

# Transport Department streamlines HKeToll credit card auto-payment arrangements and promotes automatic top-up services for payments

The Transport Department (TD) announced today (July 18) that to provide greater convenience to HKeToll users, the TD will simplify the automatic payment of tolls by credit card and implement related notification arrangements with effect from July 22 this year. Users are also encouraged to use automatic top-up services for payment.

The TD continuously reviews the HKeToll service and introduces improvement measures to provide a better user experience. In respect of users using a credit card auto-payment, the HKeToll will adopt new arrangements to consolidate all tolls payable on the same day for handling. If a user has more than one toll transaction on the same day, settlement of toll payments will be streamlined from once per transaction to once per day, in which the total fee will be collected from the relevant user in one go on the following day. Under the streamlined arrangements, the relevant user will receive a notification on the HKeToll mobile application stating that the toll transaction is being processed after using government-tolled tunnels each time. The system will then send a notification on the following day to confirm whether the total fee has been paid successfully. The new arrangements can reduce the number of payment transactions, and users can continue to check their detailed records of using government-tolled tunnels on the HKeToll website or mobile application.

The HKeToll system will select the arrangement of consolidating all tolls payable on a day into a single charge for users using credit card auto-payment by default, while providing flexible options. Users can log onto their accounts on the HKeToll website or mobile application to customise their payment and notification preferences according to their individual needs. The existing arrangements for users who currently use bank transfers and designated stored value accounts for auto-payments will remain unchanged.

In addition, a promotional campaign will be launched from July 22 to September 21, in collaboration with the toll service provider and the settlement bank, to encourage users to register for designated stored value accounts of the HKeToll and set up automatic top-up services. This will allow users to manage their HKeToll accounts and pay tunnel fees more easily. The toll service provider will announce the details of the promotional campaign later.

For any enquiries regarding the above arrangements and the promotional campaign, members of the public may visit the HKeToll website ([hketoll.gov.hk](http://hketoll.gov.hk)) or mobile application, or call the hotline 3853 7333.