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| A white background with black text  Description automatically generated with low confidence | **Press Release** | Dept. | Public AI Policy Division |
| Logo, company name  Description automatically generated | Embargoed for release until **Tuesday morning, September 17, 2021 (after 12:00 (KST), September 16)** | Persons in Charge | Director Lee Yoon-kyung,  Deputy Director Cho Yoon-hwi |
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| Korea’s public virtual assistant service brings  vital information to over 12 million citizens and residents  ∙ “*GoodPy*”\*, the Korean government’s virtual assistant service, provides personalized public service information ranging from COVID-19 Relief Funds to vaccination notifications, delivered via popular digital platforms like NAVER, KakaoTalk and Toss.  \* The name “*GoodPy*” is an abbreviation of a Korean word for good virtual assistant service for the citizens. The name and character were both suggested and selected by the citizens and residents of Korea.  ∙ The service has supported the nationwide COVID-19 vaccination efforts by providing over 160 million vaccination appointment notifications. |

The Ministry of the Interior and Safety (Minister Jeon Hae-cheol) launched the “GoodPy” public virtual assistance service on March 29th. The service currently provides personalized information and notifications on nine types\* of government services via popular mobile apps like NAVER, KakaoTalk and Toss.

\* COVID-19 Relief Funds, COVID-19 vaccination appointments, traffic penalties, traffic fines, driver’s license renewals, school bus driver training, senior driver training, national scholarship applications, and medical check-up date (cancer screening date) notifications

In particular, COVID-19 Relief Funds notification was added to GoodPy on August 31st to inform citizens and residents of their eligibility for the COVID-19 Relief Funds, application period and use-by dates.

For those who have registered for COVID-19 Relief Funds notification, GoodPy will provide alerts on eligibility, amount, when and how to apply, as well as when and where you can spend it - the day before the application date.

GoodPy will also send out a reminder to all those who have not made an application until October 22nd, one week before the closing date for COVID-19 Relief Funds application. There will also be additional reminders to spend the subsidy, one month (November 30th) and one week (December 24th) before the use-by date.

From August 30th, as GoodPy began to offer COVID-19 Relief Funds notification, it also became possible to register for GoodPy notification service on popular private mobile apps like NAVER (e-document service), KakaoTalk (GoodPy Channel), and Toss (My Documents), making it much easier to access the service.

As a result, GoodPy’s COVID-19 Relief Funds notification service had 10 million subscribers within the first week of its operation. As of September 9th, 12.7 million have signed up for the service.

GoodPy has also provided a total of 162.8 million vaccination appointment notifications to 37.78 million people since its launch on March 29th. It has made vital contributions to the nationwide COVID-19 vaccination drive by providing appointment confirmation on both rounds of vaccination, pre-vaccination guide the day before appointment, instructions on the day as well as D+3 guide on self-monitoring adverse reaction to vaccination.

Since May 31st, GoodPy is piloting consultation services on a wide range of public services such as COVID-19 Relief Funds, forest lodges, customs duties and military duty. Users need not look for domain-specific chatbots to have their questions answered. Instead, the GoodPy chatbot ((https://chatbot.ips.go.kr) serves as a one-stop platform for all GoodPy-integrated public services.

**Minister of the Interior and Safety, Jeon Hae-cheol** commented, “GoodPy service will help a huge number of citizens by offering notification and consultation on a whole range of public services from COVID-19 Relief Funds and vaccination to traffic, health and education.”

“MOIS will continue to add new services and expand the number of private apps integrated with GoodPy in order to build on the success of this digital public-private collaoration,” he added.