

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

The Transport Department (TD) today (August 8) 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 March under the Public Transport Fare Subsidy Scheme will end on August 15. Any late applications beyond August 15 will not be accepted. Commuters who have not collected their subsidy for March may apply for late collection on or before August 15 by calling the Scheme hotline (2969 5500).

"With regard to the fact that the Scheme was at 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 three-month special arrangement on May 16 whereby members of the public may apply, within one month from the day after the respective collection periods of subsidy for the months of January, February and March, for late collection of their expired subsidy by calling the Scheme hotline. The special arrangement will end on August 15. Thereafter, if commuters do not collect the subsidy within three months, the subsidy amount cannot be retrieved," the TD spokesman said.

The service hours of the Scheme hotline are from 9am to 9pm Monday to Friday, 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. 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 collection period of the subsidy for April will end on August 15. Commuters who have yet to collect their subsidy for April are advised to collect it through the established collection channels as soon as possible on or before August 15," the spokesman said.

Commuters can collect the subsidy by tapping their Octopus on the readers of the Subsidy Collection Points installed at all MTR stations and Light Rail Customer Service Centres, designated public transport interchanges and ferry piers, any outlet of 7-Eleven, Circle-K and Wellcome supermarket, as well as at Octopus Service Points or through the Octopus App.

Commuters may check their record of public transport expenses and subsidy amounts 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 website of the Scheme or call 1823.