

Full Implementation of Visit Reservation System at nationwide Immigration Offices from April 1

- Aims at improving visitor convenience and reducing crowdedness to contain COVID-19 transmissions-

□ The Ministry of Justice (Minister Park Beom Kye) has announced that it will fully implement online visit reservation system* at nationwide immigration (branch) offices starting from April 1 to alleviate inconvenience of enduring a long wait time for a procedure, as well as to limit the spread of COVID-19 by reducing visitor crowdedness at immigration offices across the nation.

* The Visit Reservation System is an online platform where civil petitioners can reserve a date and time slot before visiting a jurisdictional immigration office, and make an in-person visit to a relevant immigration office to avail of services related to residence affairs, without waiting at exclusive counters designated for visitors with prior reservation.

- The online reservation system for visit has been in place at 15 immigration (branch) offices* out of the 34 offices since February 1, 2016 including at Seoul Immigration Office, which has many residence-related petitions, and will further expand to the remaining 19 immigration (branch) offices** with this measure, as of April 1, 2021.

○ Accordingly, civil petitioners are required to make a pre-online reservation at the HiKorea website (www.hikorea.go.kr) to have their civil petitions processed at immigration offices across the nation starting April 1 this year.

15 Immigration (branch) Offices:

Immigration Offices: Seoul, Busan, Incheon, Suwon, Seoul Southern, Yangju, Cheongju, Daegu, Ulsan, Gwangju

Branch Offices: Ansan, Sejongno, Cheonan, Pyeongtaek, Goyang

19 Immigration (branch) Offices:

Immigration Offices: Jeju, Daejeon, Chuncheon, Changwon, Yeosu, Jeonju

Branch Offices: Gimhae, Tongyeong, Sacheon, Geoje, Gwangyang, Gumi, Pohang, Donghae, Sokcho, Seosan, Dangjin, Gunsan, Mokpo

○ The full implementation of visit reservation system, despite seeming to be a bit bothersome, is expected to substantially alleviate problems involving a prolonged wait time and contribute to containing the spread of COVID-19 infections by reducing level of crowdedness at immigration offices, particularly at residence sections.

○ Yet, exceptions apply to civil petitions requiring on-site applications such as Residence affairs for Diplomat/Government Official, Residence card pick-up, Certificate issuance including Certificate of Entry & Exit, Postponement of Termination of Departure, Application for recognition of refugee status, Declaration of voluntary

departure for illegal residents and others.

- Reserving a visit: Reservations readily available at the HiKorea website (www.hikorea.go.kr) or via mobile devices (search 'HiKorea') without membership sign-up
- Reservations available: up to 1 day prior to date of expected visit
- Available services with reservations: Foreign resident registration, Permission for Extension of Stay, Permission for Change of Status, Grant of Status of Stay, Permission for Change of Workplace, and Immigration-related Reporting and Civil Petitions