

Public Services



Administrative institutions

The administrative institutions that people visit in everyday life are mostly township (myeon/eup) offices, community service centers, and city (si), county (gun) and district (gu) offices. These offices provide health and welfare services, maintain public facilities, and issue and file various certificates and process civil petitions as well.

Police Station (☎112)



If you become the victim of a crime or are involved in a car accident, you should dial 112 or report the incident directly to the nearest police station. Simply dial 112 on a phone without an area code.

Fire Station (☎119)



Dial 119 when there is a fire or a medical emergency. Dial 119 without an area code.

Postal services



1 Domestic Postal Service

- Service provided by: Post office and post service agencies nationwide
- Key services: Mail, courier service (express parcel delivery), banking, and insurance.
- Business hours: 09:00-18:00 (Postal service)
09:00-16:30 (Banking service)
- Contact: 82-1588-1300 / 82-2-2108-9895

■ Postal rates (as of Dec. 1, 2016, unit: won)

Weight(g)	Regular		Registered Mail		Express Mail	
	Standard	Non-standard	Standard	Non-standard	Standard	Non-standard
5	270	390	1,900	2,020	2,200	2,320
25	300	390	1,930	2,020	2,230	2,320
50	320	390	1,950	2,020	2,250	2,320
100	-	510	-	2,140	-	2,440
150	-	630	-	2,260	-	2,560

■ Parcel service rates (as of Dec. 1, 2016, unit: won)

Service		2kg (60cm)	5kg (80cm)	10kg (120cm)	20kg (140cm)	3kg (160cm)
Registered (Next-day delivery)	Local	3,500	4,000	5,500	7,000	8,500
	National	4,000	4,500	6,000	7,500	9,500
Regular parcel	Local	2,200	2,700	4,200	5,700	7,200
	National	2,700	3,200	4,700	6,200	8,200

■ Courier service (as of Dec. 1, 2016, unit: won)

Service	2kg (60cm)	5kg (80cm)	10kg (120cm)	20kg (140cm)	3kg (160cm)
Local	4,000	5,000	6,500	8,000	9,500
National	5,000	6,000	7,500	9,000	10,500
Jeju(Next-day delivery)	6,500	8,000	9,500	11,000	13,500
Jeju	5,000	6,000	7,500	8,000	10,500

*Courier service base charges: Based on box packaging standard

- Courier service makes next-day delivery, but the delivery period may vary in remote areas including island areas.
- Starting from September. 12, 2015, the courier service is available on Saturdays. (09:00-13:00)

- **Postal Code Search**

- On August. 1, 2015, the old six-digit postal code was changed to a five-digit code in order to improve the efficiency of mail sorting.
- Postal codes can be searched at post offices throughout Korea or through the internet post office (www.epost.kr), Korea Post (www.koreapost.go.kr), and postal services applications.

2 International Mailing and Shipping



International mailing and shipping service is classified into ordinary mail service, parcel delivery service, and Express Mail Service (EMS). In general, parcels may weigh up to 20kg, and EMS up to 30kg; fees vary depending on the type, size, and weight of the package. To check the weight limit in a particular country, you can refer to the post office website or other related websites.

- **Rates and fees:** The Korea Post website (www.koreapost.go.kr/eng) provides a list of the rates of EMS & EMS premium services. For the rates of international mail and parcel services, call the Korea Post call center (82-1588-1300 or 82-2-2108-9895).
- **EMS Search Inquiry:** www.koreapost.go.kr ems.epost.go.kr
 ※Check the barcode number on your EMS receipt

3 International Postal Service

If you are willing to bear higher postal charges to send documents or parcels abroad safe and fast, you can use international postal services with a global network. The following is a list of international postal services operating in Korea, so check the rates and services at their website.



- **DHL Korea**

Web: www.dhl.co.kr/en.html

Tel: 82-1588-0001

- **FedEx**

Web: www.fedex.com/kr_english/

Tel: 82-80-023-8000, 82-2-333-8000

- **UPS Korea**

Web: www.ups.com/content/kr/en/index.jsx

Tel: 82-1588-6886

4 Door-to-door Delivery Service and Quick Service (Motorcycle Delivery)

The door-to-door delivery service (taekbae) is widely used in Korea, and many service providers are operating in the country. Although the door-to-door delivery service is more expensive than a regular postal service, you can send a package anywhere you want around the nation.

Types	Door-to-Door Delivery Service	Quick Service
Booking	Booking by phone or Internet → Delivery person visits your place → Delivery	
Delivery lead time (Seoul, weekdays only)	Seoul & Gyeonggi-do Province (1-2 days) Others (3-4 days) Additional charges for remote islands or mountainous areas	Immediately upon pick-up
Fee	Fee varies depending on distance and the weight of package.	

*For the list of delivery service companies, check the directory. (P. 171)

Public bath facilities

Public bath facilities in Korea are largely divided into bathhouses, saunas, and 'jjimjilbang'.



- **Bathhouses:** There are bathing areas and shower facilities. Admission costs between 4,000-6,000 won.
- **Saunas:** There are spa facilities and rest areas in addition to bath and shower facilities. Admission costs between 5,000-7,000 won.
- **Jjimjilbang:** A popular form of public bathhouse unique to Korea used also for gathering of friends and families. In addition to bathhouse facilities, there is a common area for mingling shared by both genders. Some elaborate places also have restaurants, nail salons, massage and beauty facilities inside the establishment. Admission costs between 7,000-12,000 won.





Tip Bath culture in Korea

The bath culture in Korea is very popular. Many people visit public baths every week or two to submerge their bodies in hot water and scrub their skin clean. People are usually completely naked when they take a bath. In Korea, people go to a public bath together only when they are very close. People from countries without a public bath culture may find it awkward to be naked with so many strangers. Koreans are sometimes surprised to see foreigners entering a public bath in their underwear. However, it is sure worth giving a try and many foreigners come back for more.



Tip How to take a bath in a public bathhouse

- ① Take a quick shower and wash your hair before entering the bath.
- ② Get into the hot soaking pool and sweat it out for 5-10 minutes.
- ③ Exit the pool and scrub your body with a scrubbing mitt.
- ④ Proceed to the cold soaking pool or the sauna.
- ⑤ Lastly, take a shower one more time.

