

Licence applicants to provide verified e-contact means to TD starting from November 18 (with photos)

The Transport Department (TD) today (November 1) reminded members of the public that, from November 18, 2024, applicants for the new issue or renewal of 21 driving and vehicle licences must provide and verify a Hong Kong mobile phone number or email address as an e-contact means (ECM) for receiving electronic messages issued by the Hong Kong Police Force and the TD in future, in preparation for the Traffic e-Enforcement System to be implemented gradually in the first half of 2025.

Starting from November 18:

- "Online applications, instant verification": The TD encourages the public to submit licence applications online, so that they can provide and instantly verify the ECM using a one-time password (OTP) during the application process, thereby saving time and enjoying convenience;
- "Applications in paper form, verification via designated platform": If a paper application is necessary, the applicant must provide and verify the ECM via OTP on the TD's [designated online platform](#) within three months prior to application submission, and provide the same verified ECM in the application form before submission. The designated online platform will be launched at 10am on November 4;
- The verified ECM will only be updated in the applicant's records of driving licence and/or all vehicle(s) registered under his/her name after the application concerned has been approved to ensure that it is accurately updated;
- If an ECM cannot be provided or verified, or if the ECM provided is inconsistent with the verification record, the application cannot be processed;
- For any change of ECM, the applicant must notify the TD within 72 hours of the change through the [online services in GovHK](#) or by submitting form [TD559](#);
- Holders of licences that have not yet expired do not need to rush to provide and verify the ECM early; and
- Driving licence holders who have not provided an ECM to the TD before are also welcome to provide and verify their ECM through the online services in GovHK or by submitting form TD559.

A spokesman for the TD said, "Providing a frequently used and verified ECM is of utmost importance. If the Hong Kong mobile phone number or email address is incorrect or not frequently used, the licence holder will not be able to receive notifications issued by the Police and the TD, which may result in e-Tickets and tunnel tolls not being paid timely, and may need to bear the legal responsibilities such as penalties or surcharges. Applicants must ensure that their Hong Kong mobile phone number or email address is

correct. If different ECMs are provided or verified at different times, the latest record will replace the old one, rendering the original ECM invalid."

Applicants providing a Hong Kong mobile phone number as their ECM should note that the TD has participated in the SMS Sender Registration Scheme under the Office of the Communications Authority. SMS messages issued by the TD will bear the ID "#TDeContact" with the prefix "#" for easy authentication. The TD will not send SMS messages or emails with hyperlinks.

From September 2024, the TD has held over 10 briefings for the transport sector, including the goods vehicle, taxi, public light bus and non-franchised bus trades, as well as stakeholders covering driving schools, vehicle dealers and financial institutions, which handle first registration of new vehicles and application for vehicle licences for their clients, to brief them on the new legal requirements regarding provision and verification of ECM. The TD will issue letters in batches to holders whose licences will soon expire, informing them of the detailed steps for providing and verifying an ECM. The TD will also deploy service ambassadors at its four Licensing Offices and the Cross Boundary Unit from November 4 to assist the public in submitting applications and verifying their ECM.

The passage of the Electronic Traffic Enforcement (Miscellaneous Amendments) Bill 2023 by the Legislative Council on June 19, 2024, provides a legal basis for the Police to serve fixed penalty notices against traffic offences or contraventions by electronic means; it also requires registered owners of vehicles, holders of various types of licences and permits, and holders of driving licences to provide the TD with their ECM in their applications. The Government then published in the Gazette that relevant provisions on collecting ECM would be implemented on November 18.

The public may refer to the TD's [thematic webpage](#), HKeMobility mobile application and Agent T Facebook page (www.facebook.com/AgentT.hk), or call the hotline at 2804 2600 for details.



