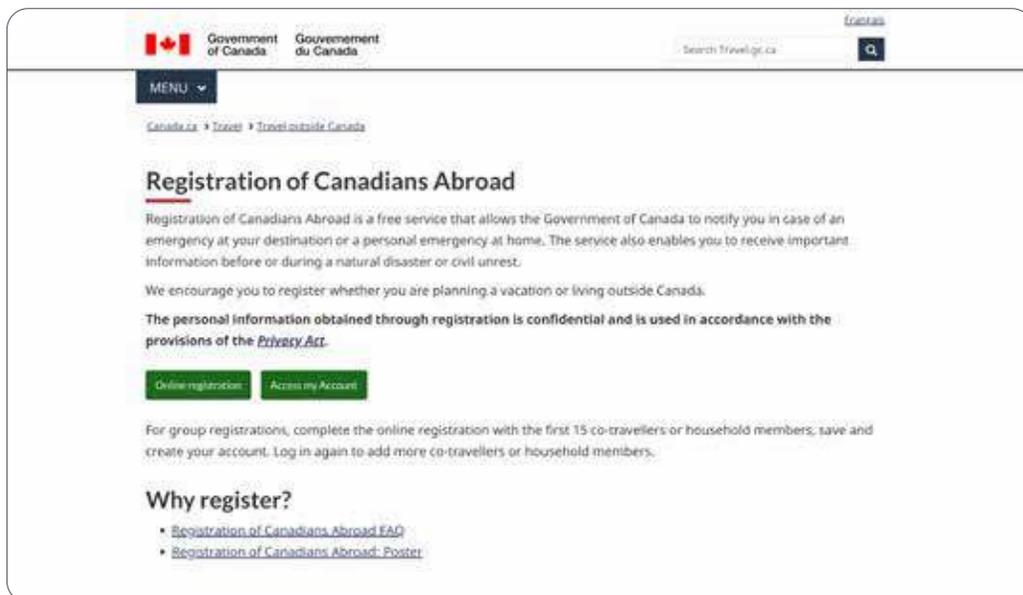
- 1. Read up:** Consult the [Government of Canada's official travel advice and advisories](#) for destinations around the world. Canada has 230 destination-specific travel advice and advisory web pages providing up-to-date information for Canadians who are planning or undertaking travel abroad.
- 2. Register:** Sign up for the [Registration of Canadians Abroad service](#), which allows us to contact travellers in case of an emergency at their destination or an emergency at home.
- 3. Reach us:** Save the location and contact information for the [Canadian embassy or consulate](#) closest to their destination so that they can reach us if they need emergency assistance.

Canada's consular points of service

There are close to **260 locations** in more than **170 countries** around the world where Canadians can get help. These include:

- **155 locations** with a Canadian head of mission, such as embassies and consulates.
- **90 locations** with honorary consuls, who act as local representatives.
- **14 locations** where Canada has consular sharing agreements with countries like Australia and Sweden.

Consular services can vary by location and [type of mission](#). It's important for Canadians to understand that consular officials may be limited in the [services that they can provide](#). A natural disaster, violent conflict, political unrest, or the laws and regulations in other countries, can impact how they can help.



CONSULAR POINTS OF SERVICE MAP

As of March 31st, 2025



- Embassies 83
- High commissions 23
- ◆ Offices 5
- ◆ Representative offices 2
- ▲ Multilateral missions 1
- Consulates general 26
- Consulates 8
- ◇ Consular agencies 6
- ◆ Honorary Consul 90
- ◆ Agreement with Australia 13
- ◆ Agreement with Sweden 1
- ⊗ Suspended operations 4

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source: [Consular Points of Service Map](#)

Canadians can access consular services 24 hours a day, 7 days a week. Outside of local business hours, Canadians in need of emergency consular assistance can contact Global Affairs Canada's [Emergency Watch and Response Centre](#):

-  by calling +1 613 996 8885
-  by text message at +1 613-686-3658
-  via WhatsApp at +1 613-909-8881
-  by email at sos@international.gc.ca

During the 2023 to 2024 fiscal year, the **Emergency Watch and Response Centre** responded to:

- 84,455 calls
- 123,654 emails
- 19,515 live chats
- 14,695 SMS, WhatsApp, Telegram*, and Signal* messages

Over the same period, Global Affairs Canada also sent 277 messages to those registered via the free Registration of Canadians Abroad. These messages can provide key information regarding emergencies at their destination or regarding a personal emergency at home.

*Global Affairs Canada is no longer active on Telegram or Signal.

TYPES OF CONSULAR SERVICES

Canada's consular officials can provide a range of services, from routine tasks such as replacing a **passport** or helping Canadians vote from abroad, to complex **consular cases** like dealing with an unexpected death or arrest, to assisting Canadians during a **crisis event**.

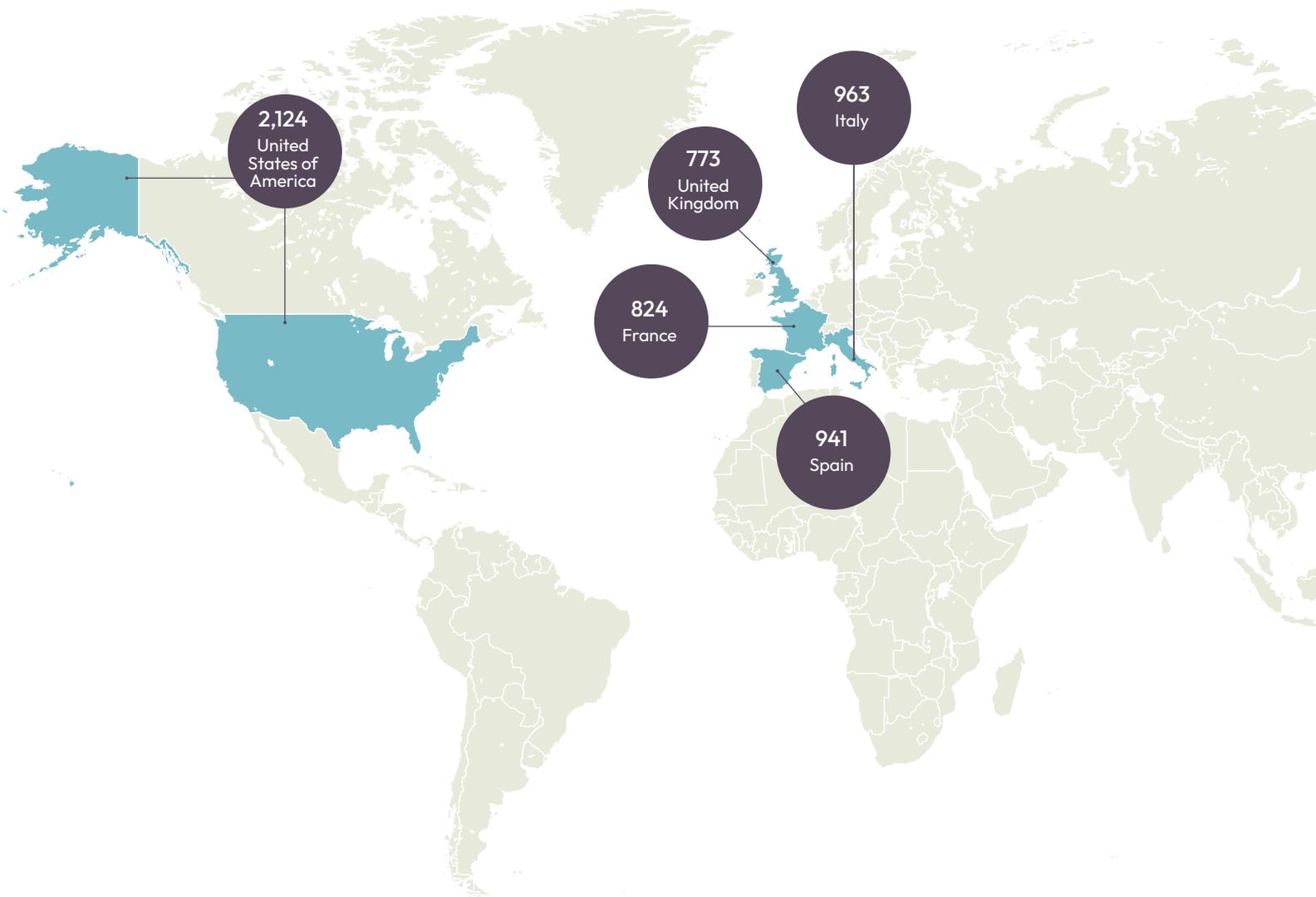
Before travelling, Canadians should read the [consular charter](#) to understand what we can and can't do to [help Canadians outside of Canada](#).

PASSPORTS

Passport-related consular services continue to be the top request received by Canadian officials working in our offices abroad. They can help Canadians replace a lost, stolen, damaged or expired Canadian passport, and take applications for new ones.

In the 2023 to 2024 fiscal year, 15,974 passport related cases were opened, with 4,937 reported lost and another 6,496 reported stolen. The Government of Canada issued 1,856 emergency travel documents, 10,766 temporary passports and 175,850 new passports to support Canadians travelling or living outside Canada.

The top 5 destinations for lost and stolen passports were:



What you should know:

- Make sure you [always keep your passport safe, especially while travelling](#).
- Don't leave your passport unattended, unless you have access to a secure location, like a safe, to store it.
- Reduce the risk of damage to your passport by keeping it in a waterproof bag or case and storing it in a cool dry place.
- Don't travel with a damaged passport, or one that you reported as lost or stolen and then later found. Learn [what to do if your passport is lost, stolen or damaged](#).

CONSULAR CASES

Sometimes, things don't go as planned for Canadians travelling or living abroad, and they may find themselves in difficult situations. When this happens, we can help Canadians by opening a consular case and working with them, their family and friends, and local officials and organizations to help resolve or mitigate the situation.

Every case is unique, and the level of service may vary depending on factors like the laws and regulations in other countries and the vulnerability of the Canadian.

During the 2023 to 2024 fiscal year, Global Affairs Canada opened 6,934 consular cases for Canadians abroad. Deaths, arrests and detentions, and cases related to accidents and medical assistance made up the top 3 types of consular cases.

What you should know: Before travelling, make sure you know how to find the Government of Canada office nearest to your destination and understand the services it can and can't provide.

- Consult the "Need Help?" section of your destination's travel advice and advisory page.
- Refer to our directory for [embassies and consulates by destination](#).
- Check out the [Canadian Consular Services Charter](#) to see how Canadian officials can help.

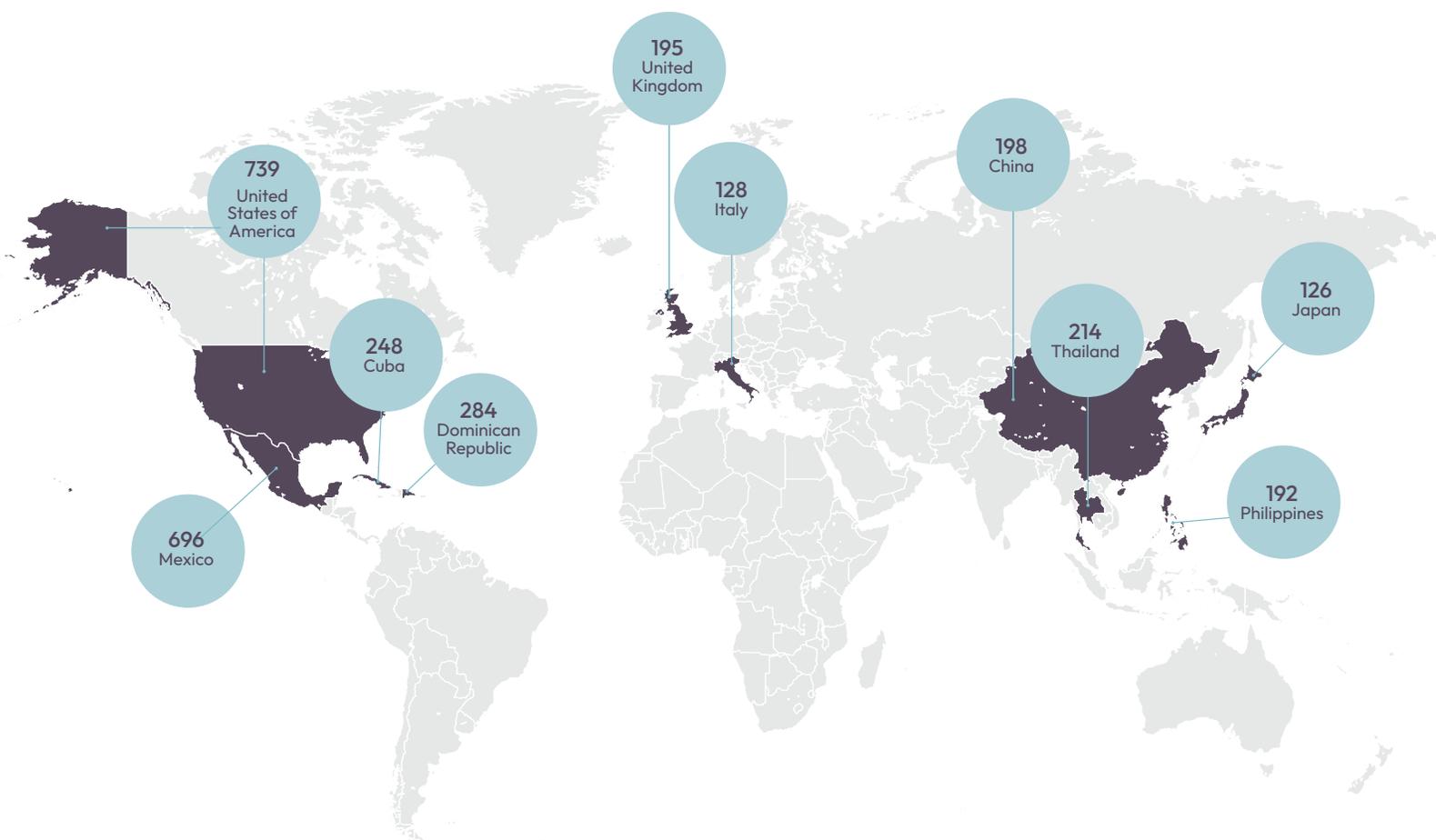
Types of consular cases 2023-2024



TOP 10 DESTINATIONS FOR CONSULAR CASES

During the 2023 to 2024 fiscal year, the United States, the top destination for Canadian travellers, was the location with the most consular cases. It was followed by Mexico, Canada's second most popular travel destination.

Top destinations for consular cases 2023-2024



TOP 5 DESTINATIONS BY TYPE OF CONSULAR CASE

We help Canadians travelling or living outside Canada with a wide range of situations, including lost or stolen passports, death of a loved one, arrest and detention, or injury. Each case is different, and the type and extent of consular services we can provide depends on the situation and location.

DEATH ABROAD

In the 2023 to 2024 fiscal year, approximately 1,500 Canadian deaths abroad were reported to Global Affairs Canada. Most of these deaths (1,049) were due to natural causes. Other causes of death were accidental, such as drowning or transport accidents, and suicide.

 DESTINATIONS WITH THE MOST DEATH ABROAD CASES 2023-2024	
Destination	Number of Cases
Mexico	204
United States	111
Hong Kong	87
Dominican Republic	79
Thailand	75

What you should know: When a Canadian dies overseas, regardless of the cause, Canadian officials can provide advice and information to their loved ones on how to contact the appropriate authorities. They can also help find a funeral home familiar with international funeral arrangements and support the repatriation of the body to Canada.

- Be sure to get [comprehensive travel health insurance](#) so that you are covered in case of illness or death abroad.
- Consult our information about [what to do if you are the next of kin or representative of a Canadian who has died outside Canada](#).

ARREST AND DETENTION

Cases involving a detained Canadian occur all over the world. During the 2023 to 2024 fiscal year, we managed more than 1,380 cases related to a Canadian arrested or detained outside Canada. This was a 20% increase over the previous fiscal year, with the United Kingdom replacing the United Arab Emirates in the top 5 destinations.

 DESTINATIONS WITH THE MOST ARREST AND DETENTION CASES 2023-2024	
Destination	Number of Cases
United States	320
Mexico	163
China	99
United Kingdom	88
Dominican Republic	63

What you should know: You are responsible for knowing and following the laws of your destination. [If you are arrested](#), you are subject to the criminal justice system in that country.

Consular officials can't arrange release from prison but can provide detained Canadians with a range of services. These services vary from case to case and from country to country, such as providing a list of local lawyers or contacting loved ones on their behalf.

Consult our [guide for Canadians detained abroad](#) for more information.

ACCIDENT AND MEDICAL ASSISTANCE

[Accidents and illness](#) can happen anywhere. In the 2023 to 2024 fiscal year, there were 1,069 consular cases related to accidents and medical assistance, which can include providing information on medical facilities and contacting relatives. More than a third of these cases occurred in the top international destinations for Canadians.



DESTINATIONS WITH THE MOST ACCIDENT AND MEDICAL ASSISTANCE CASES 2023-2024

Destination	Number of Cases
Cuba	123
Mexico	113
United States	109
Dominican Republic	53
Philippines	40

What you should know: Consular officials can provide you with a list of hospitals and can help with a medical evacuation and safe transfer, including by liaising with service providers. They can't pay hospital or medical bills, or for a medical evacuation, or an air ambulance.

- Be sure to buy comprehensive [travel insurance](#). Read the fine print to understand what your insurance covers.
- If you plan to take part in [adventure travel activities while abroad](#), read up on the potential risks and our advice on insurance and how to stay safe.
- Check out our information about [travel health and safety outside Canada](#).

WELL-BEING AND WHEREABOUTS

Enquiries often arise when a family member or friend becomes concerned that a loved one has not been in contact during their travels. In the 2023 to 2024 fiscal year, we opened 746 cases related to persons who were missing or who had had limited contact with family or friends back in Canada, a 12% increase from the previous year.

Mexico, the second most popular travel destination for Canadians, was the top country for this type of consular case for the third year in a row.



DESTINATIONS WITH THE MOST WELL-BEING AND WHEREABOUTS CASES 2023-2024

Destination	Number of Cases
Mexico	111
United States	76
Dominican Republic	26
Japan	23
Tunisia	23

What you should know: Canadian officials can try to get in touch with the traveller and pass on the contact details of those looking for them. They can also provide advice to families but may be unable to reveal the whereabouts of the traveller due to privacy considerations. It is up to the traveller to contact their family directly.

Before travelling outside Canada, take the following steps:

- Sign up for the free [Registration of Canadians abroad service](#), which allows us to contact you in case of an emergency at your destination, and to contact family members on your behalf.
- Leave a detailed travel itinerary and contact details with family or friends in Canada.

- Provide family or friends with the contact information for the 24/7 [Emergency Watch and Response Centre](#).
- Carry contact information for the Canadian government offices abroad in the countries you plan to visit.

Consult our information for [what to do if you think a Canadian has gone missing abroad](#).

VICTIMS OF VIOLENT CRIME

During the 2023 to 2024 fiscal year, a total of 297 Canadians reported that they were victim of a crime abroad, an increase of 18.8% from the previous year. The types of crime included in these cases were assault ([physical](#) or [sexual](#)), homicide, and kidnapping. Mexico remained the top country where Canadians required services as victims of a crime.

 DESTINATIONS WITH THE MOST VICTIMS OF VIOLENT CRIME CASES 2023-2024	
Destination	Number of Cases
Mexico	52
Dominican Republic	42
United States	14
Jamaica	11
Cuba	10
Israel	10

What you should know: If you're a victim of violent crime while travelling abroad, Canadian officials can:

- provide you with contact information for local police and medical services
- help you find support to manage the emotional, medical, and legal consequences of a crime

- provide information on how you can apply for emergency financial assistance through the [Department of Justice Victims Fund](#).

CHILD-RELATED ASSISTANCE

During the 2023 to 2024 fiscal year, Canadian officials worked on 642 cases related to children abroad, such as child abduction, child custody, child welfare and child desertion cases.

The United States continues to be the country where Canadians report the most child-related cases. There was a notable increase in the number of cases in Pakistan, while in Mexico, there was a significant decrease from the previous fiscal year.

 DESTINATIONS WITH THE MOST CHILD-RELATED ASSISTANCES CASES 2023-2024	
Destination	Number of Cases
United States	64
Pakistan	42
United Arab Emirates	27
Afghanistan	22
Mexico	22

What you should know: Canadian officials work closely with authorities in other countries to advocate for the safety and well-being of Canadian children outside Canada.

- If you think your child is in danger of being abducted and taken out of Canada, [read our guide for affected parents in international child abduction cases](#).
- If your child was abducted abroad or is being kept from returning to Canada, contact the [Emergency Watch and Response Centre](#) in Ottawa for consular assistance.

- It is a crime to force anyone to marry, and it is also a crime to take anyone under the age of 16 out of Canada for the purpose of marriage. Consult our resources and see how we can help if [you or someone you know might be forced into marriage abroad](#).
- It is also illegal to bring or send a minor under 18 years of age outside of Canada for them to undergo conversion therapy in another country. Consult our resources [if you or someone you know might be subjected to conversion therapy abroad](#).
- A number of countries organized military flights out of an air base north of the city, each carrying passengers of various nationalities.
 - GAC worked with the Royal Canadian Air Force to facilitate 6 evacuation flights and assisted the departures of 176 Canadians and permanent residents of Canada as well as 359 foreign nationals.
 - Over a dozen countries including Australia, France and the UK assisted 286 Canadians, permanent residents of Canada and their immediate family members in departing the country.

CONSULAR EMERGENCY RESPONSE

Crises and emergencies, such as political upheaval, conflict and natural disasters, can happen at any time and anywhere, and may impact Canadians, permanent residents, and their immediate family members abroad. These situations can at times require an exceptional response from the Government of Canada. Consular emergency response during the 2023 to 2024 fiscal year included:

- ensuring that the public was kept informed on what the government was doing to protect the safety and security of affected Canadians.
- providing on-the-ground assistance to affected Canadians, such as assisting with travel documentation and emergency financial assistance loans.
- deploying more than 69 Standing Rapid Deployment Team (SRDT) members to assist with multiple emergencies.
- supporting assisted departures for more than 3,800 Canadian citizens, permanent residents of Canada, and their immediate families from various affected regions.

Global Affairs Canada (GAC) provided assistance to thousands of Canadians affected by crises around the world in 2023 to 2024, including:

- **the conflict in Sudan – April 15, 2023 – May 15, 2023***
 - In the 2023 to 2024 fiscal year, GAC responded to more than 4,700 enquiries and provided support in 50 complex consular cases in Sudan.

- **the crisis in Israel – October 7, 2023 – ongoing***
 - During the first month of the crisis, we assisted the departure of 1,627 Canadians, permanent residents of Canada and their immediate family members on 19 assisted departure flights.
- **the crisis in the West Bank – October 7, 2023 – ongoing***
 - We facilitated the departure of 70 Canadians, permanent residents of Canada, and their immediate family members from the West Bank via Jordan.
- **the crisis in the Gaza Strip – October 7, 2023 – ongoing***
 - Using land border crossings via Rafah, we were able to assist the departures of approximately 900 Canadians, permanent residents of Canada and their immediate family members in the 2023 to 2024 fiscal year.
- **the crisis in Haiti – March 2, 2024 – April 30, 2024***
 - GAC’s emergency response began on March 3, 2024, and was ongoing at the end of the fiscal year.
 - Between March 26 and March 31, 2024, we launched an assisted departure operation with 27 helicopter flights from Haiti to the Dominican Republic, resulting in the departure of 153 Canadian citizens.
 - In March 2024, GAC’s 24/7 Emergency Watch and Response Centre (EWRC) responded to more than 1,305 enquiries related to the crisis.
 - To provide additional support to Canadians during the crisis, there were 5 deployments of SRDT members to Haiti in March.

COMMUNICATING SAFE TRAVEL ADVICE TO CANADIANS

In 2023 to 2024, the department continued to work with other government departments and agencies to ensure that Canadians received timely, accurate and clear guidance on government travel advice and information on Travel.gc.ca. These departments and agencies include the Public Health Agency of Canada, the Canada Borders Service Agency, Immigration, Refugees and Citizenship Canada, Passport Canada, and Transport Canada.

Communications included the following:

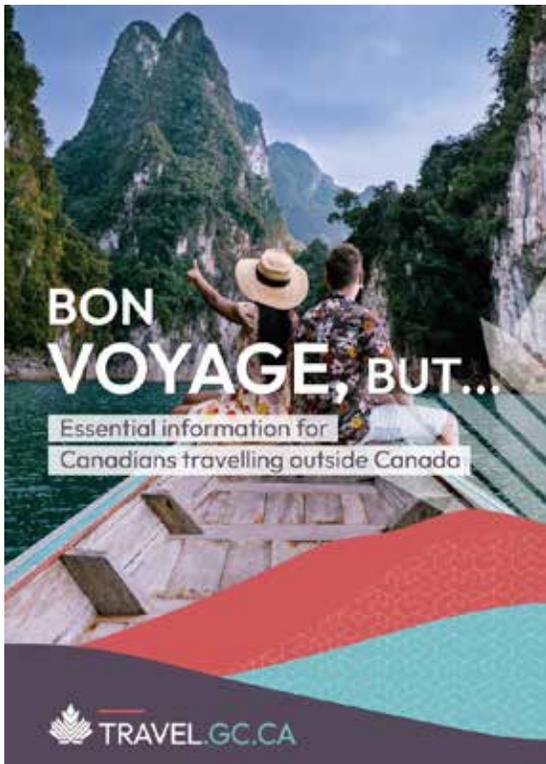
- Maintenance of and more than 700 updates to Travel.gc.ca, like updates to the [Safe Travel Planner](#) and new [advice for different types of travellers](#) webpages.
 - The website received 28,689,181 visits over the fiscal year.
- More than 4,000 updates to the [destination-specific travel advice and advisories](#).
 - There were 15 million visits to these pages, with the top 5 being the United States, Mexico, Cuba, Dominican Republic and Egypt.
- Social media posts amplifying updates to the destination-specific advice, proactively sharing safe travel advice from Travel.gc.ca, and sharing information during a crisis.
 - **Facebook:** 1,641 posts
 - **X (formerly Twitter):** 1,559 posts
 - **Instagram:** 32 posts
 - **LinkedIn:** 76 posts

The department continued to encourage Canadians to follow social media accounts to stay informed about safe travel. There was a net increase of 48,032 new followers across dedicated Travel.gc.ca accounts in 2023 to 2024.



In addition, the department completed several proactive distribution activities to reach Canadians and increase awareness of the government’s safe travel advice, including:

- running 3 advertising campaigns on several platforms, including Tinder, the Weather Network, Spotify and YouTube.
- engaging with Canadians in-person by participating in events across Canada, with a total reach of more than 12,000 visitors to the Safe Travel kiosk.
- engaging with 28 post-secondary institutions across Canada to provide information and advice for Canadian students planning to study or work abroad.
- connecting with more than 1200 representatives of the Canadian travel industry through webinars and industry events.
- distributing more than 17,000 safe travel publications and materials to Canadians.



-  Facebook: [Travel advice from the Government of Canada](#)
-  X: [@TravelGoC](#)
-  LinkedIn: [@GlobalAffairsCanada](#)
-  Instagram: [@global.affairs.canada](#)