

致：營運部

To: Operations Department



拾獲八達通之查詢 / 退款申請表格

Found Octopus Enquiry / Refund Request

申請人姓名

Name of applicant:

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八達通號碼

(請填上八達通 8 位數字編號，如有括弧號碼也須一併填寫)

Octopus number

(Please fill in the 8-digit Octopus number and input the digit in the bracket if applicable):

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香港身份證號碼(字母及首 4 個數字)

HKID number (Prefix and first 4 digits):

或 or

其他證明文件號碼(首 5 個字母及數字)

Other identity document number (First 5 alphabet(s) and digits):

									X	X	(	X	)
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						X	X	X	X
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聯絡電話

Contact phone number:

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遺失八達通日期

Date of card lost:

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八達通種類

(請於適當方格加✓)

Type of Octopus

(Please tick as appropriate):

租用版八達通  
On-Loan Octopus

銷售版八達通  
Sold Octopus

備註 Note:

1. 我們將於 7 個工作天內透過電話與你聯絡並核對有關資料。We will contact you by phone within 7 working days to verify related information.
2. 完成處理閣下的查詢 / 退款申請後，我們會致電聯絡閣下。如獲安排退款，閣下須親身前往本公司(地址：九龍九龍灣宏泰道 23 號 45 樓)填寫相關表格，並出示身份證明文件(如香港身份證)以領取退款。We will contact you upon completion of your enquiry / refund application. If a refund is applicable, you are required to visit our office (Address: 45/F, Manhattan Place, 23 Wang Tai Road, Kowloon Bay, Kowloon) in person to fill in related form and present proof of identity (e.g. HKID Card) for refund collection.

#### 收集個人資料聲明 Personal Information Collection Statement

1. 八達通卡有限公司會把透過本申請表格內所提供的個人資料，作處理拾獲八達通之查詢或退款申請事宜，以及聯絡閣下的用途。The personal data provided by means of this form will be used by Octopus Cards Limited for the purposes of found Octopus Enquiry or Refund Request, and communication by us to you.
2. 若閣下未能向我們提供有關個人資料，我們可能無法處理有關的服務。If you do not provide your personal data to us, we may be unable to provide you with the required service.
3. 根據《個人資料(私隱)條例》第 18 及 22 條和附表 1 的第 6 原則，閣下有權查閱和更正個人資料，包括有權索取透過本書函所收集的個人資料副本乙份，但須支付有關費用。You have a right of access and correction with respect to your personal data as provided for in sections 18 & 22 and principle 6 of Schedule 1 of the Ordinance. Your right of access includes the right to obtain a copy of your personal data provided by this form to payment of a fee.
4. 如對透過本書函所收集的個人資料有任何疑問，包括申請查閱和更正個人資料，請致函上述地址或以此電郵地址 [dpo@octopus.com.hk](mailto:dpo@octopus.com.hk) 聯絡我們的資料保障主任。Enquiries concerning the personal data collection by means of this form, our privacy policy and the making of access and correction, may be address to the Data Protection Office at the above address or email to [dpo@octopus.com.hk](mailto:dpo@octopus.com.hk).
5. 本公司所編制的「個人資料私隱政策聲明」說明有關我們就持有閣下的個人資料的一般政策。該個人資料私隱政策聲明可從我們的網頁 [www.octopus.com.hk](http://www.octopus.com.hk) 下載或在上述地址或任何的港鐵客戶服務中心索取。Our Privacy Policy provides a general description of our policy and practices in relation with your personal data held by us. Such privacy Policy can be downloaded at our website [www.octopus.com.hk](http://www.octopus.com.hk) or obtained at the above address or at any Customer Service Centre of MTR.

申請人簽署 Applicant's signature

日期 Date (日 dd/月 mm/年 yyyy)

請填妥申請表格並連同八達通交易收據副本傳真至(852)2266 2211

Please complete and fax this form together with the Octopus transaction receipt(s) to (852)2266 2211