

Special service arrangements for Immigration Department's general enquiry hotline service today

The Immigration Department (ImmD) said today (March 9) that, given the occurrence of a confirmed COVID-19 case involving a Chief Immigration Assistant responsible for answering the general enquiry hotline (2824 6111), the hotline service is suspended today in the morning and will be resumed at 1pm after thorough cleaning of the office concerned. 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 the staff of the office to undergo COVID-19 testing. The ImmD will continue to maintain close liaison with the Centre for Health Protection (CHP) and actively cooperate 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.