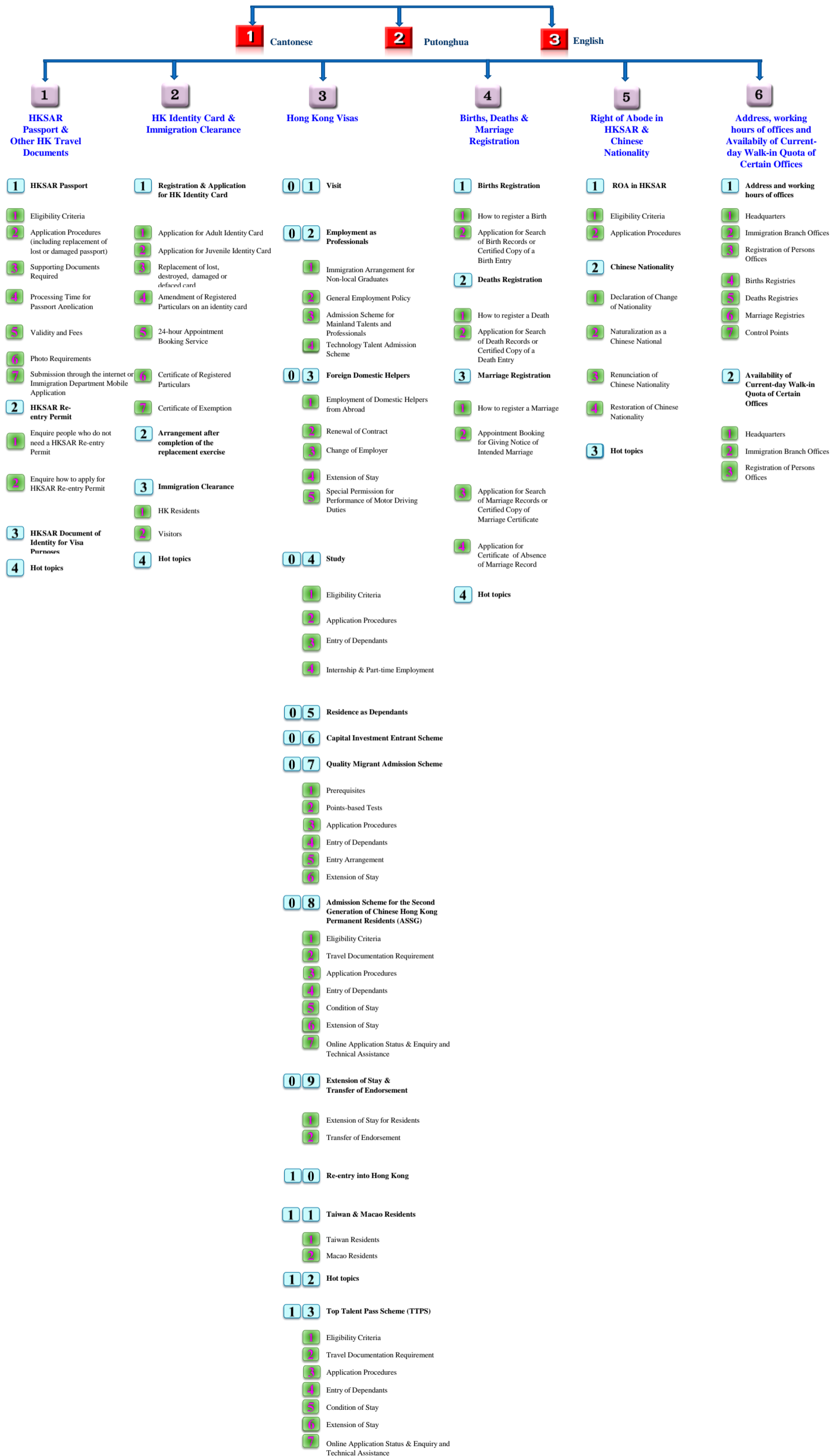


Self-service call-flow diagram of the Immigration Department General Enquiry Hotline



: 2824 6111



Remarks: During office hours, callers may at any time press "0" for application status enquiry or other enquiry while listening to the pre-recorded messages.