

Customs launches new crime-reporting hotline tomorrow

Hong Kong Customs will launch a new crime-reporting hotline (182 80 80) tomorrow (October 1) to facilitate crime reporting by the public.

Through this hotline, members of the public may report crimes enforced by Customs, including smuggling; manufacturing, trafficking or possession of dangerous drugs, infringing goods, duty-not-paid cigarettes, liquor or fuel; money laundering; goods or services with false trade descriptions; unfair trade practices; unsafe consumer goods, toys and children's products; shortweight; operating a currency exchange or remittance service without a licence; and transactions involving precious metals and stones with a total value at or above HK\$120,000 conducted without the required registration.

The new crime-reporting hotline number (182 80 80) is easier to remember, and the current hotline will remain in place until further notice. In addition, Customs has also produced a series of promotional videos on unfair trade practices to be released on various social media platforms during the peak period of visitors of the Mainland's National Day Golden Week to remind tourists to stay alert when shopping and avoid falling into consumer pitfalls of unfair trade practices. If they encounter such situations, they can immediately call the crime-reporting hotline.

Apart from calling the abovementioned 24-hour hotline, members of the public may continue to report crimes through other channels, including e-mail (crimereport@customs.gov.hk), online crime-reporting form (eform.cefs.gov.hk/form/ced002), crime-reporting mail, fax or post. For details, please refer to the Customs' website (www.customs.gov.hk). All information provided will be kept strictly confidential.