

Overseas Koreans 365 Call Center: connecting hearts across borders

Over 100,000 cumulative consultations in just two years; steadfast companion for overseas Koreans

"Wherever you are in the world, just one phone call can open the way."

The Overseas Koreans 365 Call Center (webcall.g4k.go.kr), launched by the Overseas Koreans Agency in June 2023, has surpassed 100,000 cumulative consultations in just two years. This figure is more than a mere statistic. It is a testament to the time spent listening to the urgent voices of compatriots worldwide and finding solutions, and evidence of trust.

Living abroad always brings unexpected challenges. When a single supporting document or procedural step gets stuck, the barrier of the "border" grows even higher. To address this, the OKA dispatches specialized personnel from relevant ministries to provide integrated administrative support services.

The call center consultation covers all aspects of overseas Koreans' lives, including: ▲ Apostille (consular certification), ▲ Overseas migration and permanent return reporting, ▲ Overseas citizen registration, ▲ Nationality, ▲ Military service, ▲ Family relations registration, ▲ Driver's licenses, ▲ National pension, ▲ Health insurance, ▲ National and customs taxes, ▲ Veterans' affairs, ▲ Employment, ▲ Education and ▲ Adopted compatriots. It is designed to resolve what used to be complex and inconvenient civil services in a single consultation.

Surpassing 100,000 cases within just two years of operation demonstrates that the Overseas Koreans 365 Call Center has deeply embedded itself in the lives of compatriots worldwide, transcending physical borders.

The strength of the Overseas Koreans 365 Call Center lies in its "anytime, anywhere" service. Consultation is available 24/7, 365 days a year, not only in Korean but also in English, Japanese, Chinese and Russian. Whether it's late night in New York, early morning in Germany or a public holiday in Australia, as long as you can connect, the path opens.

The connection methods have also evolved. Starting with phone calls, KakaoTalk counseling was launched in January 2024, followed by the introduction of web calls in May of the same year, eliminating international call charges. Then, in September 2025, web chat

365 Civil Service Call Center for Overseas Koreans

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상담분야

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A promotional image for the Overseas Koreans 365 Call Center

services began, dramatically expanding accessibility. These changes have led to an increase in consultation cases, creating an environment where compatriots can more easily seek help.

The core values pursued by the call center are empathy and people. It does not merely process complaints from overseas Koreans around the world; it listens to their voices, considers their situations together and communicates with relevant agencies. While each individual's circumstances differ, the process of bridging the gap between systems and reality is helping the center discover its true meaning as a "window that stands by you."

"The Overseas Koreans 365 Call Center is not merely a window providing answers; it is a companion that guides you in the right direction on some days and helps you breathe easier on others," an OKA official said. "We will continue to stand by our compatriots worldwide through faster, more convenient services and kinder, more accurate guidance."

The Overseas Koreans 365 Call Center operates under the motto "Hearts Together Beyond Borders." This service, enabling easy consultation anytime, anywhere overseas, has established itself as a reliable lifeline and companion for overseas Koreans, going beyond the mere resolution of civil issues.