

		<h1>Press Release</h1>	
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MERS Hotline 109 Expands Services to 19 Languages

- MOHW announced that it will increase the number of languages on its MERS hotline (109) to 19 in order to provide quick and accurate MERS-related information to non-Korean speakers residing in Korea or elsewhere.
- **The MERS hotline 109 already began an English language service on June 12. Starting from June 15, 17:00 P.M., it will provide interpreting services in 19 languages* through MOJ's Immigration Contact Center 1345.**
 - * Vietnamese, Thai, Mongolian, Indonesian, French, Bengali, Urdu, Russian, Nepali, Khmer, Burmese, German, Spanish, Tagalog, Arabic, Tamil, English, Mandarin and Japanese.
- **Direct Mandarin and Japanese services will be added to the MERS hotline on June 18, 9:00 A.M.** as it is expected that there will be a relatively high demand for both languages.

- MOHW provides MERS-related information in English in its “Press Release” section at the government’s new official website for the outbreak, www.mers.go.kr.

【How to use the MERS(109) hotline multi-language services】

◇ **English, Chinese, Japanese**

- Call 109 and wait until you hear this message: “For English, 中國語, 日本語 press 1, for other languages please disconnect and call 1345.” If you press 1, you will be instructed as follows: “for english press 1, for 中國語 press 2, for 日本語 press 3.” Follow this instruction, and you will be connected to an agent who speaks the language of your choice.

◇ **Other languages**

- Call 109 and wait until you hear this message: “For English, 中國語, 日本語 press 1, for other languages please disconnect and call 1345.” Follow this instruction, and you will be provided with a three-way interpreting service in the language of your choice. An agent at the Immigration Contact Center 1345 will interpret between the caller and a MERS hotline agent.

*(Notice) This information was translated in collaboration with the **Korean Culture and Information Service (KCIS)***

