

Government clarifies eligibility check on Consumption Voucher Scheme

In response to media enquiries on the eligibility check on the Consumption Voucher Scheme (CVS), a Government spokesman today (July 5) clarified that members of the public will not be disqualified from receiving the consumption voucher if they fail to respond to the relevant SMS messages within three days.

The spokesman said that the CVS Secretariat would select a small proportion of registrations for eligibility checks. Those people will receive an SMS message from the CVS Secretariat or its contractor inviting them to contact the Secretariat or the contractor within three working days.

If there is no reply from the relevant people, the Secretariat or its contractor will send an SMS message again and contact them by phone. The Secretariat will arrange to disburse the consumption voucher to them if they can reply and provide the relevant documents in a timely manner.

Members of the public who suspect the authenticity of the calls or the SMS messages received, or wish to enquire about the checking progress of their registration, can call the hotline 18 5000.

The spokesman again reminded the public to pay particular attention to the following if they receive calls or SMS messages on the CVS:

- the calls will not be recorded messages;
- the SMS messages will not provide any hyperlinks;
- no personal information will be obtained from the registrants directly; and
- the Government or its contractors will only use the following designated telephone numbers to call or send SMS messages:

Calling the registrants

| | Designated telephone number |
|--|------------------------------|
| CVS Secretariat | 3852 7500 or 2241 9400 |
| Contractor appointed by the Government to conduct checks on the registrant's eligibility Deloitte Touche Tohmatsu | 2852 1009 |

Sending SMS messages to the registrants

| | Designated telephone number |
|--|--------------------------------------|
| CVS Secretariat | 852-6059 1120 or 852-2241 9400 |
| Contractor appointed by the Government to conduct checks on the registrant's eligibility Deloitte Touche Tohmatsu | 852-5567 3873 |
| Contractors appointed by the Government to process/check forms SPS UK&I Limited Toppan Forms (Hong Kong) Ltd | 852-6115 1226 34849 852-6522 4964 |