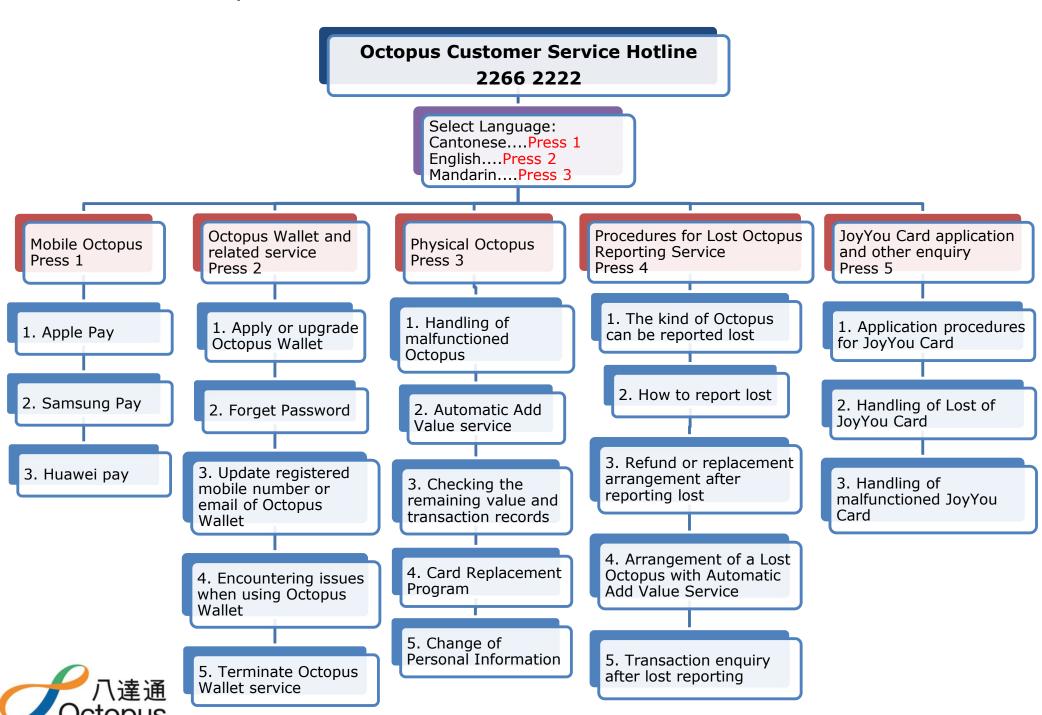
Octopus Customer Service Hotline User Guide



Octopus Customer Service Hotline2266 2222

- ❖ For English, please press 2.
- ❖ Please select services
- For Mobile Octopus, please press 1;
 - ➤ 1. Apple Pay
 - ➤ 2. Samsung Pay
 - ➤ 3. Huawei Pay

For Octopus Wallet and related service, please press 2;

- ➤ 1. Apply or upgrade Octopus Wallet
- > 2. Forget Password
- > 3. Update registered mobile number or email of Octopus Wallet
- ➤ 4. Encountering issues when using Octopus Wallet
- > Terminate Octopus Wallet Service

For Physical Octopus, please press 3;

- > 1. Handling of malfunctioned Octopus
- > 2. Automatic Add Value Service
- > 3. Checking the remaining value and transaction records
- > 4. Card Replacement Program
- > 5. Change of Personal Information

For Procedures for Lost Octopus Reporting Service, please press 4;

- > 1. The kind of Octopus can be reported lost
- ➤ 2. How to report lost
- > 3. Refund or replacement arrangement after reporting lost
- > 4. Arrangement of a Lost Octopus with Automatic Add value Service
- > 5. Transaction enquiry after lost reporting

For JoyYou Card application and other enquiry, please press 5;

- ➤ 1. Application procedures for JoyYou Card
- > 2. Handling of Lost of JoyYou Card
- > 3. Handling of malfunctioned JoyYou Card

