

Public Transport Fare Subsidy Scheme temporary special arrangement for expired subsidy for January to end soon

The Transport Department (TD) today (June 13) reminded members of the public that the interim special arrangement whereby members of the public may apply for late collection of their expired subsidy for January under the Public Transport Fare Subsidy Scheme (the Scheme) will end on June 15. Any further late applications beyond June 15 will not be accepted. Commuters who have not collected their subsidy for January may apply for late collection on or before June 15 by calling the Scheme hotline (2969 5500).

"Having regard to the fact that the Scheme is still in its early stage of implementation, and to cater for those who may not have been able to claim the subsidy in the first three months, the Government introduced an interim special arrangement on May 16 whereby members of the public may apply, within one month from the day after the collection period, for late collection of their expired subsidy by calling the Scheme hotline. Upon confirmation of the application, the uncollected subsidy can be collected through various collection channels from the 16th day of the month following the date of the application and within a further three-month period thereafter," the TD spokesman said.

"The interim special arrangement can only be applied to uncollected subsidy for the months of January, February and March by the end of the respective three-month collection periods. Notwithstanding this, members of the public who have yet to collect their subsidy for the months of February and March are advised to collect the subsidy through the established collection channels as soon as possible before June 16 and July 16 respectively, and save making the call to the Scheme hotline to apply for late collection," the spokesman said.

The service hours of the Scheme hotline are from 9am to 9pm on Mondays to Fridays and from 9am to 6pm on Saturdays, Sundays and public holidays. Members of the public applying for the expired subsidy can press "1" and "0" after choosing the language on the Scheme hotline to be connected to the customer service representatives directly for the application. The respective periods for handling applications for claiming the uncollected subsidy for the months of February and March are as follows:

Subsidy for the month of	Collection Period (Three months)	Handling Period for applications for claiming the uncollected subsidy (One month)
February	March 16 to June 15	June 16 to July 15
March	April 16 to July 15	July 16 to August 15

Commuters may check their record of public transport expenses and subsidy amount through the website of the Scheme (www.ptfss.gov.hk), the Octopus App and the Scheme hotline. For enquires about the details of the Scheme, please browse through the Scheme website or call 1823.