

# Transport Department reminds vehicle owners to pay outstanding tolls and set up automatic payment means

The Transport Department (TD) today (June 14) reminded that the HKeToll has been implemented at the Tsing Sha Control Area (TSCA) (Eagle's Nest Tunnel, Sha Tin Heights Tunnel and Tai Wai Tunnel), Shing Mun Tunnels and Lion Rock Tunnel. Vehicle owners must pay the toll within 14 business days after the date of using these tunnels. Surcharge notices are progressively issued to impose a \$175 initial surcharge for each trip of late payment to vehicle owners who have not paid the outstanding tolls. If the vehicle owner does not pay the unpaid toll and the initial surcharge in full by the expiry of 21 calendar days after the date on which a surcharge notice is served, a further surcharge of \$350 will be imposed. The penalty for evading tolls is a fine of \$5,000 (per trip). The TD will also reject an application for licence renewal for the vehicle concerned.

Twelve vehicle owners who used the TSCA on the commissioning date of the HKeToll (May 7) without paying the toll still have not paid the unpaid toll and the initial surcharge after having received the initial surcharge notice. They must pay the unpaid toll and the initial surcharge in full on or before June 20. Otherwise, a further surcharge of \$350 will be imposed. As for the vehicle owners who used Lion Rock Tunnel on the commissioning date of the HKeToll (May 28), the last date to pay the tunnel toll is June 15.

The vehicle owner should immediately log on to the HKeToll website ([hketoll.gov.hk](http://hketoll.gov.hk)) or mobile app to check and pay the outstanding toll. Payments of outstanding tolls can also be made at the four customer service centres and four service outlets. If vehicle owners need assistance, they can browse the HKeToll website, call the 24-hour customer service hotline 3853 7333, or visit the four customer service centres, four service outlets, two car park service counters, and consultation counters located at designated MTR stations and the Home Affairs Enquiry Centres in the New Territories District Offices. The locations and service hours of the above-mentioned facilities are shown at the Annex.

The TD reminds vehicles owners to pay attention to whether there is any outstanding toll in the HKeToll account and pay it immediately if a payment notification is received. With the progressive implementation of the HKeToll in government tolled tunnels, the TD once again appeals to vehicle owners to complete the three steps for HKeToll service as soon as possible: (1) install a vehicle tag, (2) open an HKeToll account and (3) set up an automatic payment means, so as to fully enjoy the convenience of the HKeToll.