Public Agencies

(1) Administrative Agencies

The administrative agencies that foreigners come to contact in their everyday lives include an eup/myeon office, a community support center or a si/gun/gu office. You can receive civil documents from them or from one of the certificate issuing machines installed in major subway stations, or from a public service portal called ‘Minwon 24 (www.minwon.go.kr).’ Please note that not all civil documents can be issued by the machine or the service portal. For foreigners, Minwon 24 offers seven foreign language services including English, Chinese and Japanese.

(2) Police (☎ 112)

(3) Fire, Emergency and Ambulance (☎ 119)

In the event of a fire or a medical emergency, call 119 for immediate response.

(4) Post Office

① Basic fare
Regular mail: KRW 380 (25 g), registered mail: KRW 3,500 (1 kg), ePOST Shipping: KRW 5,000 (2 kg)

② Domestic mail
- Location: Post offices across the country
- Major business: mailing, shipping, banking and insurance
- Hours: 09:00-16:30 Mon-Fri (financial services) / 09:00-18:00 Mon-Fri (mailing service)
- Inquiry: 82-1588-1300/82-2-2108-9895
- Zip codes: Check zip codes at any post office across the country, the Internet post office (http://www.epost.kr), Korea Post (http://www.koreapost.go.kr) or the post office app.
③ **International mail services**
- Korea Post offers EMS (express mail service) as well as regular mail and parcel delivery services. The weight limits for parcel delivery and EMS are 20 and 30 kg each. Delivery charges vary depending on the destination on top of the type, size and weight of the parcel. Weight limits also differ according to shipping destinations, which you can check at post offices or ePost.
- You can check the country’s zip codes composed of 5-digit numbers at either the Naver Zip Code Search or the ePost Zip Code Search.
- Rates: Check EMS rates at the website (http://koreapost.go.kr) in Korean or English. Contact the call center of Korea Post for regular international mail and international parcel rates.
- EMS: The international express mail service delivers letters, documents and parcels overseas in the fastest and safest way. It currently delivers to 143 countries, and EMS Premium Service is available for 72 countries.

④ **International shipping**
Though a bit more expensive, you can also use international couriers with a global network to send goods and documents overseas. The following international couriers are operating in Korea. Check details about their services and fares at the following contact information.

<table>
<thead>
<tr>
<th>Company</th>
<th>Website</th>
<th>Phone</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>DHL Korea</td>
<td><a href="https://www.logistics.dhl">https://www.logistics.dhl</a></td>
<td>82-1588-0001</td>
<td></td>
</tr>
<tr>
<td>FedEx</td>
<td><a href="https://www.fedex.com">https://www.fedex.com</a></td>
<td>82-80-023-8000</td>
<td>Korean, English</td>
</tr>
<tr>
<td>UPS Korea</td>
<td><a href="https://www.ups.com/kr">https://www.ups.com/kr</a></td>
<td>82-1588-6886</td>
<td></td>
</tr>
</tbody>
</table>

⑤ **Parcel delivery and quick service**
Korea boasts a well developed delivery culture. Many businesses are engaged in the delivery business. Though more expensive than regular postal services, this express service provides convenient door-to-door courier delivery service for anything you want to send around the country.

<table>
<thead>
<tr>
<th>Type</th>
<th>Delivery Service</th>
<th>Quick Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reservation</td>
<td>Phone or Internet reservation → a courier’s visit → start of delivery</td>
<td></td>
</tr>
<tr>
<td>Time (Seoul, weekdays)</td>
<td>Seoul and Gyeonggi major cities: 1-2 days Other areas: 3-4 days Remote areas: extra time required</td>
<td>Immediate delivery upon receiving parcels</td>
</tr>
<tr>
<td>Fee</td>
<td>Different depending on distance and parcel weight</td>
<td></td>
</tr>
</tbody>
</table>

*If you have further questions please contact +82-1600-7119 or visit [www.investkorea.org](http://www.investkorea.org)*