

# 港鐵學生乘車優惠計劃 (2019/2020)

## MTR Student Travel Scheme (2019/2020)



如何申請「學生身分」個人八達通

To apply for a Personalised Octopus with "Student Status"

### 1 細閱有關資料 Read the Information

細閱申請表上列明的學生須知及收集個人資料聲明(第 2 頁)、港鐵學生乘車優惠計劃申請人聲明(第 1 頁), 以及八達通發卡條款(N1)的內容, 確保清楚有關安排  
Read and ensure you understand all the information in the Notes for All Students and Personal Information Collection Statement (Page 2), Declaration of Applicant (Page 1) stated in the Application Form and the Conditions of Issue of Octopus(N1)

### 2 填寫申請表 Complete the Application Form

填妥申請表格(請使用不褪色的黑色或藍色筆以正楷填寫)並貼上彩色證件近照(50 毫米 x 40 毫米 1 張, 背面寫上姓名和香港身分證/護照號碼)  
Complete the Application Form in BLOCK LETTERS using a permanent black or blue pen and attach your photo (50mm x 40mm recent colour passport photo with your name and HK Identity Card number / Passport number written on the back)  
若優惠計劃申請人為十八歲以下, 其父、母或合法監護人須細閱港鐵學生乘車優惠計劃申請人父、母或合法監護人須知(第 2 頁)及填寫申請表格的父、母或合法監護人同意書(第 1 頁丁部), 否則香港鐵路有限公司不接受有關申請  
The parent or legal guardian is required to read all details in the Notes for Parent or Legal Guardian of the MTR Student Travel Scheme Applicant (Page 2) and complete the Statement of Consent by the Parent or Legal Guardian in Part D of Page 1 of the Application Form if the applicant is under 18 years of age; otherwise the MTR Corporation Limited may reject the application

### 3 學校蓋章 School Endorsement

將填妥的申請表交回學校蓋章  
Give the completed Application Form to your school for endorsement

### 4 遞交申請表及繳交費用 Submit Application and Pay Application Fee

將已有學校蓋章的申請表連同申請費 90 港元(N2)於 14 天內交回任何港鐵客務中心(N3)  
(首次申請(N4)的「學生身分」個人八達通內有 20 港元儲值額, 此款項是香港鐵路有限公司的回贈)  
Submit the endorsed Application Form and HK\$90(N2) application fee within 14 days to any MTR Customer Service Centre(N3)  
(First time applicants(N4) will receive a rebate from the MTR Corporation Limited in the form of HK\$20 usable value encoded on the Personalised Octopus)

### 5 獲取收據及/或購買「臨時學生八達通」 Collect Receipt and/or Buy a "Temporary Student Octopus"

遞交申請表時會獲發收據。處理申請期間, 申請人可憑收據於任何港鐵客務中心(N3)購買「臨時學生八達通」(N5), 並必須攜同該收據和有效學生證乘搭港鐵。如查票時未能出示有關文件會被徵收附加費。  
A receipt will be issued when you submit your Application Form. New applicants can present the receipt to buy a "Temporary Student Octopus" (N5) at any MTR Customer Service Centre(N3), and must carry the receipt and a valid Student Identity Card when travelling during the processing period. Failure to carry the "Temporary Student Octopus" receipt could result in the imposition of a surcharge if your "Temporary Student Octopus" is inspected at any time.  
若申請未被接納, 而申請人已購買「臨時學生八達通」, 申請人必須立即停止使用, 並到任何港鐵客務中心(N3)辦理退回該「臨時學生八達通」手續。若申請人繼續使用該「臨時學生八達通」, 有可能被徵收附加費及/或遭受檢控。  
If the application is rejected and the applicant has purchased a "Temporary Student Octopus", the applicant should immediately stop using it and go to any MTR Customer Service Centre (N3) to obtain a refund of the "Temporary Student Octopus". If the applicant continues using a "Temporary Student Octopus" to travel, it could result in the imposition of a surcharge and/or prosecution.

### 6 領取新個人八達通 Collect Your New Personalised Octopus

新個人八達通將按以下時間及地點派發 The new Personalised Octopus will be distributed according to the schedule and places listed below

遞交申請日期 Application Submission Date	領取日期 Collection date	領取地點 Collection location
2019 年 9 月 1 日至 2019 年 10 月 14 日 From 1 September 2019 to 14 October 2019	2019 年 11 月 13 日至 2019 年 11 月 22 日 From 13 November 2019 to 22 November 2019	根據您在申請表中所選的指定車站專用櫃檯領取, 逾期者請按下表所列地點領取 Distribution counter of the designated station you have selected in the Application Form. If you cannot collect your new Personalised Octopus on schedule, the Personalised Octopus will be distributed at the locations listed in the table below.
2019 年 10 月 15 日至 2019 年 11 月 5 日 From 15 October 2019 to 5 November 2019	2019 年 11 月 25 日起 From 25 November 2019 onwards	金鐘站、大圍站或兆康站的乘車優惠辦事處 (位於非付費區) Concessionary Travel Office in Admiralty, Tai Wai or Siu Hong stations (located in the unpaid area)
2019 年 11 月 6 日起 From 6 November 2019 onwards	遞交申請表後一個月起 1 month after submission of application	

如您未能於指定日期內到港鐵站專用櫃檯領取新個人八達通, 請於右方所列的地點及時間領取 If you cannot collect your new Personalised Octopus at the distribution counter according to the schedule, please go to the place and time listed on the right to collect your Octopus						領取日期 Collection date	領取地點 Collection location (乘車優惠辦事處辦公時間為 星期一至日, 上午八時至下午八時) (Concessionary Travel Office Opening Hours Monday to Sunday from 8:00 am to 8:00 pm)
香港大學 HKU	金鐘 Admiralty	黃竹坑 Wong Chuk Hang	中環 Central	太古 Tai Koo	柴灣 Chai Wan	2019 年 11 月 25 日起 From 25 November 2019 onwards	金鐘站乘車優惠辦事處(鄰近 B 出口外圍區域) Admiralty Station Concessionary Travel Office (Unpaid area near Exit B)
佐敦 Jordan	油蔴地 Yau Ma Tei	何文田 Ho Man Tin	美孚 Mei Foo	葵興 Kwai Hing	青衣 Tsing Yi	2019 年 11 月 25 日至 2019 年 12 月 4 日 From 25 November to 4 December 2019	美孚站專用櫃檯(奎灣線) Distribution counter at Mei Foo Station (Tsuen Wan Line) (由下午 2 時至下午 7 時) (From 2:00 pm to 7:00 pm)
東涌 Tung Chung	石硤尾 Shek Kip Mei	黃大仙 Wong Tai Sin	彩虹 Choi Hung	藍田 Lam Tin	將軍澳 Tseung Kwan O	2019 年 12 月 5 日起 From 5 December 2019 onwards	金鐘站乘車優惠辦事處(鄰近 B 出口外圍區域) Admiralty Station Concessionary Travel Office (Unpaid area near Exit B)
大圍 Tai Wai	大學 University	太和 Tai Wo	粉嶺 Fanling	第一城 City One	恆安 Heng On	2019 年 11 月 25 日起 From 25 November 2019 onwards	大圍站乘車優惠辦事處(鄰近 F 出口外圍區域) Tai Wai Station Concessionary Travel Office (Unpaid area near Exit F)
元朗 Yuen Long	天水圍 Tin Shui Wai	兆康 Siu Hong	屯門 Tuen Mun			2019 年 11 月 25 日起 From 25 November 2019 onwards	兆康站乘車優惠辦事處(鄰近 D 出口外圍區域) Siu Hong Station Concessionary Travel Office (Unpaid area near Exit D)

- (N1): 您可於八達通網站 (www.octopus.com.hk) 下載最新版本的八達通發卡條款或參閱港鐵站張貼的有關資料。  
The latest version of the Conditions of Issue of Octopus can be downloaded from the Octopus website (www.octopus.com.hk) or viewed in MTR stations.
- (N2): 申請費 90 港元包含: 付予八達通卡有限公司的按金 50 港元; 香港鐵路有限公司收取、不可退還的港鐵學生乘車優惠計劃行政費 20 港元; 以及八達通卡有限公司收取、不可退還的手續費 20 港元。如持卡人於任何時間退回個人八達通, 發卡公司有權從按金中扣取 10 港元或由發卡公司全權決定的金額作為八達通的成本費用。  
The HK\$90 application fee includes an Octopus Cards Limited deposit of HK\$50; a non-refundable fee of HK\$20 charged by the MTR Corporation Limited for administering the MTR Student Travel Scheme and a non-refundable service charge of HK\$20 payable to Octopus Cards Limited. If your Personalised Octopus is given back to the Card Company at any time, the Card Company is entitled to deduct HK\$10 or such amount at its absolute discretion from the Octopus deposit to cover the Octopus cost.
- (N3): 不包括機場快線車站、羅湖、落馬洲、馬場、迪士尼、欣澳、黃竹坑、利東及海怡半島站。  
Except Airport Express stations, Lo Wu, Lok Ma Chau, Racecourse, Disneyland Resort, Sunny Bay, Wong Chuk Hang, Lei Tung and South Horizons stations.
- (N4): 從未成功申請「學生身分」個人八達通。  
Applicants who have not previously successfully applied for a Personalised Octopus with "Student Status".
- (N5): 購買「臨時學生八達通」費用為 70 港元, 包含: 付予八達通卡有限公司的按金 50 港元及可用儲值額 20 港元。當領取個人八達通時, 可交回此「臨時學生八達通」並獲退回按金及其餘值。「臨時學生八達通」不設遺失補領服務。  
The purchase fee of HK\$70 for the "Temporary Student Octopus" includes an Octopus Cards Limited deposit of HK\$50 and a HK\$20 usable value. The "Temporary Student Octopus" can be returned and refunded when the Personalised Octopus is collected. Temporary Student Octopus that is lost will not be replaced.

如何申請啟動／延續個人八達通上「學生身分」  
To apply for **Activation / Renewal** of "Student Status" on a Personalised Octopus

**1 細閱有關資料 Read the Information**

細閱申請表上列明的學生須知及收集個人資料聲明(第2頁)、港鐵學生乘車優惠計劃申請人聲明(第1頁)，以及八達通發卡條款<sup>(N1)</sup>的內容，確保清楚有關安排  
Read and ensure you understand all the information in the Notes for All Students and Personal Information Collection Statement (Page 2), Declaration of Applicant (Page 1) stated in the Application Form and the Conditions of Issue of Octopus<sup>(N1)</sup>

**2 填寫申請表 Complete the Application Form**

填妥申請表格(請使用**不褪色的黑色或藍色筆**以正楷填寫)，無須提交相片  
Complete the Application Form in BLOCK LETTERS using a **permanent black or blue pen**. No photo required  
若優惠計劃申請人為十八歲以下，其父、母或合法監護人須細閱港鐵學生乘車優惠計劃申請人父、母或合法監護人須知(第2頁)及填寫申請表格的父、母或合法監護人同意書(第1頁丁部)，否則香港鐵路有限公司不接受有關申請  
The parent or legal guardian is required to read all details in the Notes for Parent or Legal Guardian of the MTR Student Travel Scheme Applicant (Page 2) and complete the Statement of Consent by the Parent or Legal Guardian in Part D of Page 1 of the Application Form if the applicant is under 18 years of age; otherwise the MTR Corporation Limited may reject the application

**3 學校蓋章 School Endorsement**

將填妥的申請表交回學校蓋章  
Give the completed Application Form to your school for endorsement

**4 遞交申請表及獲取收據 Submit Application and Collect Receipt**

將已有學校蓋章的申請表於14天內交回任何港鐵客務中心<sup>(N2)</sup>，並即時獲發收據。  
在處理申請期間，申請人可憑收據於任何港鐵客務中心<sup>(N2)</sup>購買「臨時學生八達通」<sup>(N3)</sup>並須攜同該收據和有效學生證乘搭港鐵。  
Submit the endorsed Application Form within 14 days to any MTR Customer Service Centre <sup>(N2)</sup> where a receipt will be issued.  
Applicants can present the receipt to buy a "Temporary Student Octopus" <sup>(N3)</sup> at any MTR Customer Service Centre <sup>(N2)</sup> and must carry the receipt and a valid Student Identity Card when travelling during the processing period.  
Failure to carry the "Temporary Student Octopus" receipt could result in the imposition of a surcharge if your "Temporary Student Octopus" is inspected at any time.  
如無須購買「臨時學生八達通」，申請人可於2019年9月1日至10月14日期間將申請表投遞到任何港鐵站<sup>(N2)</sup>的港鐵學生乘車優惠計劃表格收集箱內  
If applicants do not need to purchase a "Temporary Student Octopus", they can drop the Application Form into the MTR Student Travel Scheme collection box at any MTR station<sup>(N2)</sup> anytime between 1 September and 14 October 2019  
若申請未被接納，而申請人已購買「臨時學生八達通」，申請人必須立即停止使用，並到任何港鐵客務中心<sup>(N2)</sup>辦理退還該「臨時學生八達通」手續。若申請人繼續使用該「臨時學生八達通」，有可能被徵收附加費及/或遭受檢控。  
If the application is rejected and the applicant has purchased a "Temporary Student Octopus", the applicant should immediately stop using it and go to any MTR Customer Service Centre <sup>(N2)</sup> to obtain a refund of the "Temporary Student Octopus". If the applicant continues using a "Temporary Student Octopus" to travel, it could result in the imposition of a surcharge and/or prosecution.

**5 啟動／延續八達通上「學生身分」<sup>(N4)</sup> Activate / Renew "Student Status"**

按以下日期，親臨任何港鐵客務中心<sup>(N2)</sup> 啟動／延續八達通上的「學生身分」  
Activate / Renew your "Student Status" at any MTR Customer Service Centre <sup>(N2)</sup> according to the schedule listed below

遞交申請表日期 Application submission date	啟動／延續日期 Activation / Renewal date
2019年9月1日至2019年9月20日 From 1 September 2019 to 20 September 2019	2019年10月1日起 From 1 October 2019 onwards
2019年9月21日至2019年10月14日 From 21 September 2019 to 14 October 2019	2019年10月22日起 From 22 October 2019 onwards
2019年10月15日起 From 15 October 2019 onwards	遞交申請表後一星期起 1 week after submission of the application

**6 繳交行政費 Administration fee**

成功辦妥啟動／延續八達通上「學生身分」手續時，須繳付行政費20港元。付款時將即時獲發收據  
An administration fee of HK\$20 is payable when your Octopus is successfully Activated / Renewed. A receipt will be issued when payment is received

- (N1): 您可於八達通網站([www.octopus.com.hk](http://www.octopus.com.hk))下載最新版本的八達通發卡條款或參閱港鐵站張貼的有關資料。  
The latest version of the Conditions of Issue of Octopus can be downloaded from the Octopus website ([www.octopus.com.hk](http://www.octopus.com.hk)) or viewed in MTR stations
- (N2): 不包括機場快線車站、羅湖、落馬洲、馬場、迪士尼、欣澳、黃竹坑、利東及海怡半島站。  
Except Airport Express stations, Lo Wu, Lok Ma Chau, Racecourse, Disneyland Resort, Sunny Bay, Wong Chuk Hang, Lei Tung and South Horizons stations.
- (N3): 購買「臨時學生八達通」費用為70港元，包含：付予八達通卡有限公司的按金50港元及可用儲值額20港元。當完成啟動／延續個人八達通上「學生身分」程序時，可交回此「臨時學生八達通」並獲退回按金及其餘值。「臨時學生八達通」不設遺失補領服務。  
The purchase fee of HK\$70 for the "Temporary Student Octopus" includes an Octopus Cards Limited deposit of HK\$50 and HK\$20 usable value. The "Temporary Student Octopus" can be returned and refunded when the "Student Status" of the Personalised Octopus is Activated / Renewed. Temporary Student Octopus that is lost will not be replaced.
- (N4): 申請人須在2019年11月1日前辦妥手續，否則須繳付成人車資。  
Failure to update your Octopus before 1 November 2019 will result in the full adult fare being deducted.

**報失「學生身分」個人八達通**

- 個人八達通如有遺失或遭盜竊，應立即致電八達通報失熱線2266 2266向發卡公司報失和申請補領個人八達通。
- 等候補領個人八達通期間，如欲繼續享用港鐵特惠車費，您須到任何港鐵客務中心<sup>(N2)</sup>購買「臨時學生八達通」以及領取「學生身分」臨時證明。使用「臨時學生八達通」享用港鐵特惠車費時，須隨身攜帶該「學生身分」臨時證明和您的有效學生證(2019/2020學年)，直至獲補發「學生身分」個人八達通。

**終止學業／更改個人資料**

- 如您不再符合全日制日間課程學生資格，個人八達通上「學生身分」即屬無效。
- 如您的「學生身分」或個人資料有任何更改，必須立即致電港鐵熱線2881 8888。

**查詢熱線**

- 如有任何查詢，可致電港鐵熱線2881 8888，服務時間為星期一至星期五上午八時三十分至下午六時，星期六上午八時三十分至下午一時(星期日及公眾假期除外)。
- 若查詢個別申請事宜，請提供申請表上的申請編號。

**Report loss of Personalised Octopus with "Student Status"**

- If your Personalised Octopus is lost or stolen, you must report it immediately to the Card Company by calling the Lost Octopus Reporting Hotline on 2266 2266. You may ask for a replacement Personalised Octopus to be issued.
- If you want to continue to enjoy MTR concessionary fares while waiting for the replacement Personalised Octopus, you must go to any MTR Customer Service Centre <sup>(N2)</sup> to purchase a "Temporary Student Octopus" and obtain temporary proof of your "Student Status". Whenever travelling on the MTR with a "Temporary Student Octopus", the temporary proof of "Student Status" and a Student Identity Card (valid for the academic year 2019/2020) must also be carried, until the replacement Personalised Octopus with "Student Status" has been issued.

**Termination of studies / Change in personal data**

- If you cease to be a full-time day course student, your "Student Status" becomes invalid.
- If there is any change in your "Student Status" or your personal data, you must immediately contact the MTR Hotline on 2881 8888.

**Enquiry hotline**

- If you have any enquiries, please call the MTR Hotline on 2881 8888 from 8:30 am to 6:00 pm on weekdays and from 8:30 am to 1:00 pm on Saturdays (except Sundays and Public Holidays). For enquiries about your application, please provide the Application Number.

遞交申請時

Submission of Application

- 1) 我年滿 12 歲，並持有印有相片的個人八達通，是否需要另外申請一張「學生身分」個人八達通？

**Should I apply for a Personalised Octopus with "Student Status" if I'm 12 years old and already have a Personalised Octopus with a photo?**

不需要。您只需要在申請表甲部申請類別[2]填上個人八達通號碼及其他所需資料，然後交回港鐵客務中心<sup>A</sup>辦理。請注意，若您的個人八達通沒有相片，則需要申請新的「學生身分」個人八達通。

No. You only need to provide your Personalised Octopus number in Application Type [2] of Part A of the Application Form, complete the information as required and return it to any MTR Customer Service Centre<sup>A</sup>. Please note that you are required to apply for a Personalised Octopus with "Student Status" if there is no photo printed on your Personalised Octopus.

- 2) 若個人八達通上沒有相片，可否加註「學生身分」？

**Can the "Student Status" be encoded on the Personalised Octopus with no photo?**

不可以。個人八達通必須印有申請人的相片，方可用作申請港鐵學生乘車優惠計劃。

No. Only a Personalised Octopus with a photo can be used for the MTR Student Travel Scheme.

- 3) 八達通上的「學生身分」必須每年延續嗎？

**Must the "Student Status" be renewed every year?**

「學生身分」有效期一般為 1 至 3 年。如您的「學生身分」有效期會在本年屆滿，便須申請延續。您可在任何港鐵客務中心<sup>A</sup>或使用港鐵站內的八達通查閱機，查閱個人八達通上的「學生身分」有效期。

The "Student Status" is valid for a period of 1-3 years. If the validity of your "Student Status" expires in the current year, you should apply for renewal. You can check the validity of the "Student Status" encoded on your Personalised Octopus at any MTR Customer Service Centre<sup>A</sup> or through any Octopus Enquiry Processor in MTR stations.

- 4) 我是否只可於港鐵客務中心<sup>A</sup>遞交啟動／延續「學生身分」申請表？

**Can my Application Form for Activation / Renewal of "Student Status" only be submitted at an MTR Customer Service Centre<sup>A</sup>?**

不是。如您無需購買「臨時學生八達通」，您可於 2019 年 9 月 1 日至 10 月 14 日期間將申請表投遞到任何港鐵站<sup>A</sup>的港鐵學生乘車優惠計劃表格收集箱內。

No. If you do not need to purchase a "Temporary Student Octopus", you can drop your Application Form into the MTR Student Travel Scheme form collection box at any MTR station<sup>A</sup> anytime between 1 September and 14 October 2019.

- 5) 我是重讀生，是否需要在今個學年再次申請「學生身分」？

**I have to repeat a school year. Do I need to apply for "Student Status" again?**

若您是港鐵學生乘車優惠計劃的合資格申請人，而「學生身分」有效期於 2019 年 10 月 31 日屆滿，您必須在 2019/2020 學年申請延續「學生身分」，並必須在 2019 年 10 月 31 日或以前完成有關手續。

If you are an eligible applicant for the MTR Student Travel Scheme and the validity of the "Student Status" on your Personalised Octopus expires on 31 October 2019, then you need to apply to renew your "Student Status" for the academic year 2019/2020. The renewal must be completed on or before 31 October 2019.

- 6) 我的個人八達通是在小學時申請，可否用來申請啟動「學生身分」？

**Can my Personalised Octopus which was issued when I studied in primary school be used for activating "Student Status"?**

若您的個人八達通上印有相片，便可用作申請啟動「學生身分」。

Yes. It can be used for activating "Student Status" if it is printed with a photo.

- 7) 我的子女未滿 12 歲，但就讀學校要求他申請一張個人八達通作校務用途，「港鐵學生乘車優惠計劃申請表」是否適用？

**My child is under 12, but a Personalised Octopus is required by his school for administrative purposes. Is the MTR Student Travel Scheme Application Form fit for this purpose?**

不適用。未滿 12 歲的學生可前往任何港鐵客務中心<sup>A</sup>索取並填妥「個人八達通申請表」。如欲查詢詳情，可致電八達通顧客服務熱線 2266 2222。

No. Students under 12 should obtain and complete a copy of the Application Form for a Personalised Octopus which is available at any MTR Customer Service Centre<sup>A</sup>. For more details, please call the Octopus Hotline on 2266 2222.



- 1) 我忘記攜帶或遺失了註有「學生身分」的個人八達通時，可否購買特惠單程車票搭乘港鐵？  
Can I buy a concessionary Single Journey Ticket to travel on the MTR if I forget to bring or I lose my Personalised Octopus with "Student Status"?

不可以，特惠單程車票不適合 12 歲或以上的學生使用。如要享有特惠車費優惠，您必須使用註有「學生身分」的個人八達通。如使用「臨時學生八達通」，則須攜帶收據/證明及您的有效學生證。特惠車費必須直接從上述八達通內扣除。

No. Concessionary Single Journey Tickets are not available for use by students aged 12 or above. You can only enjoy concessionary fares when the fare is deducted from your Personalised Octopus encoded with "Student Status" or if the fare is deducted from a Temporary Student Octopus and you are carrying a receipt / proof issued by MTR with your valid Student Identity Card.

- 2) 啟動／延續個人八達通的「學生身分」時需要帶備甚麼？  
What should I bring for Activation / Renewal of "Student Status" on my Personalised Octopus?

根據申請表所述的日期，帶同您的個人八達通親臨任何港鐵客務中心<sup>A</sup>，並準備行政費 20 港元。

You should bring your Personalised Octopus to any MTR Customer Service Centre<sup>A</sup> according to the schedule stated in the Application Form. An administration fee of HK\$20 is payable for the Activation / Renewal.

- 3) 我遺失了申請「學生身分」個人八達通的正式收據，怎樣可以購買「臨時學生八達通」？  
How can I buy a "Temporary Student Octopus" if I lose my Official Receipt?

您應先致電港鐵熱線 2881 8888 查詢申請進度，如申請已獲批核，您可於任何港鐵客務中心<sup>A</sup>購買「臨時學生八達通」及領取「學生身分」臨時證明，費用為 70 港元。「臨時學生八達通」不設遺失補領服務。

You should check the progress of your application through the MTR Hotline on 2881 8888. If your application has been approved, you can go to any MTR Customer Service Centre<sup>A</sup> to purchase a "Temporary Student Octopus" and obtain a temporary proof of "Student Status". The Octopus costs HK\$70. Any Temporary Student Octopus that is lost will not be replaced.

- 4) 我遺失了申請「學生身分」個人八達通的正式收據，如何領取新的「學生身分」個人八達通？  
How can I get my new Personalised Octopus with "Student Status" if I lose my Official Receipt?

您可到任何港鐵客務中心<sup>A</sup>填寫一份「票務查詢」，以便安排補發收據。

You should complete the "Ticketing Enquiry" available at any Customer Service Centre<sup>A</sup>. We can reissue an Official Receipt for you.

- 5) 我遞交申請表後轉校，應如何處理？  
What should I do if I transfer to another school after I submit my Application Form?

您應先到任何港鐵客務中心<sup>A</sup>索取一份「港鐵學生乘車優惠計劃申請表」，填妥乙部後，將表格交給新學校蓋校章，然後交回任何港鐵客務中心<sup>A</sup>辦理。

You should go to any MTR Customer Service Centre<sup>A</sup> to obtain a copy of the MTR Student Travel Scheme Application Form. After completing Part B of the Form, submit it to your new school for endorsement and return it to any MTR Customer Service Centre<sup>A</sup>.

- 6) 我遞交了申請啟動／延續「學生身分」申請表後，我的個人八達通遺失／損壞了，並已補領新八達通，現應如何處理？  
I replaced my Personalised Octopus after it was lost / damaged. However I have already submitted the Application Form for Activation / Renewal of "Student Status" on a Personalised Octopus. What should I do?

領取新個人八達通後，您應致電港鐵熱線 2881 8888 與我們聯絡，我們便可更新您的個人八達通號碼紀錄。有關手續完成後，會通知您攜帶新個人八達通前往任何港鐵客務中心<sup>A</sup>辦理啟動手續。

You may call the MTR Hotline on 2881 8888 after collecting your new Personalised Octopus, then we can update our records with your new Personalised Octopus number and notify you when to renew your "Student Status" at any MTR Customer Service Centre<sup>A</sup>.

- 7) 我遞交了「學生身分」個人八達通申請表並繳交申請費 90 港元後，想改用本身已持有的個人八達通作申請啟動／延續「學生身分」，怎樣可以更改申請類別及取回 90 港元？  
I want to use my own Personalised Octopus to apply for Activation / Renewal of "Student Status". However I have submitted an application for a new Personalised Octopus with "Student Status" and have paid the application fee of HK\$90. How can I change my application type and obtain a refund?

您應先致電港鐵熱線 2881 8888 查詢您的申請進度，如八達通卡有限公司已處理您的新個人八達通申請，有關費用將不獲退回。若八達通卡有限公司並未處理您的申請，則可安排退回申請費 90 港元及將您的申請類別更改為啟動／延續個人八達通上「學生身分」。當您到任何港鐵客務中心<sup>A</sup>辦理啟動／延續「學生身分」時，須繳付行政費 20 港元。

You should check the progress of your application through the MTR Hotline on 2881 8888. If your application has been processed by Octopus Cards Limited, the application fee of HK\$90 cannot be refunded. If it has not been processed, a refund can be arranged and your application may be changed from "Application for a new Personalised Octopus with "Student Status" to "Activation / Renewal of "Student Status". An administration fee of HK\$20 is payable at the time your Personalised Octopus is Activated / Renewed at any MTR Customer Service Centre<sup>A</sup>.

- 8) 我已繳交申請費 90 港元，為何我的新「學生身分」個人八達通內沒有餘額或只有 20 港元儲值額？  
Why is the stored value on my new Personalised Octopus with "Student Status" nil or HK\$20 after paying the application fee of HK\$90?

申請費 90 港元是包含付予八達通卡有限公司的按金 50 港元；香港鐵路有限公司收取、不可退還的港鐵學生乘車優惠計劃行政費 20 港元；以及八達通卡有限公司收取、不可退還的手續費 20 港元。首次申請的「學生身分」個人八達通內會有 20 港元儲值額，此款項是香港鐵路有限公司的回贈。

The HK\$90 application fee comprises of an Octopus Cards Limited deposit of HK\$50, a non-refundable fee of HK\$20 charged by MTR Corporation Limited for administrating the MTR Student Travel Scheme, and a non-refundable service charge of HK\$20 payable to Octopus Cards Limited. First time applicants will receive a rebate from the MTR Corporation Limited in the form of HK\$20 usable value encoded on your Personalised Octopus.

- 9) 我的「學生身分」個人八達通申請被拒絕或撤銷後，為何仍未收到 90 港元退款？  
Why have I still not received my refund of the application fee of HK\$90 after my application was rejected or withdrawn?

請致電港鐵熱線 2881 8888 查詢，以便我們作出跟進。

You may call the MTR Hotline on 2881 8888 for any enquiries.

- 10) 若我的申請未被接納，但我已購買了「臨時學生八達通」，我還可以繼續使用「臨時學生八達通」嗎？  
Can I continue using the "Temporary Student Octopus" if my application is rejected and I have purchased a "Temporary Student Octopus"?

不可以。若申請未被接納，而您已購買「臨時學生八達通」，您必須立即停止使用，並到任何港鐵客務中心<sup>A</sup>辦理退回該「臨時學生八達通」的手續。若繼續使用該「臨時學生八達通」，您可能被徵收附加費及/或遭受檢控。

If your application is rejected, and you have purchased a "Temporary Student Octopus", you should immediately stop using it and go to any MTR Customer Service Centre<sup>A</sup> to obtain a refund of the "Temporary Student Octopus". If you continue using a "Temporary Student Octopus" to travel, it could result in the imposition of a surcharge and/or prosecution.

- 如有任何查詢，可致電港鐵熱線 2881 8888，服務時間為星期一至星期五上午八時三十分至下午六時，星期六上午八時三十分至下午一時（星期日及公眾假期除外）。若查詢個別申請事宜，請提供申請表上的申請編號。

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- 不包括機場快線車站、羅湖、落馬洲、馬場、迪士尼、欣澳、黃竹坑、利東及海怡半島站  
Except Airport Express stations, Lo Wu, Lok Ma Chau, Racecourse, Disneyland Resort, Sunny Bay, Wong Chuk Hang, Lei Tung and South Horizons stations