

Transport Department to set up 34 consultation counters to assist vehicle owners in applying for HKeToll services

The Transport Department (TD) announced today (February 21) that starting from Friday (February 24), a total of 34 consultation counters will be set up in the territory to assist vehicle owners in applying for HKeToll services, including applying for a vehicle tag, opening an HKeToll account, associating a vehicle to the account and setting up a payment means.

The service hours of 25 consultation counters at MTR stations will be from 9am to 9pm daily, while the service hours of the nine consultation counters located in the New Territories at the Home Affairs Department will be from 9am to 7pm from Mondays to Fridays (except public holidays). Details of the consultation counters are at the Annex.

Vehicle owners only have to:

1. provide their Hong Kong identity card number;
2. provide their vehicle plate number;
3. provide their e-contact means registered with the TD (email address or Hong Kong mobile phone number). The TD has been issuing letters to some 800,000 vehicle owners in Hong Kong from February 17 to 24, informing them of their e-contact means currently registered with the TD. Vehicle owners may bring this letter to the consultation counters; and
4. select their payment means (Note).

The staff at the consultation counters will assist them in applying for a vehicle tag, opening of an HKeToll account, associating a vehicle to the account and setting up a payment means through the HKeToll website or the mobile application in one go. The consultation counters will also assist vehicle owners in updating their e-contact means currently registered with the TD where necessary.

In addition to the four customer service centres currently provided by the toll service provider, two dedicated service counters at the Rumsey Street and Tsuen Wan Government multi-storey car parks have commenced operation to enable the taxi trade to apply for vehicle tags and driver cards. The TD urges taxi owners and drivers who plan to use the dedicated service counters to make an appointment on the HKeToll website, hketoll.gov.hk, or the mobile application in advance to avoid waiting.

The Tsing Sha Control Area (Eagle's Nest Tunnel, Sha Tin Heights Tunnel

and Tai Wai Tunnel) will implement the HKeToll starting from 5am on May 7. As of February 20, more than 480,000 vehicle tags were issued.

Note: Vehicle owners can select the following payment means: (1) credit card; (2) bank account; or (3) designated stored value account (which can be topped up by various payment methods including credit cards, AlipayHK, Autotoll Account, Faster Payment System (FPS), Octopus, PayMe, VGoPAY and WeChat Pay HK.