

**Having separate numbers aims to give a faster response - but if in doubt there is always 112**

## **EMERGENCY NUMBERS**

18: Emergencies: This number connects to the fire brigade (Sapeurs Pompiers) but they deal with medical emergencies and should be the first port of call in life-threatening situations

15: Samu (for other urgent medical call-outs)

17: Police / Gendarmes

112: Universal European Emergency Services number - works from all phones including mobiles

114: Emergency calls (hearing assisted)

115: Emergency Shelter

119: Reporting child abuse

196: Sea and lake rescue

197: Terror/kidnapping hotline

01 40 05 48 48: Anti-poison centre

09 726 750 + your department number e.g. 24 for the Dordogne): Gas & electricity emergencies

3237: (0.35/min) Outside hours GP and pharmacy information (also available on [www.3237.fr](http://www.3237.fr))

## **TELECOMS**

ORANGE Website in English: [www.orange.com/en/home](http://www.orange.com/en/home). English-speaking helpline: 09 69 36 39 00

SFR: 1023 (+ 33 6 10 00 10 23 from outside France)

FREE: 1044

BOUYGUES: New client: 3106

Forfait & Bbox: 1064 (+33 660 614 614)

Forfait bloqué: 1022 (+33 664 00 20 20)

Client à la Carte: 1034 (+33 668 634 634)

## **ELECTRICITY**

EDF: 24 hour breakdown line: 09 726 750 + your department number (eg 24 for the Dordogne)

Gas & electricity emergencies:

Helpline in English: 09 69 36 63 83 (from abroad 0033 9 69 36 63 83). Open 7.00 to 20.00 Monday to Saturday; waiting times can be fairly long at busy times. Press 1 to continue in English as instructed, ignore any brief recorded message in French.

Email contact form [at this link](#).

## **GAS**

Gas leaks: 01 43 35 40 87

## **WATER**

Generale des Eaux

Web: [www.service-client.veoliaeau.fr](http://www.service-client.veoliaeau.fr)

Online form links users to the office dealing with their area

Ondeo

Suez-Environnement

Web: [www.suez-environnement.com/en/homepage](http://www.suez-environnement.com/en/homepage)

Tel: 01 58 18 50 00

## **OFFICIAL AGENCIES**

3939 ALLO SERVICE PUBLIC: 3939

(+33 1 73 60 39 39 from outside France)

[www.service-public.fr/](http://www.service-public.fr/)

Calling hours: 8h30 - 18h00

CAF: [www.caf.fr](http://www.caf.fr); Tel: 08 10 25 14 10.

CPAM (state healthcare): [www.ameli.fr](http://www.ameli.fr)

English-speaking helpline: 08 11 36 36 46 Calling hours: Mon-Fri: 8h30 - 17h30

URSSAF: 3957 + department number

CLEISS: Social security advice when moving between countries: 01 45 26 33 41

- Monday, Wednesday and Friday : 9h00 - 12h30
- Tuesday & Thursday : 14h00 - 17h00

Some advisers speak English.

## **EMBASSIES AND CONSULATES**

British Embassy (Paris) 01 44 51 31 00

Bordeaux consulate: 05 57 22 21 10

Marseille consulate: 04 91 15 72 10

UK passport advice + 44 (0) 300 222 0000

(calls cost up to 12p/min from a UK landline - see French operators for exact cost)

Monday - Friday: 8:00 - 20:00 - Weekends: 9:00 - 17:30

## **OTHER EMBASSIES**

Irish, Paris: 01 44 17 67 00

US, Paris: 01 43 12 22 22

Canadian, Paris: 01 44 43 29 00

Australian, Paris: 01 40 59 33 00

NZ, Paris: 01 45 01 43 43

South African, Paris: 01 53 59 23 23

## **OTHER HELP IN ENGLISH**

Counselling in France: for a qualified therapist near you or counselling over the telephone;

[www.counsellinginfrance.com](http://www.counsellinginfrance.com)

Alcoholics Anonymous: regular meetings are held (some are in English) across the country.

For a list of local English-language groups see: [www.alcoholics-anonymous.eu](http://www.alcoholics-anonymous.eu)

SOS Help: similar to the Samaritans, listeners who are professionally trained; Tel 01 46 21 46 46

(open 3pm-11pm daily); [www.soshelpline.org](http://www.soshelpline.org)

CANCER SUPPORT FRANCE: for advice and someone to talk to. Tel: 0800 240 200 or email

[helpline@cancersupportfrance.org](mailto:helpline@cancersupportfrance.org)

English Speaking Cancer Association (Geneva-based): offering cancer support in Geneva, Vaud and French border areas. Tel: +41 (0) 22 791 63 05 or email [info@cancersupport.ch](mailto:info@cancersupport.ch) or [www.cancersupport.ch](http://www.cancersupport.ch)

SSAFA, the Armed Forces charity (SSAFA): 05 53 24 92 38. Email: [France.Branch.ssafa.org.uk](mailto:France.Branch.ssafa.org.uk)

Elizabeth Finn fund: help for Britons and Irish people facing hardship, including for residents of France. See [www.turn2us.org.uk](http://www.turn2us.org.uk)

BEREAVEMENT SUPPORT NETWORK: for those grieving for a loved one and needing to talk.

Tel: 04 94 84 64 89 / 06 32 35 31 24 or email [info@bsnvar.org](mailto:info@bsnvar.org) - 7:00 - 23:00

THE BRITISH CHARITABLE FUND: provides financial help to British residents in France.

Tel: 01 47 59 07 69 - 10:00 - 17:00 - [britishcharitablefund@orange.fr](mailto:britishcharitablefund@orange.fr)

Alzheimer – English help group at France Alzheimer: 0800 97 20 97 - [www.francealzheimer.org](http://www.francealzheimer.org)

## **OTHER INFO**

AFIF (funerals info): 01 45 44 90 03

Speaking clock: 3669.

Weather: 08 92 68 02 + dept.

Last incoming call: 3131, then '5' if you wish to connect.

MasterCard Loss/Theft of card

Calling from France: 09 69 39 92 91  
Calling from Abroad: +33 96 93 99 291  
Loss/Theft of chequebook

Calling from France: 08 92 68 32 08  
Calling from Abroad: +33 89 26 83 208