

Refund arrangements for e-Payment service at government tolled roads and tunnels

The Transport Department (TD) today (February 4) said that since the implementation of the "stop-and-go" e-Payment service at government tolled roads and tunnels, a small number of motorists using Octopus cards to pay tolls at the manual toll booths had experienced faults in the "Toll Paid" notification in which the e-Payment system did not indicate a successful transaction. As a result, the motorists concerned were asked to pay the toll in cash instead. However, after checking the records, it was found that these Octopus transactions had been successfully completed, resulting in duplicated toll payments by the motorists concerned. With modification of the e-Payment system software, the technical issue has now been fixed.

Having verified the relevant records, 30 transactions were found to be affected up to December 31, 2018, amounting to a total of \$337.

The TD has arranged for refunds through Octopus Cards Limited. The card holders concerned can receive the refund through the channels below, effective from 10am on February 5, 2019:

- (i) Near Field Communication (NFC)-enabled Android mobile devices or iOS mobile devices paired up with Octopus Mobile Reader, with the Octopus App installed; or
- (ii) Octopus Service Points at the designated MTR stations or shopping malls (please browse Octopus website www.octopus.com.hk or call the Octopus customer service hotline 2266 2222 for the locations).

All the card numbers of the affected Octopus cards and the government tolled roads and tunnels concerned have been uploaded to the TD website (www.td.gov.hk) for public reference.

If there are further and similar refund cases in the future, the card number of affected Octopus cards will be uploaded to the following TD website:
www.td.gov.hk/en/transport_in_hong_kong/tunnels_and_bridges/toll_rates_of_road_tunnels_and_lantau_link/stop_and_go_e_payment_service/index.html

For queries, please call 1823 or the respective hotlines of the tolled road and tunnels.