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|  | **EMERGENCY NUMBERS** |
| 18 | Fire Brigade and medical emergencies; the first number to call in life-threatening situations |
| 15 | Other emergency medical call-outs |
| 17 | Police / Gendarmerie |
| 112 | Universal European emergency Services, works from mobiles too |
| 114 | Emergency calls – via text or fax |
| 115 | Emergency Shelter |
| 119 | To report child abuse |
| 191 | Air rescue (plane accident or disappearance) |
| 196 | Sea and lake rescue |
| 197 | Terror attacks / kidnapping hotline |
| 0 800 59 59 59 | Anti-poison centre Hauts de France |
| 3237 | (0,37/min) Outside hours GP and pharmacy information, also available on [www.3237.fr](http://www.3237.fr)) |
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|  | **TELECOMS** |
| 0969363900 | ORANGE English-speaking helpline |
| 0805631632 (Fr) or  01483477100 (UK) | UK TELECOM |
| 1023 (+33610001023 from outside France) | SFR |
| 1044 (non-clients)  3244 (clients) | FREE |
| 3106 | BOUYGUES |
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|  | **ELECTRICITY** |
| 09726750 + your department number | EDF 24-hour breakdown line |
| 0562164908  simpleenergywithedf@edf.fr | Gas and Electricity emergencies English helpline |
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|  | **GAS** |
| 0800473333 | Gas leaks |
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|  | **WATER** |
| service-client.veoliaeau.fr | Générale des Eaux |
| 0158185000 | Suez-Environnement |
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|  | **OFFICIAL AGENCIES** |
| 3939  service-public.fr | Service public (8h30-18h15) |
| caf.fr | CAF |
| ameli.fr  0811363646 | CPAM  English-speaking helpline Mon-Fri 8h30-17h30 |
| 3957+ department number | URSSAF |
| 0145263341 | CLEISS Social security advice when moving between countries  M-W-F 9h-12h30; T-Th 14h-17h |
|  | **UK EMBASSIES AND CONSULATES** |
| 0144513100 | British Embassy Paris |
| 0557222110 | Bordeaux Consulate |
| 0491157210 | Marseille Consulate |
| +44 03002220000 | UK Passport advice (M-F 8:00-20:00) |
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|  | **OTHER EMBASSIES IN PARIS** |
| 0144176700 | Eire |
| 0143122222 | United States |
| 0144432900 | Canada |
| 0140593300 | Australia |
| 0145014343 | New Zealand |
| 0153592323 | South Africa |
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|  | **OTHER HELP IN ENGLISH** |
| counsellinginfrance.com | Counselling in France: over the telephone or near you |
| alcoholics-anonymous.eu | Alcoholics Anonymous: see website for meetings in English |
| 0146214646 | SOS Help, similar to the Samaritans 15h-23h daily  soshelpline.org |
| 0800240200  helpline@cancersupportfrance.org | Cancer support France |
| 08007314880  france@ssafa.org.uk | Soldiers, Sailors, Airmen and Families Association Forces |
| turn2us.org.uk | Elizabeth Finn fund help for Britons and Irish people facing hardship |
| 0494846489/0632353124  info@bsnvar.org | Bereavement support network 7h – 23h |
| 0147590769  britishcharitablefund@orange.fr | The British Charitable Fund financial help for British residents in France 10h – 17h |
| 0800972097  Francealzheimer.org | English help group at France Alzheimer |
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|  | **OTHER INFORMATION** |
| 0145449003 | AFIF (funerals) |
| 3669 | Speaking clock |
| 08926802 + department number | Weather |
| 3131 then ‘5‘ to connect | Last incoming call |
| 0969399291  + 33 96 93 99 291 from abroad | Mastercard Loss or Theft of card |

*With thanks to The Connexion France for the initial list, adapted for our local region*