

# How to Report Crime

- If you have witnessed a crime or became a victim of a criminal act, you can quickly get help from the police by reporting to 112.
  - ▶ When reporting, please let the police know the current location and situation (when/where/how the crime has occurred), and calmly state the criminal's appearance, number of people, direction, transportation, etc.
  - ▶ You can report to the police via mobile phone (video call available), public phone (payphone), landline. When using the 'emergency call' (red button + 112) feature on a public phone, you can make a call without a coin. The 'emergency call' feature can be used in other emergency situations other than crimes.
    - ※ When a foreigner reports to 112, he/she can receive a three-way translation(police officer – translator – reporter) service.
  - ▶ If you are in a situation where it is difficult to make a phone call, you can also report using the '112 Emergency Call' application or via a text message.
    - ※ You can download the '112 Emergency Call' app at Google Play Store or Apple Appstore.
  - ▶ Make sure to preserve the scene of crime until the police officer arrives to secure evidence. Cooperate with the officer so he/she can inspect the scene.



# Need Help? Remember These Numbers

Crime Report & Emergency Calls	
Reporting Crime (National Police Agency)	112
School Violence Reporting Center (National Police Agency)	117
Fire Incident, Emergency Patients, Emergency Rescue (National Fire Agency)	119
Hacking, Spam, Infringement of Personal Information (KISA)	118
Women's Emergency Call/Counseling (Ministry of Gender Equality and Family)	1366
Danuri Call Center (Ministry of Gender Equality and Family)	1577-1366
Other Civil Complaints	
Immigration Contact Center (Ministry of Justice)	1345
National Government Call Center (Ministry of the Interior and Safety)	110
Korea Travel Helpline (Korea Tourism Organization)	1330
Human Rights Violation Complaint & Counseling (National Human Rights Commission of Korea)	1331
Legal Advice & Counseling (Korea Legal Aid Corporation)	132
Child Protection Agencies (Ministry of Health and Welfare)	129
Youth Cyber Counseling (Ministry of Gender Equality and Family)	1388

# Foreigner Support Policies

- The police and the Ministry of Justice is currently operating a 「Illegal Resident/Immigrant Notification Exemption System」 to rescue crime victims and protect the basic human rights of foreigners who live in Korea.
  - ▶ According to the 「Illegal Resident/Immigrant Notification Exemption System」, when an illegal resident/immigrant becomes a victim of a crime and report their case to the police, the police shall not send the personal information of the illegal resident/immigrant to the local immigration office.
  - ▶ The crimes that are subject to this system are as follows.
    - 【Criminal Offense】 Murder, Assault, Involuntary Manslaughter, Abandonment, Abuse, Illegal Confinement, Intimidation, Kidnapping, Abduction, Rape, Harassment, Obstruction of the Exercise of Rights, Theft, Robbery, Fraud, Blackmail
    - 【Crimes under Special Law】 Punishment of Violences Act, Act on Special Cases Concerning the Punishment of Sexual Crimes, Act on Special Cases Concerning the Settlement of Traffic Accidents, Employment Security Act (Article No. 46)
      - When you have become a victim of a crime, please do not hesitate to report to 112 for help



- We have designated multiple multicultural family support centers and NGOs as a 'Foreigner Support Center/Shelter' to make sure you can ask for help without visiting the police station in person. Always feel free to use or visit the center/shelter in case of need.

- ▶ How to Use (Process)
  1. Crime/Complaint (against foreigners) occurred
  2. Report to a Foreigner Support Center/Shelter
  3. Case sent to a foreign affairs police agency
  4. Case notified and handled by local police station or relevant agency



- ▶ If you visit a Foreigner Support Center/Shelter to report a crimes or make a civil complaint, the operator or director of the center will send your case to the foreign affairs police officer. Then, the case will be handled by the relevant department of the police station or related agency based on the details of your report/case.

- ▶ Crime Report & Consultation
  - Reports related to criminal cases such as assault, domestic violence, school violence, fraud, etc., shall be handled directly by the police department.
  - Reports related to unpaid wages, industrial accidents, residence qualifications, etc., shall be notified to related agencies such as the Ministry of Employment and Labor, Ministry of Gender Equality and Family, Ministry of Justice, etc. Then, you will be guided to the relevant embassy or consulate depending on the details of the case/report.

※ If you need information about the nearest foreigner support center/shelter, please contact your local police department's foreign affairs office.

- We provide various types of support and education courses such as crime prevention education and driver's license training.
  - ▶ To support the adaptation and settlement of foreign workers/ students in Korea, we provide the following services.
    - We offer a 'Crime Prevention Class' at multicultural family support centers, working sites, and NGO organizations to provide detailed information on crimes that occur frequently to specific targets (i.e., marriage immigrants, foreign workers, foreign students, etc.) and how to avoid/prevent them.
    - We offer a 'Driving School for Foreigners' free of charge to support foreigners who are willing to obtain a driver's license in Korea. (Textbooks are provided in 3 different languages)
  - ▶ Inquiries about Driver's License & Driving Tests
    - The Road Traffic Authority Driver's License Examination Office : 1577-1120 (www.safedriving.or.kr)
    - Tests & Exams : Applicable in 3 Different Languages (English, Chinese, Vietnamese)
  - ※ You can apply for the Crime Prevention Class (Course) or the Driving School for Foreigners by contacting the nearest police station's Foreign Affairs Department.
- For foreigners who are not familiar with Korean, we provide interpretation services for civil complaints and crime reports.

Interpreting Agency	Details
Korea Travel Helpline (1330)	<ul style="list-style-type: none"> <li>• Managing Department : Korea Tourism Organization</li> <li>• Operating Hours : 3-Way Call Available / English•Chinese•Japanese : Open All Day Long / Other 5 Languages 08:00~19:00 (All Year Long)</li> <li>• Languages : English, Chinese, Japanese, Russian, Vietnamese, Thai, Malay (Bahasa Melayu), Indonesian (8 Languages)</li> </ul>
Danuri Call Center (1577-1366)	<ul style="list-style-type: none"> <li>• Managing Department : Ministry of Gender Equality and Family</li> <li>• Operating Hours : 3-Way Call Available / English•Chinese•Vietnamese•Filipino : Open All Day Long / Other 9 Languages 08:00~21:00 (All Year Long)</li> <li>• Languages : English, Chinese, Japanese, Russian, Vietnamese, Thai, Mongolian, Filipino, Cambodian, Uzbek, Lao, Nepali (12 Languages)</li> </ul>
Foreigner Help Center (Immigration Contact Center) (1345)	<ul style="list-style-type: none"> <li>• Managing Department : Ministry of Justice Korean Immigration Service</li> <li>• Operating Hours : 3-Way Call Available / English•Chinese 09:00~22:00 / Other 17 Languages 09:00~18:00 (Only on Weekdays)</li> <li>• Languages : English, Chinese, Japanese, Russian, Vietnamese, Thai, Indonesian, Thai, Mongolian, Filipino, Cambodian, Arabic, Nepali, French, Spanish, Bangla, Sinhala, Pakistan Urdu, German (19 Languages)</li> </ul>
BBB Korea (1588-5644)	<ul style="list-style-type: none"> <li>• Managing Department : Non-Profit Corporation (Private)</li> <li>• Operating Hours : 3-Way Call Available (App) / All Day Long (24/7)</li> <li>• Languages : English, Chinese, Japanese, Russian, Vietnamese, Thai, Malay (Bahasa Melayu), Indonesian, Mongolian, Arabic, French, Spanish, Portuguese, Swedish, Polish, Italian, German, Turkish, Indian, Swahili (20 Languages)</li> </ul>

영어 English  
www.police.go.kr



# Crime Prevention Guide for Foreigners



## Types of crimes that are easy to commit if you do not know

- **Organizing/Joining a group to commit crimes such as assault, intimidation, home invasion, burglary, property damage, illegal confinement, blackmail, etc., shall be subject to severe punishment**



- **You shall NOT carry weapons or tools that can cause serious harm to a person's life or body without justifiable reasons (i.e., knife, iron pipe, iron saw, etc.)**



- **You shall NOT gamble with real money. Providing a venue for gambling also counts as an illegal act and you may end up being severely punished**

- **Even if you take objects that seems to be abandoned (i.e., bicycles, etc.), you may be punished for theft or embezzlement of lost articles**



- **Overseas remittances between individuals must take place through registered financial institutions. If not, you may be severely punished**

- **Manufacturing, smuggling, possession, and administration of illegal drugs/narcotics are subject to severe punishment and deportation.**



- The National Police Agency is carrying out a large-scale crackdown on ▲Illegal Drug Traffickers/Suppliers ▲Foreign Drug Offenders ▲Drug Offenders using the Internet (Dark Web) & SNS.

- **Foreigners who are older than 17 must always carry their passports, alien registration card, etc. A fine of less than 1 million KRW will be imposed on those who violate this law.**



- If you attempt to use someone else's ID card or use a false identity with the intention to deceive another person, you can be punished for the obstruction of performance of official duties by fraudulent means.



- **Acts such as illegal filming, sending sexual abuse material, etc. shall be severely punished.**

- Even if there was no physical contact, the following acts will be punished: ① Sending a text or a photo that may cause sexual shame through the Internet, mobile phone, etc. ② Taking & Distributing a picture of another person's body without his/her consent ③ Possessing, purchasing, storing, or viewing videos or photos that have been filmed illegally.



- **The following cases will be severely punished while driving a vehicle, motorcycle, or electric scooter.**

- Driving a car, motorcycle, or an electric scooter without a driver's license will be punished.

- Driving under influence shall be subject to severe punishment.

- You will be punished if you drive a car in which the ownership has not been legally transferred.



- **Penalties or fines shall be imposed on violations of public orders.**

- Do not throw away cigarette butts, gum, trash, etc.

- You should not spit in public places or smoke in non-smoking areas.

- You must always wear a safety helmet while driving a motorcycle or an electric scooter/kickboard.

- Electric scooters are limited to one rider only.

- When crossing the road, make sure to cross via a footbridge (pedestrian bridge) or a crosswalk (when the green light is turned on).



## Tips for Preventing and Responding to Crimes in Daily Life

- **Fraud/Scamming (Illegal Pyramid Schemes, Phone Fraud, Smishing, Internet Fraud, etc.)**

- **Illegal Pyramid Scheme** : This refers to a case where the consumer directly becomes a salesperson of a brand/product and sells the products on his/her own. If you think someone is trying to lure you into a pyramid scheme, refuse their offer and stop the conversation immediately.

- In the case where someone is recruiting members or investors claiming that you can earn 'high profits in a short period of time', or when they force you to buy specific products or to get a loan.
    - In the case where someone tries to register you as a salesperson (i.e., part-timer, side job, etc.) and force you to buy a product.
    - In the case where someone tries to sell a product at a high price through false advertisement.

- **Contact the institutions below when you are not sure if it is a registered legal entity**

- Fair Trade Commission : [www.ftc.go.kr](http://www.ftc.go.kr), 1670-0007 (Paid Service)
    - Mutual Aid Cooperative Consumer : [www.macco.or.kr](http://www.macco.or.kr), 02-566-1202
    - Korea Special Sales Financial Cooperative Association: [www.kossa.or.kr](http://www.kossa.or.kr), 02-2058-0831-8

- **Phone Scam/Fraud**: If someone attempts to impersonate a public institution or financial institution by phone, asking you to send money to a specific account or reveal your personal information (i.e., bank account, card number, resident registration number, etc.), **DO NOT RESPOND** to the call.

- ※ **Getting involved with a phishing/fraud group or playing a specific role in the crime (i.e., withdrawing cash, telemarketer, etc.) shall also be severely punished under the relevant laws and regulations.**

- **Voice Phishing Cases**

- Tricking a family member to send money claiming that they have 'kidnapped' their child or a parent
    - Impersonating a police officer or an investigator of an investigative agency, asking for personal information or money
    - Impersonating a bank or a financial institution in order to deceive the victim into transferring money or divulging your personal/financial information
    - Impersonating a staff of a credit card companies or a telecommunication service provider, asking for money claiming that you have payments that are overdue/must be made.

- **Smishing** : Smishing is a form of phishing in which the attacker sends a compelling text message to trick the victim into clicking a link or installing a malicious app to steal their financial information. To prevent smishing, strengthen the security settings of your mobile phone and make sure to check before clicking a URL even if the message is sent from someone you know.

- **Internet Fraud**: Transactions between individuals via the Internet shall be made through a certified and safe transaction site. Also, make sure to check the other party's information (telephone number, account number, etc.) prior to the transaction.

- ※ You can report scams/frauds or check whether the opposing party has been reported before at the website of the National Police Agency ([www.police.go.kr](http://www.police.go.kr)) or CyberCop mobile app.

- **Domestic Violence & Dating Abuse**

- In the event of domestic violence or dating abuse, do not hesitate to inform your relatives, neighbors, friends, and the police and ask for help.

- ※ **Secure all kinds of evidence (photos, medical certificate, etc.) and consult professional institutions (domestic violence shelters, women's organizations, etc.) for help. \* Women's Emergency Counseling Call - 1366 / Danuri Call Center - 1577-1366**

- **Missing Children & Kidnapping**

- Teach the child to run away or ask for help by shouting out loud when a stranger tries to force you to go somewhere with them or tries to push you into a car

- Teach the child to always remember his/her name, age, address, phone number, parent's name. Also remember where he/she is going, who he/she is going with, and what he/she is wearing.

- **School Violence**

- School violence is an act that involves physical, mental, and property damage to a student inside and outside the school (i.e., assault, intimidation, bullying, etc.). In case of school violence, do not hesitate to inform your teacher, parents, or the police immediately.

- Avoid dark alleys, dangerous places as much as possible. In case when a school bully has stolen your money, goods, etc., you must actively respond by reporting the case to the nearest police station.

- **Sexual Assault (Rape, Illegal Filming, Digital Rape/Sexual Assault)**

- If you have been sexually harassed or sexually assaulted, please report to 112 immediately. (Keeping the underwear and clothes that you wore without washing it before reporting to the police can help us find the offender/criminal).

- Write down everything you remember about the situation (i.e., characteristics, appearance of the offender, etc.)

- If anyone near you has become a victim of a sex crime, please listen to them and tell them to reach for help at 1577-1366.

- **Theft (Burglary, Pickpocketing, Purse Snatching, etc.)**

- If you are away from home for a long time, such as going on a vacation, make sure to prevent regular deliveries from piling up in front of your house. Also, make sure to store any valuables and cash in the bank or a safe place.

- In crowded places such as terminals, train stations, markets, etc., make sure to pay attention to your belongings and be careful of pickpockets and purse snatchers.

- If you want to withdraw a large amount of cash from a financial institution, ask the security guard or a police officer for help.

- ※ **Download the victim support information app "PolCare" [provided by the National Police Agency] at Google PlayStore or the Apple AppStore.**