



Schedule of Fees and Guidelines relating to the use of *Octopus* (this "Schedule")

(Effective 9 January 2012)

This Schedule supplements the Conditions of Issue of Octopus ("Conditions of Issue") issued by Octopus Cards Limited. This Schedule shall supersede the Schedule of Fees and Guidelines relating to the use of *Octopus* which came into effect on 8 August 2011. This Schedule is effective from 9 January 2012 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. 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.
4. The current maximum amount which you may store on your *Octopus* is HK\$1,000.
5. The current deposit amount applicable to an *On-Loan Octopus* is HK\$50 which includes a card cost of HK\$30 and a provision for negative value of HK\$20 (which can be used up to HK\$35 on a single occasion).
6. 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

7. For information relating to the minimum amount and other requirements for adding value to your *Octopus*, please refer to the section in the Octopus User Guide headed "Reloading Your *Octopus*" or call the Octopus Customer Service Hotline on 2266 2222, or via the Octopus website at www.octopus.com.hk.

8. 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.
9. 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*.
10. If your Personalised *Octopus* or an *Octopus* with the Automatic Add Value Service is reported lost, the lost *Octopus* service will protect you from the loss of the remaining value on your *Octopus* after three (3) hours, the current Notification Period referred in the Conditions of Issue.
11. Currently, our Automatic Add Value Service is available to persons aged 12 or over.
12. 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.
13. 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 *Octopus* which was issued prior to 1 November 2004, there is no charge for the return of your Personalised *Octopus*. Otherwise there is a charge of HK\$10;
 - (c) If your *Octopus* is a Personalised *Octopus* or is provided with the Automatic Add Value Service, there is a lost *Octopus* administrative fee of HK\$20 charged if that *Octopus* is reported lost. If the lost *Octopus* is an *On-Loan Octopus*, an additional card cost of HK\$30 will be deducted from the Deposit;
 - (d) For any *Octopus* which is provided with the Automatic Add Value Service, there is a fee of HK\$20 charged 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 card cost of HK\$30 charged for any such *Octopus* that has been 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 refund handling fee of HK\$9 charged for any such *Octopus* returned less than three (3) months after 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 the most recent forty (40) transactions for a fee of

HK\$100. For transactions other than the most recent forty (40) transactions, HK\$100 will be charged for printing out every four (4) consecutive day transactions. The request must be in writing and sent to Operations Department - Customer Relations, Octopus Cards Limited, together with the applicant's proof of identity, by fax on 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.

14. If there is any inconsistency between the English and Chinese versions of this Schedule, the English version shall prevail.

15. Unless expressly stated otherwise, all capitalised terms in this Schedule shall have the same meanings as those defined in the Conditions of Issue.