

New registration and application for switching stored value facilities for Consumption Voucher Scheme to close on June 27

The registration for 2023 Consumption Voucher Scheme (CVS) 2nd Instalment will close next Tuesday (June 27). A Government spokesman today (June 23) reminded eligible persons who have never registered and existing registrants who wish to change their stored value facility (SVF) accounts to receive the second instalment voucher to complete the procedures in time through the electronic registration portal on the Scheme website (www.consumptionvoucher.gov.hk) or at the temporary service centres (Note).

Existing registrants who do not wish to change their SVF accounts need not go through any procedures.

The Government will conduct eligibility check for all registrants. In the course of checking, the CVS Secretariat and its contractors will perform verification and contact registrants. In view of the recent public concerns about receiving calls or SMS messages that might be sent by fraudsters impersonating the CVS Secretariat or its contractors to collect personal data, the spokesman reminded the public to pay particular attention to the following:

- 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:

(I) 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

(II) sending SMS messages to the registrants

	Designated telephone number
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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

All registrants will be notified of their checking results by SMS messages issued through the specified telephone number (852 6059 1120). People can also enquire about their checking results through the interactive voice response system of hotline 18 5000.

For registrants who are notified that they do not meet the eligibility criteria, if they do not agree on the result and wish to apply for review, they can download the "Application Form for Review" from the Scheme website or obtain it through the Scheme hotline 18 5000, and return the completed form together with relevant documents through the following channels within 14 days after receipt of the SMS notification:

- (1) by post to the Consumption Voucher Scheme Secretariat at P.O. Box 185000, General Post Office, Hong Kong;
- (2) by fax (3106 0701); or
- (3) by email (enquiry@consumptionvoucher.gov.hk).

The Secretariat will issue SMS messages to confirm receipt of the review applications. Under normal circumstances, the Secretariat will notify applicant of the review result within six weeks.

For details of the Scheme, please visit the Scheme website or call the hotline 18 5000.

Note:

Locations of the nine temporary service centres:

Hong Kong Island

1. 34/F, Revenue Tower, 5 Gloucester Road, Wan Chai
(MTR Wan Chai Station Exit A5/MTR Exhibition Centre Station Exit B3)
2. Unit 1202, 12/F, Olympia Plaza, 255 King's Road, North Point
(MTR Fortress Hill Station Exit B)

Kowloon

3. Units 1834 – 1838, 18/F, Pioneer Centre, 750 Nathan Road, Mong Kok
(MTR Prince Edward Station Exit B2)
4. Unit D, 30/F, Legend Tower, 7 Shing Yip Street, Kwun Tong
(MTR Kwun Tong Station Exit B1)

New Territories

5. Units 906 – 907, 9/F, The Octagon, 6 Sha Tsui Road, Tsuen Wan
(near MTR Tsuen Wan West Station)
6. Leung King Estate Community Centre, Leung King Estate, Tuen Mun
(LRT Leung King Stop)
7. Tin Ching Community Hall, Tin Ching Estate, Tin Shui Wai, Yuen Long
(LRT Tin Yuet Stop)
8. Unit 2310, 23/F, Metropole Square, 2 On Yiu Street, Shek Mun, Sha Tin
(MTR Shek Mun Station Exit C)
9. Conference Room, Kwong Fuk Community Hall, Kwong Fuk Estate, Tai Po
(MTR Tai Po Market Station, take shuttle bus K18 to the terminus)

The temporary service centres will provide service from 9am to 6pm until June 27 and close on Sunday. To avoid waiting, people may call the Scheme hotline 18 5000 to make appointments in advance.