

Important Notes to Customers

Octopus on iPhone or Apple Watch (including Bank Co-Brand Mobile Octopus) is designated as a “Mobile Octopus” and is issued subject to the “Conditions of Issue of Octopus”.

Notes to customers who transfer your physical Octopus to Octopus on iPhone or Apple Watch (except Bank Co-Brand Mobile Octopus):

Card Transfer enables you to transfer refundable deposit, remaining value and most of the services/offers on your physical Octopus to Octopus on iPhone or Apple Watch. Please note the following before proceeding.

- Adult / Elder / Personalised Octopus (On-Loan version only) can be transferred to Octopus on iPhone or Apple Watch. However, some Personalised Octopus which **cannot be transferred** to Octopus on iPhone or Apple Watch include but not limited to the following:

(i) Personalised Octopus for customers aged 12 or below (including Personalised Octopus with Student Status)

(ii) Personalised Octopus with Persons with Disabilities Status

(iii) Staff Personalised Octopus

(iv) Personalised Octopus with Lo Wu / Lok Ma Chau / Disneyland Monthly Pass

(v) JoyYou Card

- Card Transfer is **non-reversible** and your physical Octopus will be cancelled.

- Octopus on iPhone or Apple Watch cannot be transferred to a non-Apple device.

- Services/offers listed below **will not** be transferred to your Octopus on iPhone or Apple Watch. You are **not recommended to proceed with Card Transfer** if your Octopus possesses these service(s)/offer(s) :

× Hourly / Monthly Parking Management

× MTR Park & Ride Scheme

- Services/offers can be transferred to your Octopus on iPhone or Apple Watch:

√ The latest 9 spending records in the past 30 days

√ Automatic Add Value Service

- √ Public Transport Fare Subsidy Scheme[#]
- √ Campus Management System
- √ Residential Building/Commercial Building/Campus Access Control System^{*}
- √ Residential Building/Commercial Building/Campus Shuttle Services^{*}
- √ KMB Monthly Pass
- √ Sun Ferry Monthly Ticket / Holiday Return Ticket
- √ New World First Bus / Citybus Fare Concessions
- √ Concession Fares and Services of MTR, such as:
 - √ MTR Monthly Pass
 - √ MTR "10% Same-Day Second Trip Discount" (if applicable)
 - √ MTR Fare Savers Discount
 - √ MTR Points and collected MTR Free Ride under MTR Mobile Account^{**}
 - √ MTR Student Travel Scheme

Card Transfer requires a stable network environment and takes around 2 minutes to complete.

[#]The record of public transport expenses and uncollected subsidy of the physical Octopus will be transferred to the new Octopus on iPhone or Apple Watch. After successful transfer, you can collect the relevant subsidy with the new Octopus on iPhone or Apple Watch from the 16th of the following month.

^{*}Please use the function(s) with your Octopus on iPhone or Apple Watch immediately after the transfer, to ensure this function has transferred successfully. Please contact the relevant management office / service provider if the function does not work after transfer.

^{**}It usually takes 3 days to update the Octopus link up record of MTR Mobile Account. Please contact "MTR Points" Service Hotline for details.