

Immigration Department's general enquiry hotline service suspended today

The Immigration Department (ImmD) said today (February 14) that, given the occurrence of a suspected COVID-19 case involving a Chief Immigration Assistant responsible for answering the general enquiry hotline (2824 6111), the hotline service is suspended today. The service will resume on the next working day (February 15). During the service suspension, members of the public in need may contact the respective offices direct by phone for enquires. Alternatively, they may send their enquiries by email to enquiry@immd.gov.hk or by fax at 2877 7711.

The ImmD has arranged thorough cleaning and disinfection of the office concerned and for the office's staff to undergo COVID-19 testing. The ImmD will maintain close liaison with the Centre for Health Protection (CHP) of the Department of Health in taking appropriate follow-up action.

The ImmD will continue to maintain close liaison with the CHP and actively co-operate with the CHP's quarantine arrangements. The ImmD has also reminded its staff to pay attention to personal hygiene and stay vigilant. Staff have been reminded to seek medical advice and inform the department as soon as possible if feeling unwell.