

Octopus Customer Service Hotline User Guide

Octopus Customer Service Hotline 2266 2222

Select Language:
Cantonese.....Press 1
English.....Press 2
Mandarin.....Press 3

Mobile Octopus Press 1

1. Apple Pay

2. Samsung Pay

3. Huawei pay

Octopus Wallet and related service 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

5. Terminate Octopus
Wallet service

Physical Octopus 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

Procedures for Lost Octopus Reporting Service 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

JoyYou Card application and other enquiry Press 5

1. Application procedures
for JoyYou Card

2. Handling of Lost of
JoyYou Card

3. Handling of
malfunctioned JoyYou
Card

Octopus Customer Service Hotline 2266 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