

Transport Department monitors refund arrangements by green minibus operator after overcharging of fares

The Transport Department (TD) reported today (August 5) that the New Territories green minibus (GMB) operator which overcharged fares earlier arranged for refund to the affected passengers through various channels from today. The TD will closely monitor the refund arrangements.

GMB routes No. 501A, 501C, 501K and 501S operated by Fully Mint Limited had charged passengers fares higher than the effective fares approved by the TD from May 19 to July 26. The differential ranged from \$0.3 to \$1 per trip.

A spokesman for the TD said that the GMB operator and Stored Value Facility operators arranged for refund to the affected passengers from today. Overcharged fares paid by Stored Value Facilities or cash can be refunded in full:

- Octopus: The overcharged fares can be refunded to the same Octopus card via the mobile application or at any of the 51 Octopus Service Points (including MTR Fanling and Sheung Shui Station) across the territory on or before April 30, 2025. The GMB operator's staff will also assist affected passengers on refund at the Wo Mun Street Public Light Bus (PLB) Terminus in Luen Wo Hui, Fanling at designated time slots (9am to 1pm; and 6pm to 8pm daily);
- Alipay and AlipayHK: The overcharged fares have been refunded directly to the relevant accounts of the affected passengers this morning; and
- Cash: The affected passengers can visit Wo Mun Street PLB Terminus at designated time slots (9am to 1pm; and 6pm to 8pm daily) and collect the overcharged fares in cash on site from the GMB operator's staff on or before September 4, 2024, after providing their name and contact information, etc.

As beneficiaries under the Government Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities were not affected by the overcharging incident, refund is not needed. The GMB operator will reimburse the Government for the overpaid subsidies under the Scheme.

For enquiries, affected passengers may call the respective hotlines or visit the mobile applications or websites of the operators:

	Hotline	Website
Fully Mint Limited	9137 7273	www.ma-minibus.com

Octopus Cards Limited	2266 2222	www.octopus.com.hk
Alipay Financial Services (HK) Limited	2245 3201 (Hong Kong) 400 1032826 (Mainland)	www.alipayhk.com/en/shoppers/