

TD to send HKeToll SMS by “#HKeToll” from October 28

The Transport Department (TD) announced today (October 21) that the HKeToll has participated in the SMS Sender Registration Scheme under the Office of the Communications Authority to help the public verify SMS messages issued by the HKeToll. Starting from noon next Monday (October 28), the HKeToll will use “#HKeToll” for issuing messages to local subscribers of mobile services who are HKeToll users, ceasing the use of the sender ID without prefix “#” at the same time.

A spokesman for the TD said that the HKeToll has been progressively implemented at government-tolled tunnels and Tsing Sha Control Area since May 2023. The overall operation has generally been smooth to date, and motorists have been extensively using and adapting to the system. The registered sender ID “#HKeToll” with prefix “#” will enable users to authenticate messages and guard against scams and loss.

The TD reiterated that the HKeToll will not send SMS messages or emails with hyperlinks to vehicle owners for carrying out transactions. Vehicle owners must log in to the HKeToll website (hketoll.gov.hk) or mobile app to pay outstanding tolls online. Members of the public should stay alert when receiving messages without prefix “#” but purportedly issued by the HKeToll or any unidentified messages, and should not reply directly, visit suspicious websites or disclose any personal information to avoid being directed to fraudulent websites to carry out transactions. For enquiries about the HKeToll, please call 3853 7333.