

Ministry of Justice Launches ‘1345 Call Center, Press 1’ for Foreign Human Rights Violations... Reports Surge More Than Sixfold in One Month

- Dedicated hotline (Press 1) provides one-stop support in 20 languages, including reporting, counseling, and referrals to relevant authorities
- New reporting channel on social media launched to improve accessibility

Foreign workers residing in Korea who are subjected to human rights violations, such as unpaid wages or sexual violence, can now seek immediate assistance in 20 languages through a newly introduced dedicated reporting line.

The Ministry of Justice (Minister Jeong Seong-ho) announced that, since introducing the dedicated reporting line (Press 1) at the 1345 Immigration Contact Center, the number of reports received has surged more than sixfold within just one month, demonstrating the effectiveness of the new reporting system in providing timely relief to victims.

The Ministry of Justice introduced a dedicated reporting hotline (Press 1) through the 1345 Immigration Contact Center (hereinafter the 1345 Call Center) on May 27, 2026, enabling foreign workers in Korea to more easily and promptly report human rights violations such as unpaid wages, physical assault, sexual harassment and violence, passport confiscation, and forced labor.

※ **(The 1345 Call Center)** is a multilingual call center providing information and counseling in 20 languages for foreign nationals and overseas Koreans on matters related to daily life in Korea, including visa and residency-related inquiries, referrals to relevant agencies, and third-party interpretation services. The center is staffed by 108 multilingual counselors.

Previously, foreign workers experiencing human rights violations often had to contact multiple organizations depending on the nature of their case. Now, by simply calling 1345 and pressing 1, callers are immediately connected to a dedicated multilingual counselor to file a report or receive counseling.

Before the dedicated reporting line (Press 1) was introduced, an average of 22 reports were received per month; After its launch, the number of reports surged to 142 in the first month alone – an increase of approximately 6.4-fold.

The dedicated reporting hotline was established to address the difficulties foreign workers face in seeking timely assistance due to language barriers, including limited Korean proficiency, and a lack of information about reporting procedures, thereby enabling them to obtain faster protection and remedies for human rights violations.

In particular, counseling is available in 20 languages to ensure that foreign nationals who may be in vulnerable situations, including E-9 visa holders (workers under the Employment Permit System), E-8 visa holders (seasonal workers), E-6 visa holders (foreign entertainers), E-10 visa holders (foreign crew members), and marriage migrants, can more easily report human rights violations.

To further improve accessibility, the Ministry of Justice has also launched a social media reporting channel for foreign workers who do not yet have a Korean phone number or are otherwise unable to make phone calls. Through its Facebook page, users can submit reports by messages, photographs and videos. This also enables foreign workers to safely request assistance in situations where a phone call is not feasible, such as in noisy workplaces.

※ **(How to Submit a Report)** Search for the Facebook page 'Migrant Rights' or scan the QR code, and send a message

Reports received will be referred, as appropriate, to relevant organizations, including Migrant Rights Protection Officers at the nation's 19 Immigration Offices, the Crime Victim One-Stop Solution Center, Village Lawyers for Foreign Nationals (112 lawyers nationwide), Regional Offices of Employment and Labor, and organizations providing protection and support for victims of human trafficking to ensure that victims receive practical and effective support in obtaining remedies for violations of their rights.

Meanwhile, Director-General Cha Yongho of the Ministry of Justice's Immigration and Foreign Policy Headquarters visited the 1345 Immigration Contact Center on July 3 to review the operation of the reporting system for human rights violations against foreign workers and observed the counseling services on site.

During a meeting with counselors, Director-General Cha Yongho stated that the 1345 Immigration Contact Center is more than simply an information service. It is the first point of contact and the closest source of support for protecting human rights and interests of foreign workers. He urged all counselors to listen carefully to every call for help and respond with care and responsibility through the process from receiving

reports and providing counseling to referring cases to the appropriate authorities.

The Ministry of Justice will continue its efforts to foster a human rights-friendly living environment where foreign workers can live safely and with peace of mind, and will remain committed to providing prompt and effective remedies for violations of their rights.

Responsible Office	Korea Immigration Service Migrant Rights Protection Division	Director	Director Jeon Kangseop (02-2110-4106)
		Contact	Deputy Jeon Honggeun (02-2110-4151)
Responsible Office	Seoul Immigration Office Online Visa and Residence Service Center	Director	Director Ok Hyojae (02-6908-1302)
		Contact	Team Chorong Park (02-6908-1300)

