

Lost, Stolen or Withheld Identity Documents

Passports · Residence Cards · Personal Safety | English · Japanese · Korean

Korea & Japan | Independent public reference | 2026

Purpose. This guide helps a person recognise whether a document is lost, stolen or being withheld; ask for the right assistance; and keep track of replacement procedures. It is not an embassy document, emergency service or legal opinion.

Where to begin: Korea and Japan

Document / country	Practical route and important qualification
Passport · either country	A passport is normally issued or replaced by your country of nationality. Contact your embassy or consulate; ask about an emergency travel document if travel is urgent. Local police reporting and local immigration updates may also be needed.
Foreign resident registration card · Korea	Korea's immigration unified application form covers registration-card reissuance. Use HiKorea forms and ask the Immigration Contact Center (1345) which branch, supporting evidence, appointment and fee apply. Do not assume the Japanese deadline applies in Korea.
Residence card (在留カード) · Japan	For loss/theft/destruction, apply to the competent regional immigration bureau within 14 days of learning of the loss (or first re-entry if discovered overseas). The official procedure lists an application, photo and loss/theft evidence, with a police report reference where applicable. Loss-based reissuance is generally free. Confirm current requirements.
Special permanent resident certificate · Japan	Not the same as an ordinary residence card. A separate procedure applies; contact the appropriate municipality.
Document held against your will	If another person refuses to return your passport or threatens you, do not treat this as an ordinary clerical replacement problem. Seek confidential advice from your consulate, a labour-rights service, legal aid or police as appropriate.

Why the 14-day rule matters: Japan calculates the residence-card loss replacement deadline from when the holder learns of the loss; learning of it abroad changes the trigger to the first return to Japan. This is different from a generic "14 days after losing it". See Japan ISA procedural source below.

A decision checklist before reporting or replacing

- Write down when and where you last had the document and when you realised it was missing. These may be different dates.
- Record whether you suspect theft, simple loss, damage, or somebody deliberately withholding the document. Do not guess if unknown.
- Keep any existing photocopy, application reference, police report number and proof of travel separately, if safely accessible.
- Ask the issuing authority whether replacement changes any immigration record, employer record or identity verification process.
- Before travelling internationally, check passport, entry, residence and re-entry requirements with the relevant authorities. A police report alone is not a travel document.
- If somebody controls your phone, movements or documents, avoid confronting them or sending messages that might increase danger. Use a safe device and confidential support if possible.

Useful expressions (English → Japanese → Korean)

Ask for help

English	日本語	한국어
I have lost my passport. I need to contact my embassy or consulate.	パスポートを紛失（ふんしつ）しました。大使館（たいしかん）か領事館（りょうじかん）に連絡（れんらく）したいです。	여권을 분실했습니다. 대사관이나 영사관에 연락하고 싶습니다.
My residence card is missing. Where should I report it?	在留（ざいりゅう）カードが見当（みあ）たりません。どこに届け出ればよいですか。	체류카드가 없어졌습니다. 어디에 신고해야 하나요?
My bag was stolen, including my identity documents.	身分証明書（みぶんしょうめいしょ）が入ったかばんを盗（ぬす）まれました。	신분증이 들어 있는 가방을 도난당했습니다.
I do not know whether the document is lost or has been taken.	書類（しゅるい）を紛失（ふんしつ）したのか、誰かに持（も）ち去（さ）られたのか分かりません。	서류를 잃어버린 건지 누군가 가져간 건지 모르겠습니다.

Police report

English	日本語	한국어
Can I report a lost or stolen document and receive a report number?	紛失（ふんしつ）・盗難（とうなん）の届出（とどけで）をして、受理番号（じゅりばんごう）を教えてください。	분실·도난 신고를 하고 접수번호를 받을 수 있나요?
Please tell me how to obtain proof that I reported the theft.	盗難届（とうなんとどけ）を出したことを示す書類（しゅるい）の取得方法（しゅとくほうほう）を教えてください。	도난신고 사실을 증명하는 서류를 어떻게 발급받나요?
I need an interpreter to explain what happened accurately.	事情（じじょう）を正確（せいかく）に説明（せつめい）するため、通訳（つうやく）をお願いできますか。	상황을 정확하게 설명하기 위해 통역을 요청할 수 있나요?

Reissue

English	日本語	한국어
Which authority handles the replacement of this document?	この書類（しゅるい）の再交付（さいこうふ）はどの機関（きかん）が担当（たんとう）しますか。	이 서류의 재발급은 어느 기관에서 담당하나요?
What is the deadline to apply for a replacement?	再交付（さいこうふ）の申請期限（しんせいきげん）はいつですか。	재발급 신청기한은 언제인가요?
What can I use to prove my identity while waiting?	再交付（さいこうふ）を待（ま）つ間（あいだ）、本人確認（ほんにんかくにん）に使える書類（しゅるい）はありますか。	재발급을 기다리는 동안 신원을 증명할 수 있는 서류가 있나요?
Do I need an appointment, photo or police report?	予約（よやく）、写真（しゃしん）、警察（けいさつ）への届出（とどけで）の書類（しゅるい）は必要（ひつよう）ですか。	예약, 사진, 경찰 신고서류가 필요한가요?
Can I obtain a receipt confirming that my application was submitted?	申請（しんせい）したことを示す受付票（うけつけひょう）を受け取れますか。	신청 사실을 증명하는 접수증을 받을 수 있나요?
I discovered the loss while overseas. Which date starts the deadline?	海外（かいがい）で紛失（ふんしつ）に気づきました。期限（きげん）はいつから数（かぞ）えますか。	해외에서 분실 사실을 알았습니다. 기한은 언제부터 계산하나요?

Passport

English	日本語	한국어
Can my embassy issue an emergency travel document?	大使館（たいしかん）で緊急渡航書類（きんきゅうとうこうしゅるい）を発行（はっこう）できますか。	대사관에서 긴급여행증명서를 발급받을 수 있나요?
Will I need to update my residence records after replacing my passport?	パスポートの再発行（さいはっこう）後（ご）、在留（ざいりゅう）に関する届出（とどけで）が必要（ひつよう）ですか。	여권을 재발급받은 뒤 체류 관련 신고가 필요한가요?

English	日本語	한국어
Is it safe to travel before the replacement is issued? What should I verify?	再発行（さいはっこう）前（まえ）の渡航（とこう）について、何（なに）を確認（かくにん）すべきですか。	재발급 전에 여행해도 되는지 무엇을 확인해야 하나요?

Retention

English	日本語	한국어
My employer is keeping my passport and will not return it.	雇用主（こようぬし）が私（わたし）のパスポートを保管（ほかん）したまま、返（かえ）してくれません。	고용주가 제 여권을 보관하고 돌려주지 않습니다.
I have asked for my documents back, but my request was refused.	書類（しゅるい）の返還（へんかん）を求（もと）めました、断（ことわ）られました。	서류 반환을 요구했지만 거절했습니다.
I am afraid I may be threatened if I ask for the documents again.	もう一度（いちど）返還（へんかん）を求（もと）めると脅（おど）されるかもしれず、怖（こわ）いです。	서류를 다시 돌려달라고 하면 협박받을까 두렵습니다.
Please do not contact the person holding my documents without asking me first.	私（わたし）の確認（かくにん）なく、書類（しゅるい）を持っている人に連絡（れんらく）しないでください。	제 확인 없이 서류를 가진 사람에게 연락하지 말아 주세요.
Is there a safe way to request the return of my documents?	安全（あんぜん）に書類（しゅるい）の返還（へんかん）を求（もと）める方法（ほうほう）はありますか。	안전하게 서류 반환을 요청할 방법이 있나요?
I need confidential advice before taking any action.	行動（こうどう）する前（まえ）に、秘密（ひみつ）を守（まも）って相談（そうだん）したいです。	행동하기 전에 비밀이 보장되는 상담을 받고 싶습니다.
I am being told I cannot leave work or my accommodation unless I hand over my documents.	書類（しゅるい）を渡（わた）さないと職場（しょくば）や住居（じゅうきょ）から出（で）られないと言（い）われています。	서류를 넘기지 않으면 직장이나 숙소에서 나갈 수 없다는 말을 듣고 있습니다.

Digital safety

English	日本語	한국어
My phone or messages may be monitored. Is there a safer way to contact you?	携帯電話（けいたいでんわ）やメッセージを監視（かんし）されているかもしれません。安全（あんぜん）な連絡方法（れんらくほうほう）はありますか。	휴대전화나 메시지를 감시당하는 것 같습니다. 안전한 연락 방법이 있나요?
Please do not send any documents to my work email.	職場（しょくば）のメールアドレスには書類（しゅるい）を送（おく）らないでください。	직장 이메일로 서류를 보내지 말아 주세요.
Can we arrange an appointment without leaving a voicemail?	留守番電話（るすばんでんわ）を残（のこ）さずに予約（よやく）を取（と）れますか。	음성메시지를 남기지 않고 상담 예약을 할 수 있나요?

Recordkeeping

English	日本語	한국어
Could you write down the office name, case number and next step?	担当窓口（たんとうまどぐち）、受付番号（うけつけばんごう）、次（つぎ）の手續（てづき）を書（か）いていただけますか。	담당기관, 접수번호, 다음 절차를 적어주실 수 있나요?
Please confirm whether the original or a copy is required.	原本（げんぽん）が必要（ひつよう）か、写（うつ）してよいか確認（かくにん）してください。	원본이 필요한지 사본으로 가능한지 확인해 주세요.
What should I do if I later find the missing card?	なくしたカードが後（あと）で見（み）つかったら、どうすればよいですか。	잃어버린 카드를 나중에 찾으면 어떻게 해야 하나요?
I cannot attend in person because of illness or disability. Are alternatives available?	病気（びょうき）や障害（しょうがい）で出向（でむ）けません。別（べつ）の申請方法（しんせいほうほう）はありますか。	질병이나 장애로 직접 방문할 수 없습니다. 다른 신청 방법이 있나요?

Sample messages you can adapt

Lost card / replacement inquiry

English	日本語	한국어
Subject: Lost residence document — replacement procedure I discovered on [date] that my [document] is missing. I am currently in [city]. Please tell me whether I should file a police report, the applicable deadline, required documents, and how to obtain proof of my application. I would also like to request language assistance if available.	件名：在留関係書類（ざいりゅうかんけいしょるい）の紛失（ふんしつ）と再交付（さいこうふ）について [日付]に[書類名]が見当たらないことに気づきました。現在[都市]にいます。警察への届出、申請期限、必要書類、申請の証明方法を教えてください。可能であれば通訳支援も希望します。	제목: 체류 관련 서류 분실 및 재발급 문의 [날짜]에 [서류명]이 없어진 사실을 알았습니다. 현재 [도시]에 있습니다. 경찰 신고 필요 여부, 신청기한, 필요서류, 신청 사실 증명 방법을 알려주시기 바랍니다. 가능하면 통역 지원도 요청드립니다.

Confidential request about withheld passport

English	日本語	한국어
Subject: Confidential advice requested — passport not returned My passport is being kept by [relationship, if safe to disclose] and I cannot retrieve it. I am concerned about [threats / inability to leave / privacy]. Please advise how to seek help safely. Do not contact the person holding it without asking me first.	件名：パスポートの返還（へんかん）に関する秘密相談（ひみつそうだん） 私のパスポートを[関係者]が持っており、返してもらえません。[脅し／移動制限／プライバシー]について不安があります。安全な相談方法を教えてください。私に確認する前に相手へ連絡しないでください。	제목: 여권 반환 거부 관련 비밀 상담 요청 [관계자]가 제 여권을 가지고 있으며 돌려주지 않습니다. [위협/이동 제한/사생활 노출]이 걱정됩니다. 안전하게 도움을 받는 방법을 안내해 주세요. 제게 확인하기 전에 상대방에게 연락하지 말아 주세요.

Keeping a record without exposing yourself

Record	What to note
Timeline	Last seen; discovered missing; police report; appointment; application date; next deadline.
Contacts	Authority, officer/team, call date, case number, promised action.
Evidence	Copies/photos only if lawful and safe; police report receipt; embassy correspondence; existing card number if already known.
Communication safety	Safe phone/email, whether messages can be left, whether employer/family must not be contacted.
Next step	Who will do what, by when, and what to do if no response arrives.

Official references and source notes

- Japan: Residence-card reissuance after loss
https://www.moj.go.jp/isa/applications/procedures/nyuukokukanri10_00010.html
- Japan: Residence-management FAQ
https://www.moj.go.jp/isa/publications/faq/newimmiact_4_q-and-a_page2.html
- Korea: Immigration application form and 1345
<https://immigration.go.kr/bbs/immigration/213/561864/artclView.do>
- ILO: Forced-labour indicators (2025)
<https://www.ilo.org/publications/ilo-indicators-forced-labour-1>
- ILO: Passport retention and forced labour
<https://www.ilo.org/ilo-helpdesk-questions-and-answers-business-and-forced-labour>

Source method: procedural facts are based on the sources listed above; multilingual phrases, checklists and sample correspondence were independently written for this guide. No individual case was investigated or legal advice provided.