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Seodaemun-gu to Restructure and Expand the Angel Talk Service from November

With Real-Time 1:1 Welfare Counseling Function Added

Seodaemun-gu announced on October 31 that it will restructure and expand its KakaoTalk channel "Angel Talk", which has been used to uncover welfare blind spots starting from November.

Angel Talk has been used so far as a channel through which residents who have found neighborhoods in need inform the District Office. In the future, the channel will be also available for residents who have difficulties in using welfare services due to mobility issues or feeling uneasy when consulting with welfare employees in person to inform their situations and receive counseling.

The channel is available from 9:00 am to 6:00 pm on weekdays.

If residents ask for counseling through 1:1 chat on Angel Talk, the staff of the Seodaemun-gu Office Welfare Counseling Center (Happy 1004 Call Center) will provide counseling via KakaoTalk or telephone.

After the counseling, local community center employees visit the residents and a survey of their current conditions is conducted.

To use the service, it is necessary to search for "Angel Talk" on KakaoTalk and add the channel as a friend. "As Angel Talk was developed for the building of a thorough human safety network and the achievement of welfare without blind spots, we hope this will be more actively used by residents," said Governor of Seodaemun-gu Mun Seok-jin.

By Kim Hyeon-a

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