



ichingo.app GUIDE

# Emergency Numbers Every Foreigner in China Should Save

Save this page before you need it — not after. Here's exactly who to call, when to call them, and what to say.

If something goes **wrong**

FREE · NATIONWIDE · 24/7



**110**  
**POLICE**

Crime, immediate danger, theft, robbery, or anyone threatening your safety.



**120**  
**AMBULANCE**

Medical emergencies — call to get a paramedic team and ambulance dispatched.



**119**  
**FIRE**

Fires, explosions, gas leaks, or hazardous chemical spills.



**122**  
**TRAFFIC ACCIDENT**

Car accidents and other road incidents.



**Only remember one number? Make it 110.**

Most Chinese cities have merged their emergency lines, so calling 110 will often connect you to fire and traffic services too. Emergency calls also go through even without a local SIM card or an active plan — any signal at all is enough.

For everyday **things**

NON-EMERGENCY



**12367**

**MOST USEFUL**

NATIONAL IMMIGRATION HOTLINE

Visas, residence permits, and entry/exit questions. Bilingual (Chinese/English), staffed 24/7 — the single most useful number for any foreigner living in China.



**12345**

**GOVERNMENT SERVICES**

Local, non-urgent issues — noisy neighbors, municipal services. Big cities often have English-speaking staff or can transfer you.



**12315**

**CONSUMER RIGHTS**

Fake products, being overcharged, or refund disputes with a business.



**12301**

**NATIONAL TOURISM HOTLINE**

Problems with tour operators, attractions, or travel agencies.



**114**

**DIRECTORY INQUIRIES**

Look up the phone number of a local business or organization.

## What to say when you call

### 3 THINGS TO REMEMBER



**1. Ask for English immediately**

The moment the call connects, say "English, please" or "I need an English interpreter." Most major hotlines — including 110 and 12367 — can patch in a three-way interpreter.



**2. Give your location clearly**

State a street name, a landmark, or a hotel name — not just a neighborhood. Outdoors, open your maps app and read out your coordinates, or screenshot your location if you're texting instead of calling.



**3. Can't talk? Text 12110**

If it isn't safe to speak out loud, send an SMS to 12110 with your city's area code attached — for example 1211010 in Beijing.



**One number we can't put on this list: your embassy.**

It's different for every nationality. Look up your country's embassy or consulate in China before you travel, and save it next to this page. 12367 is for immigration matters — it can't replace your embassy if you lose your passport or need consular help.

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Information is for general guidance only and may change without notice. Always contact official numbers directly in a real emergency.  
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