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 Chengdu or the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Guangdong, in depth assisting the residents in the Mainland.

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 when providing assistance to Hong Kong residents under the Principle of 'One Country, Two Systems';
- to shield the unlawful act of the parties concerned or to give them from criminal liability;
- to get better treatment for the parties concerned in hospitals, under detention or in prison 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 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 or the Office of the Government of the Hong Kong Special Administrative Region in Guangdong to pass information to relatives of the parties concerned in Hong Kong and to give advice on the related procedural matters.

Serious accidents or casualties

In case of serious accidents or casualties for whatever cause occurring to the relatives and friends or companions of Hong Kong residents in the Mainland, the report should be made to the Public Security authorities immediately. If further assistance is needed, the parties concerned may contact the Immigration Department, the Attorney General's 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 Guangdong, and the Economic and Trade Office of the Government of the Hong Kong Special Administrative Region in Chengdu, to liaise with their relatives in Hong Kong.

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 their regulations in relation to the arrest.

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 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 patients. Normally, the patient should be stable to shield the unlawful act of the parties concerned or to give them from criminal liability or to protect the health of the patient. Under current arrangements, an ambulance can only move patients between hospitals in Hong Kong and the Mainland. A patient in critical conditions must be transferred to a nearby hospital in Hong Kong for medical treatment. Generally speaking, you should consider transferring patients from the Mainland to Hong Kong for medical treatment when the patient is fit for the transfer. Under current arrangements, an ambulance can only move patients between hospitals in Hong Kong and the Mainland. A patient in critical conditions must be transferred 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 Ext. 3308
Fax No.: (852) 1644 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. 030
Fax No.: (8610) 6657 1823
Address: No. 18, Guangan Xidajie, Xicheng District, Beijing 100009

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

Telephone No.: (8621) 6351 2233 Ext. 160
Fax No.: 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 Wuhan

Telephone No.: (8627) 6560 7300 Ext. 7334
Fax No.: (8627) 6560 7301
Address: Unit 4303, Tower I, 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 Guangzhou

Telephone No.: (8620) 8208 6660 Ext. 330
Fax No.: (8620) 8208 6661
Address: 4/F, Office Tower 2, Chengdu IFS, No. 188 No.1, Section 3 Hongxing Road, Chengdu 610021

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

Telephone No.: (8620) 3891 1200 Ext. 608
Fax No.: (8620) 3891 0446
Address: Flat 701, Citic Plaza, 233 Tian He North Road, Guangzhou 510613

Other information

Hong Kong residents may refer to a relevant booklet for details about the criminal laws and regulations in the Mainland. If further assistance is needed, the residents are advised to contact the Home Affairs Department or the Immigration Department of the Government of the Hong Kong Special Administrative Region, and may also visit the following home page (Chinese version only): http://www.immd.gov.hk/pdforms/id938e.pdf

Immigration Department The Government of the Hong Kong Special Administrative Region

(This guide is also available at the following home page: http://www.immd.gov.hk/pdf/security/immigration/