



致：營運部

To: CS - Operations Department

拾獲八達通之查詢／退款申請表格
Found Octopus Enquiry / Refund Request

申請人姓名

Name of applicant:

八達通號碼

(請填上八達通 8 位數字編號，
如有括弧號碼也須一併填寫)

Octopus number

(Please fill in the 8-digit Octopus
number and input the digit in
the bracket if applicable) :

()

身份證號碼(字母及首 4 個數字)

HKID number (Prefix and first 4 digits):

或 or

其他證明文件號碼(首 5 個字母及數字)

Other identity document number
(First 5 alphabet(s) and digits):

X X (X)

X X X X

聯絡電話

Contact phone number:

遺失八達通日期

Date of card lost:

八達通種類

(請於適當方格加✓)

Type of Octopus

(Please tick as appropriate):

租用版八達通
On-Loan Octopus

銷售版八達通
Sold Octopus

備註

Note:

1. 我們將於 7 個工作天內透過電話與你聯絡並核對有關資料。
We will contact you by phone within 7 working days to verify related information.
2. 完成處理閣下的查詢／退款申請後，我們會致電聯絡閣下。如獲安排退款，閣下須親身前往本公司(地址：九龍九龍灣宏泰道 23 號 45 樓)填寫相關表格，並出示身份證明文件(如香港身份證)以領取退款。
We will contact you upon completion of your enquiry / refund application. If a refund is applicable, you are required to visit our office (Address: 45/F, Manhattan Place, 23 Wang Tai Road, Kowloon Bay, Kowloon) in person to fill in related form and present proof of identity (e.g. HKID Card) for refund collection.

申請人簽署 Applicant's signature

日期 Date (日 dd/月 mm/年 yyyy)

請填妥申請表格並連同八達通交易收據副本傳真至(852)2266 2211
Please complete and fax this form together with the Octopus transaction receipt(s) to (852)2266 2211

八達通顧客服務熱線 Octopus Customer Service Hotline : (852)2266 2222