Lost Octopus Reporting Hotline User Guide

**Lost Octopus
Reporting Hotline
2266 2266**

Select Language：

Cantonese....Press 1

English ....Press 2

Putonghua....Press 3

Select Product：

**Personalised Octopus or
Octopus with AAVS* .... Press 1**

Bank Issued Octopus .... Press 2

**Personalised Octopus or Octopus
with AAVS:**

Lost reporting service ..... Press 1

Lost reporting date
and time enquiries ..... Press 2

Lost Octopus replacement & re-link
AAVS with new Octopus ..... Press 3

Bank Issued Octopus:

Please contact Co-branded
Card issuing bank or
financial institution for lost
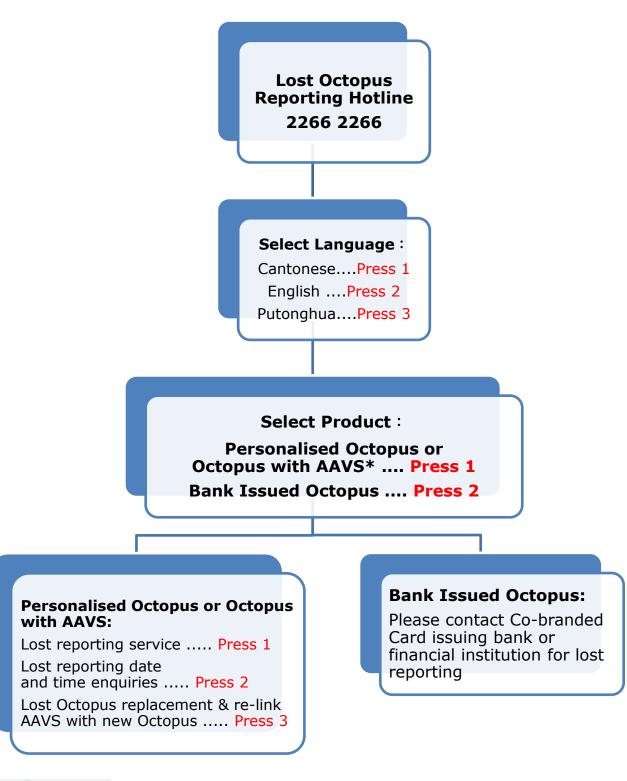reporting

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- For English, please press 2.

- Please select product:

- For Personalised Octopus or Octopus with Automatic Add Value Service, please press 1;

- For Bank Issued Octopus, please press 2.

- If select for Personalised Octopus or Octopus with Automatic Add Value Service;

- Report loss of Octopus, please press 1;

- For enquiry of report lost card date or time, please press 2;

- For lost card replacement or reactivation of Automatic Add Value Service, please press 3.

- If select for Bank Issued Octopus;

- Please note: If you want to report loss of Co-branded Octopus, please call your Co-branded Card issuing Bank.