

The Instructional Guide for Comprehensive
Support Services for Foreigners

ENGLISH

Vibrant Korea Growing Globally



출입국민원 지원서비스 Immigrant Support Services



법무부
MINISTRY OF JUSTICE



출입국·외국인정책본부
KOREA IMMIGRATION SERVICE



Vibrant Korea Growing Globally

Korea Immigration Service of the Ministry of Justice is currently running the Immigration Contact Center (also known as '1345') for the successful settlement of 1.7 million foreigners staying in Korea.



Immigration Contact Center

Also known as "1345", the Immigration Contact Center provides comprehensive telephone counselling services to foreigners in 20 different languages including Korean, English and Chinese. The center offers valuable advice on immigration and daily-living tips to foreigners staying in Korea.

How to Call 1345

Whether using a landline telephone or personal mobile phone, you can call 1345 from anywhere in Korea without an area code.

※ If you are calling from abroad, please dial +82-1345 (no area code) or +82-02-6908-1345~6



• Office Hours

Monday to Friday 09:00 a.m. ~ 22:00 p.m.
(Please note, after 18:00 p.m., services are available only in Korean, English and Chinese)

• User Instruction for Auto-Response Services (ARS)

If you press 1, you will find locations, work hours, and areas of jurisdiction of all immigration offices.

If you press 2, you will find your visa application result.

If you press 3, you can announce retirement/resignation of your foreign employee as well as the place of employment of an H-2 Work and Visit status holder (overseas Korean).

If you press 0, you will be connected with a counsellor.

• Multilingual Counselling Services

Please press your language number followed by the *sign.

Immigrant Support Services

'1345' Counselling Services

- Visa (e.g. Study, Work, Foreigner Invitation)
- Entry/Departure (e.g. Re-entry Permission)
- Identification Card Issuance (e.g. Alien Registration Card, Domestic Residency Report)
- Permission to Stay (e.g. Extension of Stay, Change of Status of Stay)
- Nationality (e.g. Naturalization Examination, Nationality Acquisition, Renunciation of Nationality)
- Refugee Support (e.g. Refugee Status Determination)
- Crimes by Foreigners (e.g. Illegal Employment, Overstaying, Smuggling of Migrants)
- Social Integration of Immigrants (e.g. Korea Immigrant Integration Program, Marriage Migrant Network)
- Telephone Interpretation provided to a central government agency, local government agency and non-profit organization which need such service.

1345 Korean **1**+*, Chinese **2**+*, English **3**+*



- | | | |
|---------------------|----------------------------|-------------------|
| 1 Korean | 2 Chinese | 3 English |
| 4 Vietnamese | 5 Thai | 6 Japanese |
| 7 Mongolian | 8 Indonesian, Malay | 9 French |
| 10 Bangali | 11 Urdu | 12 Russian |
| 13 Nepalese | 14 Khmer | 15 Burmese |
| 16 German | 17 Spanish | 18 Tagalog |
| 19 Arabic | 20 Sinhala | |

HiKorea; the e-government for foreigners

'The e-government for foreigners' ([HiKorea www.hikorea.go.kr](http://www.hikorea.go.kr)) is a multilingual online visa portal which provides valuable daily living tips and advice on immigration procedure to foreigners living in Korea. Foreigners can access the website in various languages, and request or file a petition on immigration-related-matters.

How to Check the Online Petition Process of Each Status of Stay

There are two ways to view or download the 'Visa Application and Sojourn Manuals' for each status of stay. First, you may click the notice board on HiKorea website, or second, you may browse through the menus located at the top of the webpage.

How to Submit Your Petition Online

In order to submit your petition online, you must sign up for the HiKorea website first before you click the online petition banner. When you click the online petition banner, a list of topics you can petition will appear. Then you click the topic of your interest, type your petition details and submit it online. If, in any case, the topic you want to discuss cannot be found on the list, please use the online reservation services to book a date and time to talk with an immigration officer in person.



The List of Possible Topics for Online Petition

The List of Possible Topics for Online Petition
Extension of Stay for a Short-Term Visitor
Extension of Stay for a Registered Foreigner ※ Some status of stay does not accept online petitions.
Extension of Stay for a Short-Term Visitor's Departure
Extension of Stay for an F-4 Overseas Korean
Notification of Change in Alien Registration Information (Passport Change)
Notification of Change in Place of Residency.
Announcing the Commencement of Employment and Change in Place of Employment for H-2 Work and Visit status holders
Part-Time Work Permit for D-2 Student and D-4-1 Language Trainee status holders
Notification of Part-Time Work Permit for D-2 Student and D-4-1 Language Trainee status holders
Notification of Change in D-2 Student and D-4-1 Language Trainee status ▶ An educational organization of the respective student or trainee must notify the changes through the Foreign Student Information Management System at www.fims.hikorea.go.kr
Notification of Change in Employment

Petition Checking Services

 <p>Status of Online Petition</p>	 <p>Result of Application for Confirmation of Visa Issuance</p>	 <p>Validity Check</p>	 <p>Foreign Nanny Database</p>
<p>You can check the status of your online petition by visiting the civil affairs division of a local immigration office in person.</p>	<p>You can check the result of your application for a confirmation of visa issuance.</p>	<p>You can check the validity of your alien registration card (resident card).</p>	<p>You can search for a nanny with formal child care qualifications (for parents hiring only).</p>

The Republic of Korea's Visa Portal System

Through the Republic of Korea's Visa Portal System, a company as well as a university may apply for a confirmation of visa issuance or e-Visa on behalf of a foreign applicant it would like to invite. Since the Minister of Justice issues such documents directly online, the applicant does not need to visit a Korean embassy or consulate to collect those documents.

※ The formerly known as 'HuNet Korea System' is newly renamed 'the Republic of Korea's Visa Portal System'.



Applying for a Confirmation of e-Visa Issuance

• Eligible Visa Categories for the Confirmation of e-Visa Issuance

E-1 Professor, E-2 Foreign Language Instructor, E-3 Researcher, E-4 Technological Instructor/Technician, E-5 Professional, E-7 Foreign National of Special Ability, E-9 Non-Professional, E-10 Maritime Crew, D-2 Study, D-4-1 Korean Language Trainee, G-1-10 Recuperation, C-3-3 Medical Tourist, C-3-6 VIP Corporation, F-3 Dependent Family

※ Please note that we may expand or change the eligible visa categories in the future, so please check the website regularly for updates.

• How to Apply

- ① Sign up for the corporate membership at www.visa.go.kr, the Republic of Korea's Visa Portal.
- ② A jurisdictional immigration office will approve your membership.
- ③ Apply for a Confirmation of e-Visa Issuance.
- ④ The Application Result will be sent to your e-mail address.

Immigration & Social Integration Network

The Immigration & Social Integration Network (www.socinet.go.kr) allows users to apply for the Korean Immigration and Integration Program, International Marriage Guidance Program, and Migrants Early Adjustment Program (a.k.a 'Happy Start Program'). They can also check whether they have successfully earned the credits and completed the programs.

Mobile Immigration Services

Mobile Immigration Services are available for those who live far away from a local immigration office such as foreign employees, marriage migrants, and international students living in rural areas. Immigration officers regularly set up a temporary immigration office near where the aforementioned foreigners live, in order to make their services more accessible.

※ For more information, please call the Immigration Contact Center (1345).

e-Visa Application

• Eligible Visa Categories for e-Visa Application

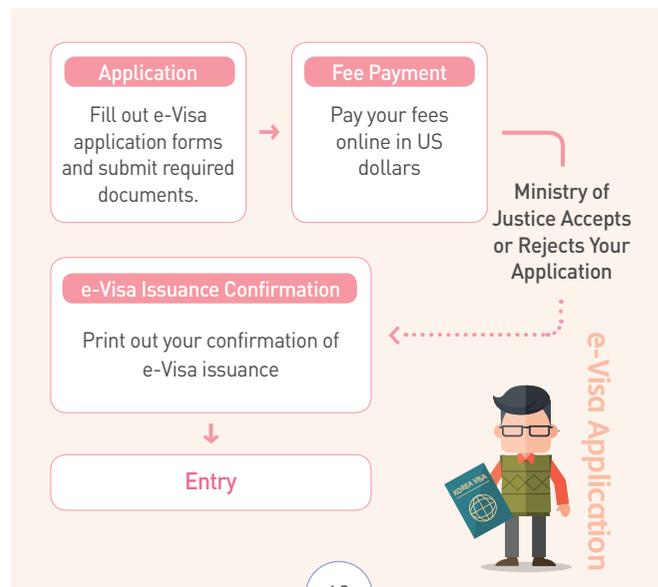
E-1 Professor, E-3 Researcher, E-4 Technical Instructor / Technician, E-5 Professional, E-7 Foreign National of Special Ability, C-3-3 Medical Tourist (through an 'Outstanding Medical Travel Facilitator' designated by the Ministry of Justice), G-1-10 Recuperation, F-3 Dependent Family of Professional, C-3-4 Frequent Traveller with a Short-Term Business Purpose

※ Please note that we may expand or change the eligible visa categories in the future, so please check the website regularly for updates.

• How to Apply

- 1 Sign up for the corporate membership at www.visa.go.kr, the Republic of Korea's Visa Portal.
- 2 A jurisdictional immigration office will approve your membership.
- 3 Apply for an e-Visa
- 4 The Ministry of Justice will decide whether to accept your application.
- 5 (If accepted) Print out your confirmation e-Visa issuance (Your invitee must print it as well).
- 6 The invitee arrives in Korea.

• Flow Chart of Application Procedure



FAX Services

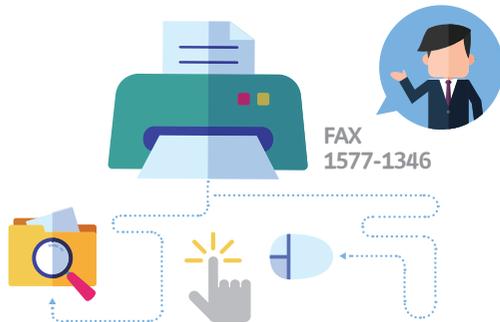
1577-1346

Fax services are available for any of the followings.

- Notification of Change in Employment/Training (students are NOT included) : within 15 days from the date of change (by employer)
- Notification of Change in Alien Registration Information
 - ➔ All information except when the alien registration card needs to be re-issued due to changes in your name, date of birth and nationality
 - ➔ Commencement of Employment and Change in Place of Employment for overseas Korean : within 14 days from the date of commencement or change (for H-2 Work and Visit status holders only)

Service Hours

- Hours: 09:00 a.m. ~ 18:00 p.m. (Mon. to Fri.)
- You can fax us from anywhere in Korea.
Fax Number:1577-1346
- A receipt will be automatically sent to you via fax.



Notes

- You should always keep your passport and alien registration card (resident card) with you.
- You should always request for an extension of stay BEFORE your current period of stay expires. (You become eligible to apply for the extension from 2 months before the expiry date of your period of stay)
- You should always obtain permission for 'change of status of stay' in advance from the Minister of Justice if you intend to engage in activities other than those allowed by your original status,
- You should always obtain 'permission to engage in other activities' in advance from the Minister of Justice if you intend to keep your original status of stay while engaging in activities other than those allowed by your status,
- You should always notify an immigration office if there is a change in your place of residency (place of living) and alien registration information (full name, date of birth, passport number, etc.) within 14 days from the date of change.
- Employer should always notify an immigration office if there is a change in his/her foreign employee within 15 days from the date of change. (Employer Responsibility)
- A foreigner born in the Republic of Korea must apply for his/her status of stay within 90 days from the date of his/her birth.



Directory of Immigration Offices, Areas of Jurisdiction, and Contact Centers for Daily Living Aids

Immigration office

1. Seoul · Gyeonggi · Incheon Areas

Institution	Address	Areas of Jurisdiction
Seoul Immigration Office	Seoul Yangcheon-gu Mokdongdong-ro 151	Seoul Gwanak-gu-Gwangjin-gu-Gangnam-gu ·Gangdong-gu-Dongjak-gu-Songpa-gu- Seongdong-gu-Seocho-gu-Youngsan-gu- Gyeonggi Anyang-si-Gwacheon-si- Seongnam-si-Hanam-si
Annex to the Seoul Immigration Office	(Nationality team) Seoul Yangcheon-gu Mokdongdongnam-ro 93 Yangcheon building annex 2 floor	Same as the Seoul Immigration Office, Southern office
	(Refugees team) Seoul Yangcheon-gu Mokdongdongnam-ro 93 Yangcheon building annex 3 floor	
South Seoul Immigration Office	Seoul Yangcheon-gu Mokdongdong-ro 151	Seoul Gangseo-gu-Guro-gu-Geumcheon-gu ·Mapo-gu-Seodaemun-gu- Yeongdeungpo-gu-Yangcheon-gu Gyeonggi-do Gwangmyeong-si
Sejongro Immigration Branch Office	Seoul Jongno-gu Seorin-dong 64-1 Seoul global center 2, 3 floor	Seoul Eunpyeong-gu-Jongno-gu-Jung-gu- Dongdaemun-gu-Seongbuk-gu-Gangbuk- gu-Dobong-gu-Nowon-gu-Jungnang-gu
Incheon Immigration Office	Incheon Junggu Seohaedae-ro 393(Hang-dong 7ga 1-31)	Incheon Gyeonggi-do Bucheon-si-Gimpo-si
Ansan Immigration Branch Office	Gyeonggi-do Ansan-si Danwon- gu Gwangdeong4ro 96	Gyeonggi-do Ansan-si-Siheung-si
Suwon Immigration Office	Gyeonggi-do Suwon-si Yongtong-gu Bandal-ro 39(Yongtong-dong)	Gyeonggi-do Gunpo-si-Uiwang-si-Suwon-si- Yongin-si-Osan-si-Icheon-si-Anseong-si- Hwaseong-si-Pyeongtaek-si (expect Pyeongtaek port and Osan military airport)- Gwangju-si-Yangpyeong-gun-Yeju-gun
Pyeongtaek Immigration Branch Office	Gyeonggi-do Pyeongtaek- si Poseung-eum Pyeongtaekhangman-gil 75	Pyeongtaek port
Yangju Immigration Office	Gyeonggi-do Yangju-si Pyeonghwa-ro 1475 beongil 23	Gyeonggi-do Uijeongbu-si-Dongducheon-si- Guri-si-Namyangju-si-Yangju-si-Pocheon-si- Yeoncheon-gun, Gangwon-do Cheorwon-gun
Goyang Immigration Branch Office	Gyeonggi-do Goyang-si Deongnyang-gu Hwajung-ro 104 beongil 50	Gyeonggi-do Goyang-si-Paju-si

2. Gangwon area

Institution	Address	Areas of Jurisdiction
Chuncheon Immigration Office	Gangwon-do Chuncheon-si Dongnae-myeon Saamgil 12	Gangwon-do Wonju-si-Chuncheon-si-Yyangu-gun-Yeongwol-gun-Inje-gun-Pyeongchang-gun-Hongcheon-gun-Hwacheon-gun-Hoengseong-gun Gangwon-do Gapyeng-gun
Donghae Immigration Branch Office	Gangwon-do Donghae-si Haean-ro 225	Gangwon-do Donghae-si-Gangneung-si-Samcheok-si-Taeboek-si-Jeongseon-gun
Sokcho Immigration Branch Office	Gangwon-do Sokcho-si Dongmyeonghang-gil 26 Sokcho-port support center	Gangwon-do Sokcho-si-Yangyang-gun-Goseong-gun
Gosseong Immigration Branch Office	Gangwon-do Goseong-gun Hyeonnae-myon Donghaedae-ro 9097	Gangwon-do Goseong terminal

3. Jeju area

Institution	Address	Areas of Jurisdiction
Jeju Immigration Office	Jeju-si Imhang-ro 277	Jeju special self-governing province

4. Chungbuk · Chungnam · Daejeon areas

Institution	Address	Areas of Jurisdiction
Cheongju Immigration Office	Chungbuk Cheongju-si Heungdeck-gu Biha-ro 12 beongil 52	Chungcheongbuk-do [except Yongdong-gun, Okcheon-gun], Sejong special self-governing-si Buyong-myeon Oechelli
Daejeon Immigration Office	Daejeon-si Jung-gu Mokdong-gil 26 beongil 7	Daejeon Chungnam Gyeryong-si-Gongju-si-Nonsan-si-Boryeong-si-Geumsan-gun-Buyeo-gun-Seocheon-gun-Chengyang-gun Sejong special self-governing-si Chungbuk Okcheon-gun-Yeongdong-gun
Seosan Immigration Branch Office	Chungnam Seosano-si Eumnae3ro 28 Seorim builing 6 floor	Chungnam Seosan-si-Taesan-gun-Hongseong-gun-Dangjin-si-Boryeong Port
Cheonan Immigration Branch Office	Chungnam Cheonan-si Seobuk-gu Gwangjang-ro 215 Chungnam northern Chamber of Commerce and Industry 4 floor 403 ho	Chungnam Cheonan-si-Asan-si-Yesan-gun

5. Gyeongbuk · Gyeongnam · Deagu · Ulsan areas

Institution	Address	Areas of Jurisdiction
Busan Immigration Office	Busan-si Jung-gu Chungjangdae-ro 20	Busan, Gyeongsangnam-do Gimhae-si-Yangsan-si-Milyang-si
Busan Immigration Office Center for Civil Affairs [for Stay, Visa, Nationality, Certificate Issuance]	Busan-si Jung-gu Jungang-dong 4ga 77-1 Korean airline building 1,2 floor	Busan, Gyeongsangnam-do Gimhae-si-Yangsan-si-Milyang-si
Ulsan Immigration Office	Ulsan-si Nam-gu Totshil-ro 86 Samho builing 2 floor	Ulsan, Gyeongsangbuk-do Gyeongju-si
Gamcheon Immigration Branch Office	Busan-si Seo-gu Wonyang-ro 35 International fish market building 11 floor	Busan, Gamcheon-port-Dadaepo-port
Daegu Immigration Office	Daegu-si Dong-gu Dongcheon-ro 71	Daegu, Gyeongsangbuk-do Gyeonsan-si-Andong-si-Yeonju-si-Yeongcheon-si-Goryeong-gun-Gunwi-gun-Dalseong-gun-Bonghwa-gun-Seongju-gun-Yeongyang-gun-Yecheon-gun-Uiseong-gun-Cheongdo-gun-Cheongsong-gun)
Gumi Immigration Branch Office	Gyeongsangbuk Gumi-si Gumidae-ro 350-27 Gumi-si general businesss support center 2/3 floor	Gyeongsangbuk-do Gumi-si-Gimcheon-si-Sangju-si-Mungyeong-si-Chilgok-gun
Pohang Immigration Branch Office	Gyeongsangbuk Pohang-si, Buk-gu Changpo-dong San 97-2	Gyeongsangbuk-do Pohang-si-Uljin-gun-Yeongdeck-gun-Ulleung-gun
Changwon Immigration Office	Gyeongsangnam Changwon-si Masanhappo-gu Je2 budu-ro 30	Gyeongsangnam-do Masan-si-Jinju-si-Jinhae-si-Geochang-gun-Goseong-gun-Sancheong-gun-Uiryong-gun-Changryeong-gun-Changwon-si-Haman-gun-Hammyang-gun-Hapcheon-gun)
Tongyeong Immigration Branch Office	Gyeongsangnam Tongyeong-si, Nammang-gil 5 beonji	Gyeongsangnam-do Tongyeong-si
Sacheon Immigration Branch Office	Gyeongsangnam Sacheon-si Samcheonpodaegyo-ro 450 beonji	Gyeongsangnam-do Sacheon-si-Namhae-gun-Hadong-gun
Geoje Immigration Branch Office	Gyeongsangnam Geoje-si Yeoncho-myeon, Yeonsa 1gil 24	Gyeongsangnam-do Geoje-si

6. Jeonbuk · Jeonnam · Gwangju areas

Institution	Address	Areas of Jurisdiction
Jeonju Immigration Office	Jeonbuk Jeonju-si, Dongbudaero 857 (Hoseong-dong 1ga 863-43)	Jeollabuk-do (except Gunsan-si)
Gunsan Immigration Branch Office	Jeonbuk Gunsan-si Haemang-ro 254 (Jangmi-dong 49-32)	Jeollabuk-do Gunsan-si-Janghang port
Yeosu Immigration Office	Jeonnam Yeosu-si Museon-ro 265	Jeollanam-do Yeosu-si-Suncheon-si
Gwangyang Immigration Branch Office	Jeonnam Gwangyang-si Jungdong 2gil 23	Gwangyang-si Gwangyang-port
Gwangju Immigration Office	Gwangju-si Seo-gu Sangmudae-ro 911 beongil 22 (Ssangchon-dong 627-1)	Gwangju, Jeollanam-do (Yeosu-si, Suncheon-si, Gwangyang-si, Some Gun and exclusion)
Mokpo Immigration Branch Office	Jeonnam Mokpo-si, Baengnyeondae-ro 412 beongil 26	Jeollanam-do Mokpo-si-Wando-gun-Sinan-gun-Muan-gun-Jindo-gun-Yeongam-gun-Haenam-gun

7. Detention Centers, Immigration Reception Center

Institution	Address	Areas of Jurisdiction
Hwaseong Detention Center	Gyeonggi-do Hwaseong-si Mado-myeon Hwaseong-ro 739	Everywhere in Korea
Cheongju Detention Center	Chungbuk Cheongju-si Seowon-gu Cheongnam-ro 1887 beongil 49	Everywhere in Korea
Immigration Reception Center	Incheon Jung-gu Yeongjongg haeanbuk-ro 1204 beongil 123	Everywhere in Korea

Non-Profit Organizations for Emergency Aids

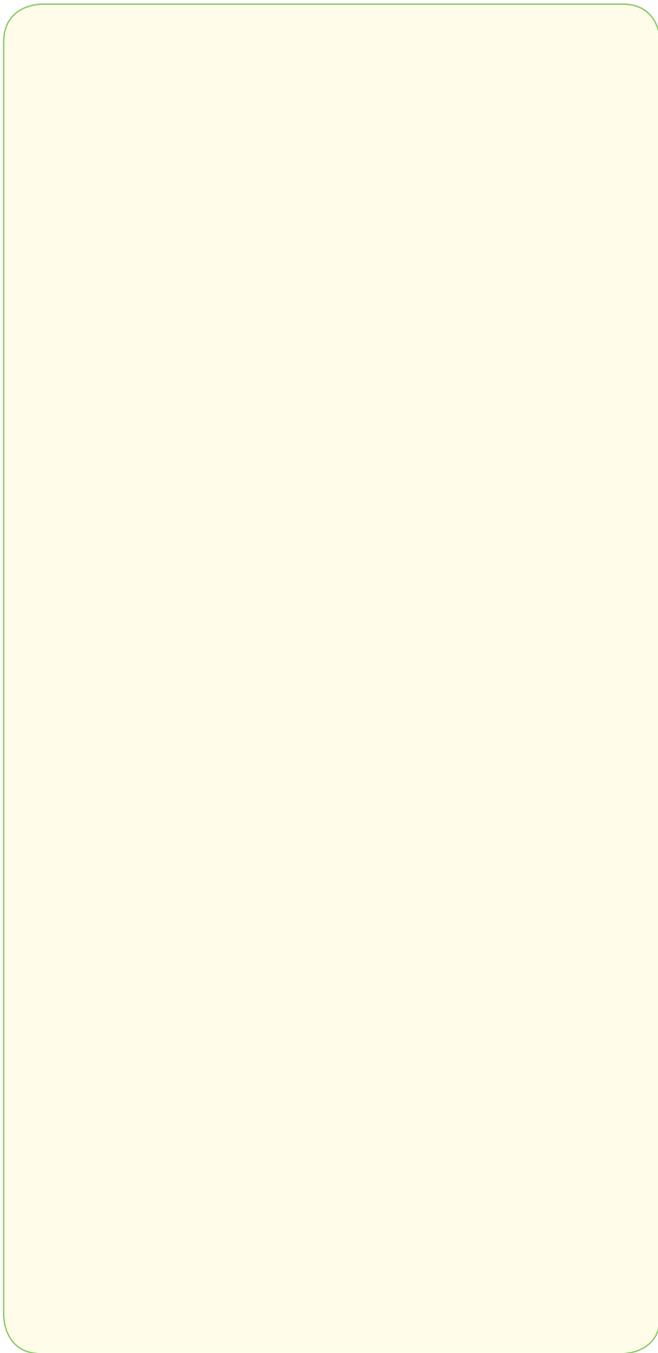
Name of institutions	Telephone number	Details
Immigration Contact Center	1345	Immigration information, counselling, etc.
Technical Education Support Group for Overseas Koreans	02-766-3900	Industrial training facility designation, training counselling, etc.
Korea Support Center for Foreign Workers	1644-0644	Worker support, industrial accidents, etc.
Multicultural Family Support Center	1577-5432	Marriage migrant support, etc.
Ministry of Health and Welfare Call Center	129	Welfare-related counselling and services
Ministry of Foreign Affairs Consulate Hotline	02-3210-0404	Passport issuance, international travel
Ministry of Employment and Labor Customer Service Center	1350	Employment, on-the-job training
National Health Insurance Corporation	1577-1000	Health insurance plan subscription
Korea Legal Aid Corporation	132	Free Pro-bono legal counselling
Phone Number Lookup	114	Phone numbers of people and businesses
Support Center for Women's Hotline	1577-1366	Domestic violence, family conflict counselling
Fire Station	119	Fire, medical emergency, emergency relief
Police Station	112	Crime and damage report
Hospital Directory	1339	Medical emergency, hospital directory

Foreign Embassies in Korea

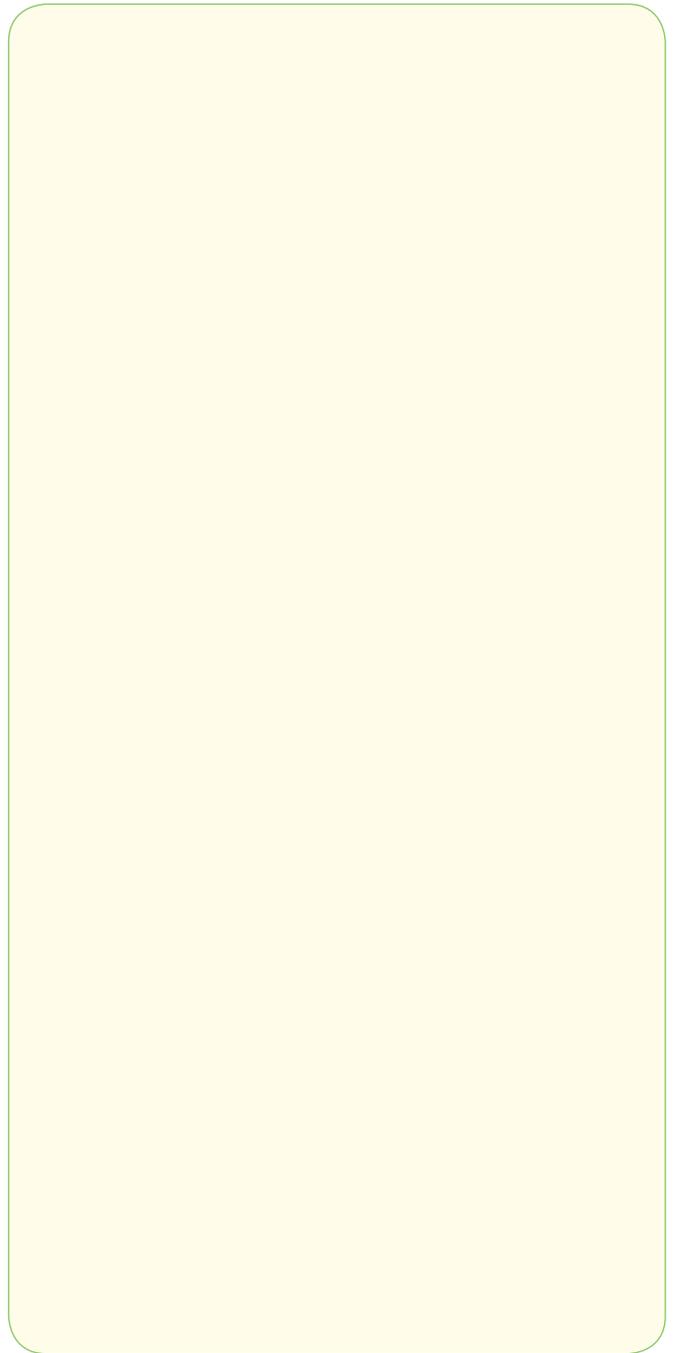
Country	Telephone number	Country	Telephone number
China (Embassy)	02-738-1038	Russia (Embassy)	02-318-2116~8
China (Consulate General in Busan)	051-743-7990	Russia (Consulate General in Busan)	051-441-9904~5
China (Consulate General in Gwangju)	062-385-8874	Pakistan (Embassy)	02-796-8252-3
Japan (Embassy)	02-2170-5200	Bangladesh (Embassy)	02-796-4056~7
Japan (Consulate General in Busan)	0451-465-5101~6	Cambodia (Embassy)	02-3785-1041
Japan (Consulate General in Jeju)	064-742-9501	Thailand (Embassy)	02-795-3098
U.S.A. (Embassy)	02-397-4114	U.K. (Embassy)	02-3210-5500
Germany (Embassy)	02-748-4114	France (Embassy)	02-3149-4300
Vietnam (Embassy)	02-739-2065	Uzbekistan (Embassy)	02-574-6554
Philippines (Embassy)	02-796-7387	Nepal (Embassy)	02-3789-9770
Mongolia (Embassy)	02-798-3464	Indonesia (Embassy)	02-783-5675~7

Memo

Memo



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KOREA IMMIGRATION SERVICE