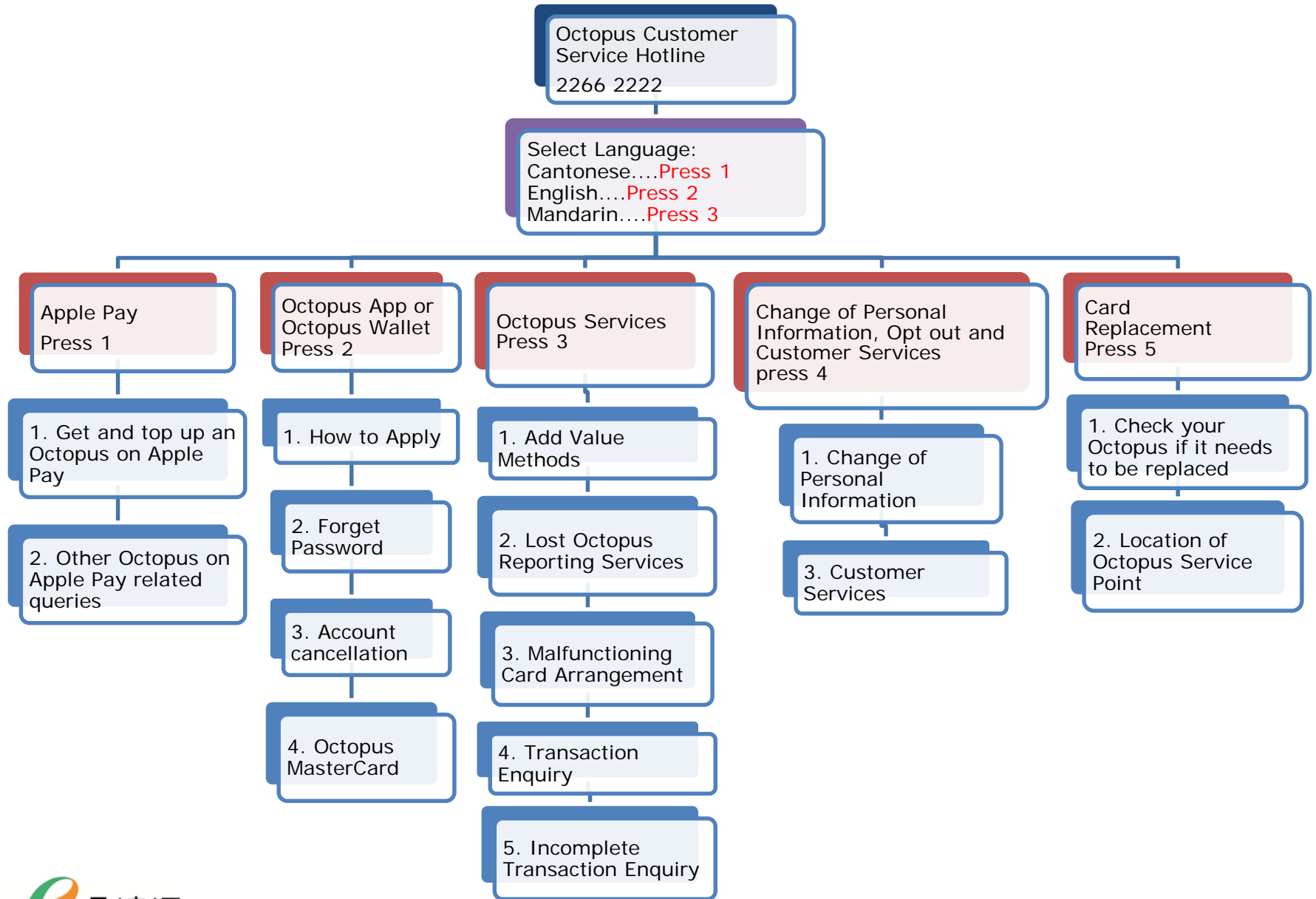


Octopus Customer Service Hotline User Guide



Octopus Customer Service Hotline 2266 2222

❖ **For English, please press 2.**

❖ Please select services

❖ **For Apply Pay, please press 1;**

- 1. Get and top up an Octopus on Apple Pay
- 2. Other Octopus on Apple Pay related queries

❖ **For Octopus App or Octopus Wallet Service, please press 2;**

- 1. How to apply
- 2. Forget Password
- 3. Account Cancellation
- 4. Octopus MasterCard

❖ **For Octopus Service, please press 3;**

- 1. Add Value Methods
- 2. Lost Octopus Reporting Services
- 3. Malfunction Card Arrangement
- 4. Transaction Enquiry
- 5. Incomplete Transaction Enquiry

❖ **To change personal information, opt out from receiving marketing materials, customer services, please press 4 ;**

- 1. Change of Personal Information
- 3. Customer Services

❖ **Card Replacement, please press 5;**

- 1. Check your Octopus if it needs to be replaced
- 2. Location of Octopus Service Point