

Suspension of Immigration Department online and telephone hotline services

The Immigration Department announced today (December 24) that due to a system upgrade to tie in with the implementation of electronic services for visa application and the "e-Visa" arrangement, the below online and telephone hotline services will be suspended during the following periods:

Types of services	Affected area	Service suspension period	
Visas for foreign domestic helpers	Online and telephone hotline services (2598 0888 and 3160 8663)	6am to 11.59pm (Hong Kong time) on December 27 (Monday)	
Visas for non-permanent residents and visitors			
Right of abode			
Births registration	Online and telephone hotline services (2598 0888)		
Marriage registration	Online and telephone hotline services (3102 3883)		
Pre-arrival registration for Taiwan residents and Indian nationals	Online services		
Reporting of immigration offences			
Deaths registration			
Territory-wide Identity Card Replacement Exercise	Telephone hotline services (2121 1234)		10am to 1pm (Hong Kong time) on December 27 (Monday)
Identity cards	Telephone hotline services (2598 0888)		
Travel documents			

If applicants need to access the above services online or via telephone hotline, they are advised to do so in advance. The department apologises for any inconvenience caused.