

Schedule of Fees and Guidelines relating to the use of *Octopus* (this "Schedule") (Effective 21 December 2014)



This Schedule supplements the Conditions of Issue of *Octopus* ("Conditions of Issue") issued by Octopus Cards Limited. This Schedule supersedes the Schedule of Fees and Guidelines relating to the use of *Octopus* which came into effect on 1 March 2014. This Schedule is effective from 21 December 2014 until such time as an updated version is issued.

1. If you have any enquiries about the use of an *Octopus* issued by us, please contact the Octopus Customer Service Hotline on 2266 2222. If you wish to report the loss of an *Octopus*, please contact the Lost *Octopus* Reporting Hotline on 2266 2266.
2. If you have any enquiries about the use of a *Bank Issued Octopus*, please contact the issuing bank or financial services company.
3. If you have any enquiries about the use of the *Octopus* function on an *Octopus Mobile SIM*, please contact the Octopus Customer Service Hotline on 2266 2222. If you have any enquiries about the use of mobile telecommunication function on an *Octopus Mobile SIM*, please contact the related Mobile Network Operator.
4. Information about our Authorised Add Value Service Providers, Authorised Distributors, Authorised Service Centres and Service Providers can be found on our website at www.octopus.com.hk.
5. The current maximum amount which you may store on your *Octopus* is HK\$1,000.
6. The current deposit amount applicable to an *On-Loan Octopus* is HK\$50 which includes card cost and a provision for negative value up to HK\$35 on a single occasion.
7. The current initial stored value on each *On-Loan Octopus* is:

Categories of <i>On-Loan Octopus</i>	Initial stored value
Child	HK\$20
Adult	HK\$100
Elder	HK\$20
Personalised	HK\$30

8. For information relating to the minimum amount and other requirements for adding value to your *Octopus*, please refer to the section headed "Reloading Your *Octopus*" in the *Octopus User Guide*, or call the Octopus Customer Service Hotline on 2266 2222, or visit our website at www.octopus.com.hk.
9. We, our Authorised Distributors and Authorised Service Centres will not entertain any requests to loan or return 20 or more *Octopus* at any one time.
10. Your *Octopus* will become invalid if you have not added value to your *Octopus* for a continuous period of 1,000 days from the date when you last added value to your *Octopus*.
11. If your Personalised *Octopus* or an *Octopus* with the Automatic Add Value Service is reported lost, our Lost *Octopus* Reporting Service will protect you from the loss of the remaining value on your *Octopus* after three (3) hours from successful reporting, which is the current Notification Period referred to in the Conditions of Issue.
12. Currently, our Automatic Add Value Service is available to persons aged 12 or over.
13. If you hold a *Bank Issued Octopus*, please contact the issuing bank or financial services company for details of any fees chargeable to you by them for the *Octopus* service.

14. A non-refundable fee of HK\$100 is applicable to activate the Octopus function on an *Octopus Mobile SIM*. Please contact the Mobile Network Operator for details of any other fees chargeable to you by them for the *Octopus Mobile SIM* service.
15. Any requests to refund a malfunctioned *Octopus Mobile SIM* or cancel an *Octopus Mobile SIM* with a remaining value of HK\$500 or more stored on it should be made through our website at www.octopus.com.hk. In all other cases, you may approach our Authorised Service Centres to submit your refund or cancellation request.
16. The current fees charged by Octopus Cards Limited for issuing, handling returns and other services for the various types of *Octopus* issued by us are:
 - (a) An administrative fee of HK\$20 is applicable to the issuance of a Personalised *Octopus*;
 - (b) If your *Octopus* is a Personalised *On-Loan Octopus* which was issued prior to 1 November 2004, there is no charge for the return of your Personalised *On-Loan Octopus*. Otherwise there is a charge of HK\$10;
 - (c) If your *Octopus* is a Personalised *On-Loan Octopus* or *On-Loan Octopus* with the Automatic Add Value Service, a fee of HK\$50 (inclusive of administrative fee and card cost) will be deducted from the deposit should that *Octopus* be reported lost. If the lost *Octopus* is a Personalised *Sold Octopus* or *Sold Octopus* with the Automatic Add Value Service, a fee of HK\$20 will be charged;
 - (d) For any *Octopus* which is provided with the Automatic Add Value Service, there is a fee of HK\$20 for transferring the Automatic Add Value Service from one bank to another, or for reactivation of the service following suspension;
 - (e) For all *On-Loan Octopus*, there is a fee of HK\$30 charged for any such *Octopus* that is returned in a damaged condition such as through delamination, bending, cutting, breaking, graffiti or attachment of materials and/or objects on such *Octopus* by any means;
 - (f) For all *On-Loan Octopus* (excluding Personalised *Octopus*), there is a handling fee of HK\$9 for any such *Octopus* returned within 90 days from the date of issue; and
 - (g) If you are a Personalised *Octopus* holder or Automatic Add Value Service user (whether you are holding an *Octopus* issued by us or a *Bank Issued Octopus*), you can request a print-out of your *Octopus* transactions for a fee as follows:

Transactions within one (1) year	HK\$50 for each month subject to a maximum of HK\$250
Transactions within two (2) years	HK\$750
Transactions within three (3) years	HK\$1,000
Each additional year over three (3) years (up to seven (7) years)	HK\$1,000

The request can be made by calling the Octopus Customer Service Hotline on 2266 2222 or in writing and sent to Operations Department – Customer Relations, Octopus Cards Limited, together with the applicant's proof of identity, or by fax at 2266 2211 or mail to P.O. Box 68817, Kowloon East Post Office, Kowloon, Hong Kong, or via the Octopus website at www.octopus.com.hk.

17. If there is any inconsistency between the English and Chinese versions of this Schedule, the English version shall prevail.
18. Unless expressly stated otherwise, all capitalised terms in this Schedule shall have the same meanings as those defined in the Conditions of Issue.