

Hotline	Telephone Number	Service Items	Service Hours	Department in Charge
Foreigners in Taiwan Hotline	1990	Inquiries for foreigners regarding daily living in Taiwan, service available in Mandarin Chinese, English, Japanese, Vietnamese, Indonesian, Thai and Cambodian language.	(1) Chinese, English, and Japanese Services: 24 hours a day, 7 days a week (2) Vietnamese, Indonesian, Thai, and Cambodian Language Services: Monday to Friday from 9:00 to 17:00 (excluding national holidays and other non-working days)	Immigration Affairs Division (Service provided by commissioning Chunghwa Telecom)
Human Trafficking Reporting Hotline	NIA: (02)2388-3095 Police: 110 MOL: 1955	Reporting and providing information on cases of human trafficking.	24 Hours	Immigration Affairs Division & International Affairs Division
Inquiry on Non-Profit Associations Brokering Transnational Marriages Services	(02)2388-9393 ext. 2599, 2589	Inquiries on permitted associations list, the regulations related to transnational matchmaking, and fraud reporting related to transnational matchmaking services.	Monday to Friday from 8:00 to 17:00 (Off during lunch hours from 12:30 to 13:30)	Immigration Affairs Division
Inquiry on applications and relevant consulting service	Local NIA Service Centers	Inquiries on the regulations, progress of cases submitted and relevant consulting service.	Monday to Friday from 8:00 to 17:00 (Off during lunch hours from 12:30 to 13:30) Note: Counter service is available through lunch hours.	Local NIA Service Centers
Inquiry for ROC nationals studying abroad	Tel: (02)2388-3929 Fax: (02)2389-9036	(1) Inquiries on regulations regarding overseas ROC students. (2) Inquiries for draftees studying overseas having travelled abroad	Monday to Friday from 8:00 to 17:00 (Off during lunch hours from 12:30 to 13:30) Note: Counter service is available	Taipei City Service Center

		before the draft-age, or are Overseas Chinese. (3) Inquiries on application to travel abroad for draft-age male.	through lunch hours.	
Emergency assistance for exit/departure	Taoyuan International Airport:(03)398-5010 Kaohsiung International Airport:(07)801-7311 Taipei Song-Shan Airport: (02)2547-4161 Taichung International Airport: (04)2615-5028	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 Area, resident of Macau and Hong Kong Area.	24 Hours	Border Affairs Corps
Reporting illegal foreign worker	Local Specialized Operation Brigades	Reporting and providing information on illegal foreign workers	24 Hours	Local Specialized Operation Brigades
Reporting missing people from Mainland China Area	NIA: (02)2375-7372 Police: 0800-018-111 (02)2321-8653	Reporting and providing information regarding missing people from Mainland China Area	24 Hours	Northern Taiwan Administration Corps, Central Taiwan Administration Corps and Southern Taiwan Administration Corps (Answered by International Affairs Division)
NIA Clean Governance Hotline	(02)2370-1710	Reporting illegalities involving members of the NIA	Monday to Friday from 8:30 to 17:30	Civil Service Ethics Office
NIA headquarter telephone operator	Operator: (02)2388-9393	Transferring to the various departments and offices of the NIA headquarter	Automated: 24 Hours Live: Monday to Friday from 8:00 to 17:30 (Off during lunch hours from 12:30 to 13:30)	Secretariat