

Hotline	Telephone Number	Service Items	Service Hours	Department Charge
Morakat Special Hotline	(02)2375-7372	Documents replacement, and resource and information referral	24 Hours	International Affairs Division
Information for Foreigners	0800-024-111	Inquiries for foreigners regarding daily living in Taiwan, service available in Mandarin Chinese, English, and Japanese	24 Hours	Immigration Affairs Division (Service provided by commissioning Chunghwa Telecom)
Human Trafficking Reporting Hotline	NIA: (02)2388-3095 Police: 110	Reporting and providing information on cases of human trafficking	24 Hours	1st Specialized Operations Corps (Service provided by the International Affairs Division)
Inquiry on cross- border matchmaking services	(02)2388-9393 extension 2599, 2580	Inquiries on the regulations, group permissions, and fraud reporting related to cross-border matchmaking services	Monday to Friday, 8:00 to 17:00 (Off during lunch hours from 12:30 to 13:30)	Immigration Affairs Division
Automatic fax service for applications directions/instructions of entry/exit permits Inquiry on pending entry/exit permit applications submitted within past 3 months, via Automated Voice System	Automated Voice System: (02)2370-2797	1. Providing application directions/instructions for various types of entry/exit permits via the automated fax system. 2. Inquiry on pending entry/exit permit applications submitted within the past three months. *Processing time for various type of applications	24 Hours	Immigration Information Division
Inquiry on applications	Local NIA Service Station	Inquiry on the regulations and directions for	Monday to Friday,	Local Service Centers

direction/instruction and pending entry/exit permit applications, via live agents *Processing time for various type of applications		entry/exit permit applications, progress on pending applications, via live NIA service agents *Related Inquiries: 1. Regular applications inquiry 2. Checking scheduled interview time for spouses from Mainland China 3. Assistance with calculating the total time period of family reunion 4. The approval of expedited document inspection for foreign business travelers	8:00 to 17:00 (Off during lunch hours from 12:30 to 13:30) Note: counter service is available through lunch hours	
Inquiry for ROC nationals studying abroad	Tel: (02)2388-3929 Fax: (02)2389-9036	5. Inquiries on regulations regarding oversea ROC students. 6. Inquiries for draftees studying oversea having travelled abroad before the draft-age, or are Overseas Chinese; and inquiries on application to travel abroad for draft-age male 7. Local service centers are also available to respond to these inquiries. *Relevant regulations: 1. Conscription Regulations for Naturalized Aliens and Returning Overseas Chinese 2. Regulations for Exit of Draftees 3. Directions for the Application of Exit for Draftee Studying Abroad before Draft-age Frequently Asked Question: 1. How does a draftee under travel restriction apply for exit to continue the study abroad?	Monday to Friday, 8:00 to 17:00 (Off during lunch hours from 12:30 to 13:30) Note: counter service is open through lunch hours	Taipei City Service Station
Emergency assistance for exit/departure	Taoyuan International Airport:(03)398-2171 Kaoshiung International Airport:(07)801-7311	Assistance with document inspections, and exit/departure for travelers with dual-citizenship, ROC nationals holding temporary entry permit due to lost passport, people from Mainland China	24 Hours	Border Affairs Corp

	Taipei SongShan Airport: (02)2547-4161 Taichung Airport: (04)2615-5028	Area, resident of Macau and Hong Kong Area. Related regulations *Draftee: 1. Regulations for Exit of Draftees 2. Directions for the Application of Exit for Draftee Studying Abroad before Draft Age 3. Operation Directions for the Review of Exit Applications of Near Draft-age Man *People from Mainland China Area: 1. Regulations Governing the Approval of Entry of People of the Mainland Area into the Taiwan Area 2. Regulations Governing the Joint-Family Residency, Permanent Residency, and Permanent Residency for Naturalization of People from the Mainland China Area *Fine Standard Governing the Penalties of the Immigration Act		
Reporting illegal foreign worker	Local Specialized Operations Brigades	Reporting and providing information on illegal foreign workers	24 Hours	Local Specialized Operations Brigades
Missing persons report for people from Mainland China	Headquarter: (02)2375-7372 Police: 0800-018-111 (02)2321-8653	Please call this number if you have information regarding a missing person from Mainland China	24 Hours	1st Specialized Operations Corps (Answered by International Affairs Division)
NIA Clean Governance Hotline	(02)2370-1710	Reporting illegalities involving members of the NIA	Monday to Friday, 8:30 to 17:30	Civil Service Ethics Office
NIA headquarter telephone operator	Operator: (02)2388-9393	Official business for other government authorities, transfer to the various departments and offices of the NIA headquarter	Automated: 24 Hours Live: Monday to Friday, 8:00 to 17:30 (Off during unch hours)	Secretariat

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