

What should you do to request a video call by WhatsApp?

- You should send a **WhatsApp message to IKE Migrant Assistance Center line to +52 55 87 19 64 12**
- In order to request the service, **you must have the following data at hand:**
 - Full name of the account holder
 - The last 4 digits of your Guardadito Amigo card
 - Your account opening date (optional)
 - E-mail
- You must **select the option for the service** you want to request
 - a. Medical advice**
 - b. Psychological advice**
 - c. Legal advice**
- The system will inform you the available hours
- **Your appointment will be scheduled based on the date and time you have requested**
- **A link will be sent to the e-mail address that you have indicated, so you can access the video call**

NOTE: If you do not have an e-mail address, you will be directed to receive the service by a telephone call

Service hours: Las 24 horas del día los 7 días de la semana

The scope of the services mentioned in this material can be found in the Terms and Conditions, which you can consult on the website