

Immigration Department proactively follows up on Hong Kong resident stranding in Jeju, Korea

â€œIn response to media enquiries concerning a Hong Kong resident being stranded in Jeju, Korea, upon receipt of assistance request from subject concerned, the Hong Kong Immigration Department (ImmD) has immediately contacted the Office of the Commissioner of the Ministry of Foreign Affairs of the People's Republic of China in Hong Kong Special Administrative Region (OCMFA), the Consulate General of the People's Republic of China in Jeju (Consulate General) to understand the situation and provide practicable advice and assistance according to subject's wishes. The Consulate General has actively deployed staff to meet subject and co-ordinated the local Chinese volunteers to provide subject with practicable assistance, including accompanying subject to relevant Korean authorities to understand the case development and request for expediting the case progress.

The ImmD will continue to keep close contact with subject, OCMFA and the Consulate General to follow up the case and provide practicable assistance according to subject's wishes.

When travelling outside Hong Kong, Hong Kong residents should learn more about the local custom and observe the local laws and regulations. Hong Kong residents outside Hong Kong who need assistance may call the 24-hour hotline of the Assistance to Hong Kong Residents Unit of the ImmD at (852) 1868, call the 1868 hotline using network data or use the 1868 Chatbot via the Immigration Department Mobile Application, send message to 1868 WhatsApp assistance hotline or 1868 WeChat assistance hotline or submit the Online Assistance Request Form.