Assistance that cannot be provided by the Government of the Hong Kong Special Administrative Region

- to intervene in the judicial system and administrative operations of the Mainland without providing assistance to Hong Kong residents under the Principle of “One Country, Two Systems”;
- to shield the unlawful act of the parties concerned or give them from criminal consequences;
- to get better treatment for the parties concerned in hospitals, under detention or in prison than that provided for Hong Kong residents;
- to pay the hotel, legal, medical and travelling expenses or any other bills for the parties concerned.

Property stolen

In the event of loss of money, identity documents or any other belongings in the Mainland, report it first to the Public Security authorities and retain a documentary proof of the report of loss. If assistance for returning to Hong Kong is needed, the parties concerned may contact the Home Affairs Department or the Immigration Department of the Government of the Hong Kong Special Administrative Region in Beijing, the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Chengdu or the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Guangdong, to give advice on the related procedural matters.

Serious accidents or casualties

In case of serious accidents or casualties for whatever reasons to the relatives and friends or companions of Hong Kong residents in the Mainland, report to the Public Security authorities and retain a documentary proof of the report of accident. If assistance for returning to Hong Kong is needed, the parties concerned may contact the Immigration Department, the Office of the Government of the Hong Kong Special Administrative Region in Beijing, the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Shanghai, the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Wuhan, the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Chengdu or the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Guangdong.

Detention or arrest

Hong Kong residents should abide by the laws and regulations of the Mainland while they are staying in the Mainland. Should such persons contravene the laws in the Mainland, the parties concerned have to bear the legal consequences. If the parties concerned are arrested or detained for any charge of criminal offence, they may require the Public Security authorities to notify their relatives in accordance with the laws.

Transfer of Patients from the Mainland to Hong Kong

Cross-boundary patient transfer or ambulance booking service is available in Hong Kong. If you, your companions, friends or relatives are injured or suffering from illness in the Mainland and need ambulance service upon arrival in Hong Kong, you may call the Immigration Department Hotline at (852) 1868 to enquire about the arrangements or seek assistance from duty officers at border control points upon arrival.

The public should handle with great care the transfer of boundary patient and ambulance booking service. Generally speaking, you should consult a doctor beforehand to make sure that the patient is fit for the transfer. Under current arrangements, an ambulance booking service is available from a border control point to a nearby hospital in Hong Kong for medical treatment.

Contact telephone numbers and addresses

Assistance to Hong Kong Residents Unit of the Immigration Department of the Government of the Hong Kong Special Administrative Region

Telephone No.: (852) 1868
Fax No.: (852) 2529 3536
Address : 9/F, Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong

The Office of the Government of the Hong Kong Special Administrative Region in Beijing

Telephone No.: (8610) 6657 2880 Ext. 032
Fax No.: (8610) 6657 1823
Address : No. 54, 5/F, Jia 1, Xidajie, Xicheng District, Beijing 100009

The Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Shenzhen

Telephone No.: (8675) 2323 160 Ext. 160
Fax No.: (8675) 9338
Address : 21/F, The Headquarters Building, 168 Xizang Road (M), Huangpu District, Shenzhen 518001

The Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Wuhan

Telephone No.: (872) 5650 7300 Ext. 7334
Fax No.: (872) 5650 7301
Address : Unit 9, New World International Trade Tower, 588 Jianshe Avenue, Wuhan 430022

The Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Chengdu

Telephone No.: (8628) 8676 8301 Ext. 330
Fax No.: (8628) 8676 8300
Address : 3/F, Tower 1, Plaza Central, 999 North Railway Street, Yan Shi Kou, Chengdu 610016

Other information

Hong Kong residents may refer to a relevant booklet for details about the criminal laws and regulations in the Mainland. The booklet is available at the Further Offices of the Home Affairs Department of the Mainland and the Hong Kong Special Administrative Region, and may also visit the following home page (Chinese version only): http://www.bjgh.gov.hk/FileManager/content/pdf/mainland-criminal-laws-regulations.pdf.