

Government extends deadline for Octopus card users to tap their cards for collecting consumption vouchers to end-September next year

The Government has started disbursing consumption vouchers by batches and instalments to successful registrants since August 1. People who chose to receive the vouchers via Octopus need to collect the vouchers by tapping their cards before using them. They may tap their cards at the Subsidy Collection Points of the Public Transport Fare Subsidy Scheme at MTR stations, Light Rail Customer Service Centres, designated piers and public transport interchanges; designated convenience stores and supermarkets; Octopus Service Points; or via the Octopus app. According to the original arrangement, people must tap their cards to collect the voucher within three months after the disbursement date of each instalment, and the uncollected voucher value will become invalid after the deadline.

Hence, people who were disbursed with the first vouchers on August 1 via Octopus cards must tap their cards to collect the vouchers by October 31. As a small number of people have not yet tapped their cards to collect the vouchers, the Government announced today (October 26) to extend the voucher collection period. In view that the same situation may occur in other batches and instalments of vouchers disbursed after August 1, the collection periods of all batches and instalments will be extended to September 30, 2022, so as to simplify the arrangement and assist the public, and avoid the need for them to calculate the collection periods for vouchers disbursed at different times.

This change will not affect the other existing arrangements of the Government for disbursing vouchers via Octopus to eligible people.

People who collect vouchers via Octopus may enquire about the value of vouchers disbursed, the remaining value of uncollected vouchers, the collection deadline, and the cumulative total amount of "eligible spending" etc, through the relevant mobile app and website, or call the Octopus hotline at 2969 5500.

The public may visit the Consumption Voucher Scheme website (www.consumptionvoucher.gov.hk) or call the hotline 18 5000 if they have any questions about the Scheme.