An Introduction to the Investment Aftercare Division

As part of the Office of the Foreign Investment Ombudsman, the Investment Aftercare Division was created within the Korea Trade-Investment Promotion Agency (KOTRA) to help improve the investment environment of Korea and promote the success of foreign-invested companies here by helping resolve their business- and daily life-related grievances.

Since 1999, this office has helped improve Korea’s investment environment through resolving an average of 376 foreign investor grievance cases annually, including 92 annual cases of system improvements and administrative intervention.

In detail, the functions of the Investment Aftercare Division include:

1) Assigning Home Doctors to foreign-invested companies and providing support in grievance resolution efforts
2) Resolving grievances through cooperation with the government and related government agencies and proposing relevant policies
3) Encouraging system improvements and legal amendments
4) Inducing reinvestment by foreign-invested companies
5) Taking preemptive measures to prevent future grievances and improving Korea’s investment environment

To enhance the quality and effectiveness of aftercare services, the Investment Aftercare Division operates the Home Doctor system, whereby specialists in fields including labor, taxation, finance and construction provide foreign-invested companies with on-site support and assistance based on knowhow and expertise accumulated for more than 13 years. As non-government officials specializing in diverse fields, the Home Doctors take a friendly and objective approach to the grievances of foreign-invested companies, which leads to increased credibility among foreign investors.

Grievance Resolution Process

Besides addressing investors’ grievances, our office holds annual events to better provide investors with tailored solutions. Since 2006, we have held the Job Fair for Foreign-Invested Companies every year to help foreign-invested companies find qualified employees. In 2011 we launched the new On-Campus Recruiting Expo for Local Foreign-Invested Companies. Then there is the CEO Forum for Foreign-Invested Companies, which offers investors a great chance to network and better get to know Korea’s business community.

Foreign business leaders have praised our services as being the most effective form of investment support. And as a widely benchmarked system, international organizations including UNCTAD, APEC and the World Bank have lauded it as a model for other countries.

Our goal is to help foreign investors engage in reasonable business in Korea and to prevent problems. Whatever assistance you may need, contact us and we will be on your side.

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