

Temporary service centres set up to assist JoyYou Card applicants and application opens for eligible persons reaching 60

The Government today (December 30) announced that four temporary service centres will be set up from next Monday (January 3, 2022), to assist eligible persons aged 60 to 64 under the Government Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities (\$2 Scheme) to apply for the JoyYou Card, a Personalised Octopus Card tailor-made for the Scheme. Application for the JoyYou Card will also open for eligible persons reaching the age of 60 in three months.

Four temporary service centres

Eligible persons aged 60 to 64 must use a JoyYou Card to enjoy the \$2 concessionary fare from February 27, 2022. Octopus Cards Limited (OCL) has so far received a total of about 516 600 applications, representing about 85 per cent of the estimated population born from 1957 to 1961. Eligible persons yet to apply are reminded to submit their applications via the Octopus App mobile application before January 31. Otherwise, they will not be able to enjoy the concessionary fare as scheduled.

To assist eligible persons aged 60 to 64 to submit their applications or supplementary information as soon as possible, from next Monday, OCL will set up the following four temporary JoyYou Card Application Service Centres (see Annex for locations):

- Room 3030, 30/F, Revenue Tower, 5 Gloucester Road, Wan Chai;
- Unit 1917-1918, 19/F, Pioneer Centre, 750 Nathan Road, Mong Kok;
- Conference Room, 2/F, Hin Keng Neighbourhood Community Centre, 5 Hin Wo Lane, Tai Wai, Sha Tin; and
- Unit 401B, 4/F, Tin Ching Amenity and Community Building, Tin Ching Estate, Tin Shui Wai.

Their service hours will be 9am to 8pm from Monday to Friday and 9am to 1pm on Saturdays, and they will be closed on Sundays and public holidays. Members of the public who need assistance on applications may visit the service centres during service hours.

OCL has requested supplementary information regarding applications with incomplete information. Applicants who received an SMS should call the service hotline (2266 2222) (press 6, 2, 3 and 0 after choosing the language to contact operators directly) as soon as possible. Applicants who received letters should submit the supplementary information within 14 days by using the standard form and return envelope attached to the letter. Otherwise,

their applications will not be processed further. OCL has started sending out JoyYou Cards by post and notified applicants via SMS. If they are not received 10 days after receiving the SMS or four weeks after completing an application, applicants should call the service hotline.

Application for JoyYou Card continues

OCL will continue to accept applications by post or via the Octopus App, but eligible persons submitting their applications after January 31, 2022, may not receive their JoyYou Cards before February 27. In addition, those reaching 60 in three months may apply for the JoyYou Card via the Octopus App or by posting the application form to enjoy the concessionary fare when they reach 60 or from February 27 (whichever is later).

The links to download the Octopus App, the online version of the application form (without a postage-free return envelope) and details of distribution points for paper application forms (with a postage-free return envelope) have been uploaded to the JoyYou Card webpage (www.octopus.com.hk/joyyou/en), which also features short videos illustrating detailed steps for filling in and submitting the application form via the [Octopus App](#) or [by post](#). For enquiries, please call the service hotline.

The JoyYou Card carries the photo and the name of the eligible person, who will be issued with one card only. The Government will subsidise the \$20 application fee for the first application and applicants do not need to pay any fee separately. Beneficiaries aged 65 or above may continue to enjoy the concessionary fare and the Government will further announce their application arrangements, while eligible persons with disabilities may continue to enjoy the concessionary fare and do not need to apply.