



入境事務處

Hong Kong Immigration Department

領事保護和協助

Consular Protection and Services

協助在外香港居民小組

Assistance to Hong Kong Residents Unit



1868



協助在外香港居民小組 Assistance to Hong Kong Resident Unit (AHU)

1999



求助熱線成立

 **2829 3010**


Roll out of assistance hotline

 **2829 3010**


2005



24小時運作

 **1868** (23條線)

24-hour operation

 **1868** (23 lines)

2010



24小時運作

 **1868** (46條線)

24-hour operation

 **1868** (46 lines)

AHU **1868**



境外港人向小組求助的4個方法

4 ways

for Hong Kong residents to seek assistance



24小時求助熱線
24-hour hotline



網絡數據1868
Network data call via ImmD app



網上求助表格
Online Assistance Request Form



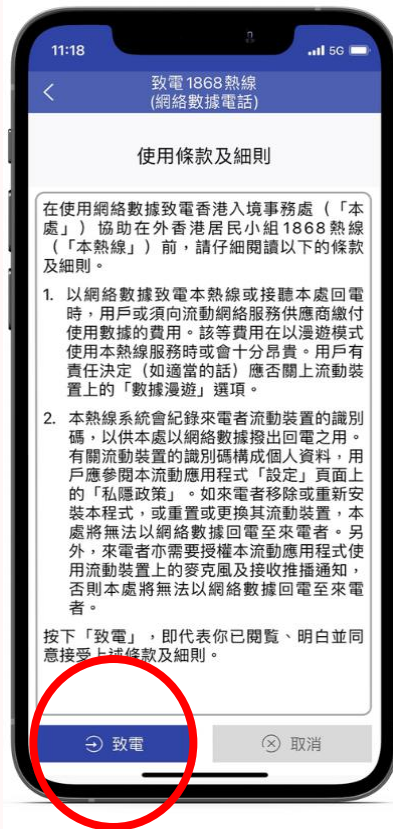
1868 WhatsApp求助熱線
1868 WhatsApp Assistance Hotline

AHU 1868



入境處流動應用程式

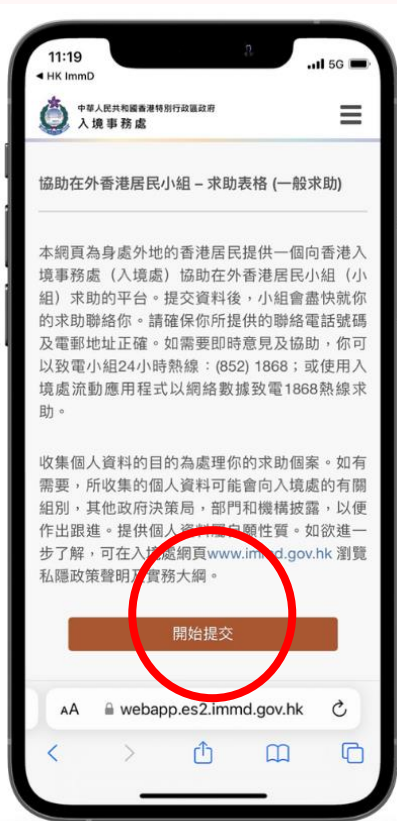
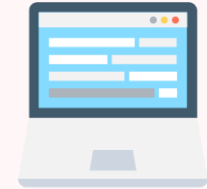
網路數據電話 Network Data Call





入境處流動應用程式 Immigration Department Mobile App

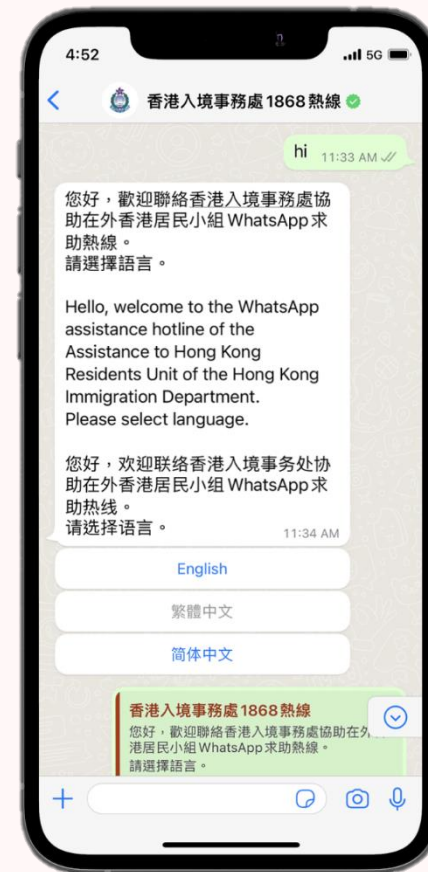
網上求助表格 Online Assistance Request Form





1868 WhatsApp求助熱線

1868 WhatsApp Assistance Hotline

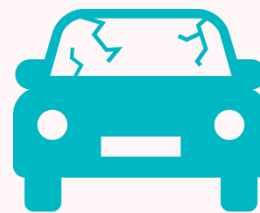




處理個案 Handling Cases



住院/ 意外身故
Hospitalization/ Death



交通意外
Traffic accidents



嚴重自然災害
Severe natural disasters



遺失旅行證件
Loss of travel documents



海外遺失旅行證件 Loss of Travel Document

聯繫 Contact

入境處
AHU (1868)



求助人/獲授權人
Assistance seeker /
Authorised person

核實身份及紀錄
Verify identity
and record



向中國駐外國
的使領館申請
Submit to CDCM

駐外使領館
CDCM

簽發緊急旅行證件
Issue emergency
travel document



內地遺失回鄉証 Loss of Mainland Travel Permit

- 公安局 / 派出所報失
Report loss to local police
- 前往公安局出入境管理處辦理臨時通行証(臨通)
Approach Exit and Entry Administration
of the Public Security Bureau for temporary exit



* 自2020年10月10日起，港澳居民可在內地縣級以上的公安局出入境管理單位申請換發／補發港澳居民來往內地通行證（回鄉証）

Since 10 Oct 2020, Hong Kong and Macao residents may apply replacement/ renewal of the Mainland Travel Permit for HK and Macao Residents from PSB Immigration authority at a county level or above.





特區政府駐內地辦事處 HK Economic and Trade Office (Mainland)



甚麼是領事保護？

What is Consular Protection?

- 中國公民、法人的合法權益在海外受到不合法的侵害時，中國駐當地使、領館依法向駐在國反映有關要求，從而維護海外中國公民、法人的合法權益。
- When the legitimate rights and interests of a Chinese citizen or legal person are illegally violated in overseas, the Chinese diplomatic or consular mission there will reflect his/her request, urge the related authorities of that state to handle the issue in a fair, friendly and proper way in order to protect the legitimate rights and interest of its citizens or legal persons from overseas.



甚麼人可以得到保護?

Who can enjoy consular protection

- 凡依照《中華人民共和國國籍法》具有中國國籍者，都可以受到中國政府的領事保護。
- Persons who acquire Chinese Nationality in accordance with 'Nationality Law of the People's Republic of China' enjoy consular protection by the People's Republic of China.

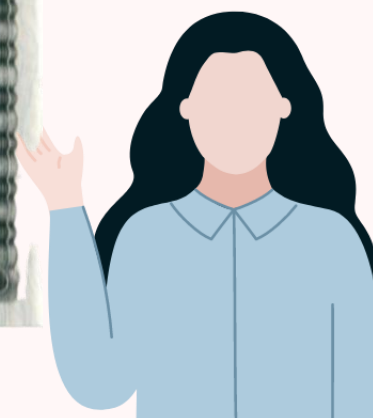
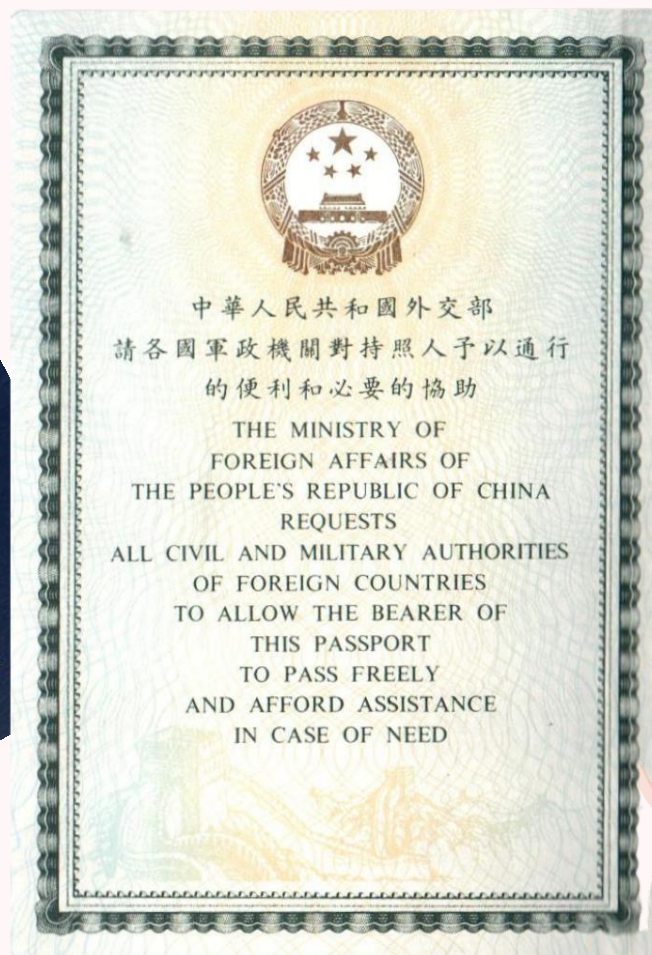


中國國籍
Chinese Nationality



甚麼人可以得到保護？

Who can enjoy consular protection



領事官員可以提供哪些幫助？

What assistances can consular officers provide?



提供國際旅行安全方面的信息

Providing information on international travel safety



提供律師和翻譯人員名單

Providing list of lawyers and translators



探視被羈押人員

Visiting detainees



協助撤離危險地區

Assisting in evacuating from dangerous places

領事官員可以提供哪些幫助？

What assistances can consular officers provide?



通報涉及中國公民的意外或事故

Notifying incident or casualties involving Chinese citizens



簽發緊急旅行證件及回國證明

Issuing emergency travel documents and home-bound documents



申領香港特別行政區護照或簽證身份書的香港居民，可透過中國駐外的使、領館遞交申請書及領取獲簽發的旅行證件

Applicants for the Hong Kong SAR Passport or Document of Identity for Visa Purposes may submit their applications and collect the issued travel documents through the Chinese diplomatic and consular missions

領事官員可以提供哪些幫助？

What assistances can consular officers provide?



協助尋找懷疑遇險或被拘留的親友

Assisting in locating friends or family members who may be in distress or custody



在公民遇到經濟困難時協助其與親屬聯繫，以便及時解決所需費用。

Assisting in contacting family members when citizens are in financial difficulties for timely and necessary financial assistance



為中國公民辦理有關文件的公證、認證；在與所在國的法律規章不相牴觸的情況下辦理中國公民間的婚姻登記手續。

Providing notarial and authentication services for Chinese citizens and to handle registration of marriages between Chinese citizens provided that it does not contravene with the laws and regulations of the receiving state.

如何尋求領事保護

How to Seek Consular Protection

外交部駐香港特別行政區特派員公署

The Office of the Commissioner of the Ministry of Foreign Affairs of the People's Republic of China in the HKSAR

國家駐外使領館

Chinese diplomatic or consular missions

香港入境事務處

Immigration Department



國家駐外使領館

The Chinese Embassy or Consulate of the People's Republic of China

國家透過包括280多個駐外使領館，在世界各地為保障中國公民在海外的合法權益提供的領事保護。

Over 280 Chinese diplomatic or consular missions worldwide, rendering consular protection, including protection of legitimate rights and interests, to Chinese citizens.

有關國家駐外機構的資料，
可參考以下網址



For details of Missions overseas,
please refer to the website below



中國領事流動應用程式 China Consular Affairs Mobile App



中国领事 4+

Center for Consular Assistance & Protection, Ministry of Foreign Affairs, People's Republic of China

#29 in News

★★★★★ 3.0 • 8 Ratings

Free

iPhone Screenshots



領事保護 Consular Protection

外交部全球領事保護與服務應急熱線 Consular Protection 24/7 Hotline

- 外交部「12308」領事保護熱線24小時運作，為在外中國公民提供緊急協助。
- Consular protection hotline of the Ministry of Foreign Affairs '12308' has operated 24/7 to provide dedicated services and assistance to overseas citizens, bringing the care and solicitude of the Party and the country to every one of them.



12308

外交部全球領事保護與服務
應急呼叫中心



+86-10-12308





外遊提示

Advice & Tips





外地自駕遊

Road Trips outside Hong Kong

出發前 *Before Departure*

- 確保持有有效國際車牌
Hold a valid international driving licence
- 購買合適保險，如第三者意外保險
Purchase suitable insurance
- 檢查車輛
Check your car
- 熟習駕駛路線、當地交通規則和條例、當地氣候
Get familiar with the driving route, local traffic rules and regulations & local weather



自駕時 *When travelling*

- 小心駕駛，遵守當地交通規則和條例
Drive safely, observe local traffic rules and regulations
- 了解自己的身體狀況
Know your body conditions, e.g. signs of fatigue

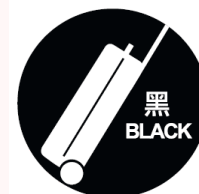


外遊警示制度 (OTA) Outbound Travel Alert

- 保安局於2009年設立OTA
Implemented by Security Bureau (SB)
since 2009
- 了解88個國家/地區的人身安全風險
Understand 88 countries / territories
- 24小時監察世界突發事件
Monitor the situation with a 24-hour base



中華人民共和國香港特別行政區政府
保安局



嚴重威脅:
不應前赴
Severe threat:
avoid all travel



明顯威脅:
調整行程
如非必要，避免前赴
Significant threat:
adjust travel plans
avoid non-essential travel



有威脅跡象:
留意局勢，提高警惕
Signs of threat:
monitor situation
exercise caution



保安局流動應用程式 Security Bureau Mobile App

保安一站通 Safeguard HK



App Store



Google Play

< 搜尋



保安一站通

Security Bureau

取得



51個評分

3.4



年齡

12+

歲

類別



旅遊

開發者



Security Bu



AHU 1868



入境處流動應用程式 Immigration Department Mobile App



HK Immigration Department 4+

Hong Kong Immigration Department

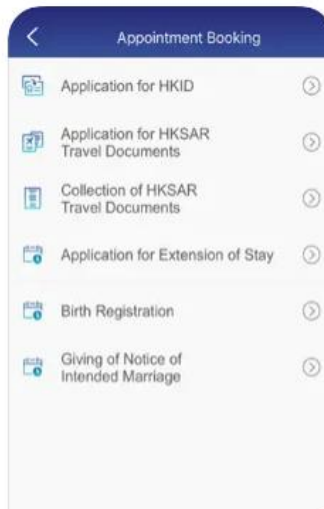
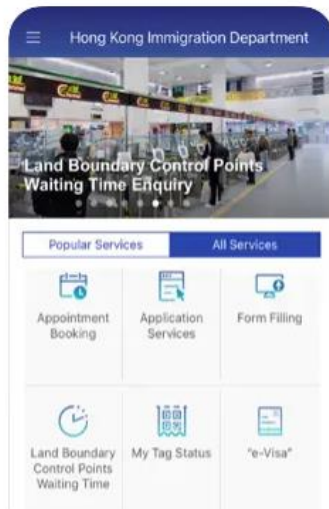
Designed for iPad

#34 in Utilities

★★★★★ 2.5 • 242 Ratings

Free

Screenshots [iPad](#) [iPhone](#)





外遊提示登記服務(ROTI) Registration of Outbound Travel Information

- 2010年12月6日推出
Since 06 December 2010
- 登記個人資料、聯絡方法及行程
Register personal particulars, contacts and itinerary
- 接收最新外遊警示及相關資料
Receive updates on OTA
- 緊急情況時，「協助在外香港居民小組」可根據提供的資料聯絡並提供切實可行的協助
ImmD AHU could contact you in case of emergency

登記
Register

外遊提示登記服務
Registration of Outbound Travel Information

透過「我的政府一站通」登記你的外遊資料，以便接收香港特區政府發出的最新外遊警示及相關訊息。
Please register your outbound travel information through "MyGovHK" to receive updates on Outbound Travel Alert and related messages from the HKSAR Government.

外遊提示登記服務
Registration of Outbound Travel Information
www.gov.hk/roti

GovHK 香港政府一站通
查詢熱線 Enquiry Hotline
(852) 183 5500

保安局外遊警示網頁
<http://www.a.gov.hk/ahs/ahs>
Security Bureau Outbound Travel Alert webpage
<http://www.a.gov.hk/ahs/ahs>

入境事務處協助在多數邊境口岸24小時專線
Hong Kong Immigration Department
Assistance to Hong Kong Residents Line 24-hour Hotline
0822 1868





外遊提示登記服務(ROTI) Registration of Outbound Travel Information

The screenshot shows the MYGOVHK website interface. On the left is a navigation menu with options like 'Home', 'Inbox', 'Online Services', 'Forms', 'Subscriptions', 'Invoices', 'Calendar', 'Weather', 'News', 'Road Conditions', 'Settings', 'About MyGovHK', 'Common Questions', 'Terms of Use', 'Guidelines', 'Website Guide', and 'Logout'. The main content area features a header with the MYGOVHK logo and a greeting. Below this is a notification box about using 'SmartGov' for login. A 'Selected Recommendations' section contains several service tiles, with the 'Outbound Travel Information Registration Service' (外遊提示登記服務) tile circled in blue. Other tiles include 'Study/Work Visa Application', 'Change Address', 'Use of Public Transport Facilities', 'Electronic Rental Services', and 'Tax Services'. At the bottom, there is a 'Website Function Overview' section and a 'Return to Home' link.

外遊提示登記服務
ROTI





外遊提示登記服務(ROTI)

Registration of Outbound Travel Information

The screenshots illustrate the user journey from the iAM Smart app to the web portal. The app interface shows a search for 'Roti' leading to the '外遊提示登記服務(一站通)' service. The web portal provides a clear overview of the registration process, including the estimated time (5-10 minutes) and the four-step procedure: selecting the service, entering details, confirming input, and final confirmation. A recommended download for the '香港增補字符集' (Supplemental Chinese Character Set for Hong Kong) is also highlighted to ensure proper character display and processing.



外遊提示登記服務 (ROTI) Registration of Outbound Travel Information

GovHK 香港政府一站通

外遊提示登記服務

入境事務處
香港特別行政區政府

主要步驟

完成此項登記大約需時5至10分鐘。

步驟 1
選擇服務

步驟 2
輸入資料

步驟 3
確認輸入

步驟 4
確認書

建議項目

《香港增補字符集》

網上示範 →

常見問題 →

相關資料

外遊警示制度

外遊警示制度覆蓋國家

協助在外香港居民的24小時熱線

支援熱線
(852) 183 5500

GovHK 香港政府一站通

外遊提示登記服務

步驟 1
選擇服務

步驟 2
輸入資料

步驟 3
確認輸入

步驟 4

網上示範 →

常見問題 →

相關資料

外遊警示制度

外遊警示制度覆蓋國家

協助在外香港居民的24小時熱線

支援熱線
(852) 183 5500

必須填寫

請輸入行程資料:

地點: 1

目的地: 丹麥

詳細目的地: 哥本哈根

抵達日期(當地時間): 11-11-2021

離境日期(當地時間): 18-11-2021

同行親友人數: 1

是否參加旅行團?: 是 否

保險代理: ABC Insurance

保單號碼: A-0123456



外遊小錦囊

Travel Tips



香港入境事務處
Hong Kong Immigration Department

外遊小錦囊

Outbound Travel Tips



- #### 出發前
- ##### Before departure
- 確保旅行證件有足夠的有效期及辦妥所需簽證。
Ensure ample validity on your travel document and obtain the necessary visas.
 - 購買適當的外遊保險。
Purchase suitable travel insurance.
 - 將聯絡方法及行程通知家人或朋友。
Inform family or friends of your contact details and itinerary.
 - 在旅行證件上寫明緊急聯絡人的資料。
Write down the details of emergency contact persons on your travel document.
 - 備存旅行證件副本。
Keep photocopies of your travel document.
 - 查詢目的地的外遊警示級別及有關資訊。
Check the Outbound Travel Alert Information.
 - 使用「外遊提示登記服務」。
Use the Registration of Outbound Travel Information service.
 - 了解當地的風土人情，例如天氣、流行病疫情、治安情況及法律法規等。切勿攜帶違禁品。
Learn more about the local situation, e.g. weather, epidemic, law and order, etc. Do not bring prohibited items.
 - 慎防海外招聘及網上交友騙案。
Stay vigilant of overseas job and online dating scams.

- #### 旅遊時
- ##### When travelling
- 與家人或朋友保持聯繫。
Keep in contact with family or friends.
 - 小心保管旅行證件及財物。
Keep your travel document and personal belongings safe.
 - 留意個人安全及當地情況，避開人多擠迫的地方。
Attend to your personal safety and avoid crowded areas.
 - 小心駕駛，遵守當地交通規則和相關條例。
Drive safely, observe local traffic rules and regulations.
 - 如遇上突發事故，可聯絡入境事務處協助在外香港居民小組、中國駐當地的使領館或香港特區政府駐內地辦事處尋求協助。
For emergency assistance, contact the Assistance to Hong Kong Residents Unit of the Hong Kong Immigration Department, Chinese diplomatic and consular missions in that country or the offices of the HKSAR Government in the Mainland.



(852) 1868

協助在外香港居民小組24小時求助熱線
24-hour Hotline of the Assistance to Hong Kong Residents Unit

常用網址 Useful Links

- | | |
|---|--|
| 香港入境事務處
Hong Kong Immigration Department
www.imm.gov.hk | 外遊提示登記服務
Registration of Outbound Travel Information
www.gov.hk/otri |
| 保安處 — 外遊警示服務
Security Bureau — Outbound Travel Alert
www.ssb.gov.hk/bh/ota (中、英、粵) | 香港旅遊發展局
Hong Kong Travel Health Service
www.travelhealth.gov.hk |



外交部領事保護與服務資訊
海外多地的中國公民在旅遊時可以獲得及時、專業的指導和幫助。中國外交部設立外交部領事保護與服務中心(中心)，並開設了24小時領事保護熱線(電話號碼：+86 10 12106)，詳情請參閱外交部網頁 www.fmprc.gov.cn。當收到領事保護服務中心(中心)通知當地情況異常，請向香港居民的求助熱線(852) 1868尋求協助。

Information on Consular Protection and Services of the Ministry of Foreign Affairs
To provide timely and professional guidance and assistance to Chinese citizens in distress overseas, the Ministry of Foreign Affairs of the People's Republic of China (MFA) has set up the Global Emergency Call Center for Consular Protection and Services and launched a 24-hour hotline (telephone number: +86 10 12106). For detailed information, please refer to the MFA website www.fmprc.gov.cn. The MFA emergency call center will, according to the actual situation and needs, refer assistance requests from Hong Kong residents to the Assistance to Hong Kong Residents Unit of the Immigration Department for follow-up.



AHU 1868



入境事務處

Hong Kong Immigration Department

THANK
YOU



協助在外香港居民小組
Assistance to Hong Kong Residents Unit