Guide to Assistance Services to Hong Kong Residents in the Mainland

Hong Kong residents, who have met with accidents or are arrested or detained for being involved in criminal cases in the Mainland, may request assistance from 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 Guangdong, 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 Shanghai, the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Guangzhou whenever necessary. This guide aims at outlining the scope of assistance that can be provided by the Government of the Hong Kong Special Administrative Region.

Assistance that can be provided by the Government of the Hong Kong Special Administrative Region

• to issue Entry Permits to Hong Kong residents, who have lost their identity documents in the Mainland, for their return to Hong Kong.
• upon receipt of information that serious accidents or casualties have happened to Hong Kong residents, to notify relatives of the parties concerned in Hong Kong and to give advice on the related procedural matters.
• to liaise, on request from the parties concerned, with their relatives and friends in Hong Kong for rendering financial assistance to the parties concerned.
• upon receipt of notification from the law enforcement agencies of the Mainland regarding the arrest or detention of Hong Kong residents, to pass information to relatives of the parties concerned from the Mainland.
• to inquire, on request from the relatives and friends of the parties concerned, about the situation of the case involving Hong Kong residents being arrested or detained by the law enforcement agencies of the Mainland.
• to provide, on request from the parties concerned or their relatives and friends, information on lawyers in the Mainland.
• to provide any other relevant advisory services.

Serious accidents or casualties

In case of serious accidents or casualties for whatever cause happening to the relatives and friends or companions of Hong Kong residents in the Mainland, report should be made to the Public Security authorities immediately. If further assistance 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 Guangzhou, 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.

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 obtain a documentary proof of the report of loss. If assistance for returning to Hong Kong is needed, the parties concerned may contact the Immigration Department to request a temporary entry permit to return to Hong Kong. The public should handle with great care the transfer of property from the Mainland to Hong Kong.

Transfer of Patients from the Mainland to Hong Kong

Cross-boundary patient transfer or ambulance booking service is not 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 or (862) 8676 8300 Ext. 330 to enquire about the arrangements or seek assistance from border officers at border control points upon arrival.

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 request the Public Security authorities to notify their relatives in accordance with the laws.

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 2823
Address: No. 15 Xidajie, Xicheng District, Beijing 100009

Immigration Department The Government of the Hong Kong Special Administrative Region

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

Telephone No.: (862) 6351 2233 Ext. 160
Fax No.: (862) 6351 9368
Address: 21/F, The Headquarters Building, 168 Xizang Road (M), Huangpu District, Shanghai 200001

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: 38/F, Tower 1, Plaza Central, 8 Shuncheng Street, Yan Shi Kou, Chengdu 610016

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

Telephone No.: (8620) 3891 1220 Ext. 608
Fax No.: (8620) 3877 0466
Address: Flat 7101, Citic Plaza, 233 Tien He North Road, Guangzhou 519061

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

Telephone No.: (852) 1868
Fax No.: (852) 3877 0466
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 Guangzhou

Telephone No.: (8610) 6657 2880 Ext. 032
Fax No.: (8610) 6657 2823
Address: No. 15 Xidajie, Xicheng District, Beijing 100009

The Government of the Hong Kong Special Administrative Region

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