

**Schedule of Fees and Guidelines  
relating to the use of *Octopus* (the “Schedule”)  
(Effective 3 November 2008)**

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 1 October 2007. This Schedule is effective from 3 November 2008 until such time an updated version is issued.

1. If you have any enquires about the use of an *Octopus* issued by us, please contact the Octopus Customer Hotline at 2266 2222. If you wish to report loss of such *Octopus*, please contact the Octopus Lost Card Hotline at 2266 2266.
2. If you have any enquires about the use of a *Bank Issued Octopus*, please contact the issuing bank or financial services company.
3. To find the list of our Authorised Add Value Service Providers, Authorised Distributors, Authorised Service Centres and Service Providers, please visit our website at [www.octopus.com.hk](http://www.octopus.com.hk).
4. The current maximum amount which you may store in 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 (of which the user can use it up to HK\$35 once).
6. The current initial stored value in each *On-Loan Octopus* is as follows:

<b>Categories of <i>On-Loan Octopus</i></b>	<b>Initial Stored Value</b>
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 Hotline at 2266 2222.
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 *Octopus* lost card service will protect you from the

loss of the remaining value on your *Octopus* after 6 hours, which is the current Notification Period.

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 return and other services for the various types of *Octopus* issued by us are as follows:
  - (a) An administrative fee of HK\$20 is applicable to the issuance of a Personalised *Octopus*;
  - (b) If you are the holder of a Personalised *Octopus* and your Personalised *Octopus* was issued prior to 1 November 2004, there is no charge for the return of your Personalised *Octopus* if the date of return is at least five (5) years after the date of issue. If the date of return is less than five (5) years from the date of issue of that Personalised *Octopus*, then you will be charged HK\$10 for the return of that Personalised *Octopus*;
  - (c) If you are the holder of a Personalised *Octopus* and your Personalised *Octopus* is issued on or after 1 November 2004, there is a charge of HK\$10 for the return of that Personalised *Octopus* at any time;
  - (d) 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;
  - (e) 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 reactivation of the service following suspension;
  - (f) 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;
  - (g) For all *On-Loan Octopus* (excluding Personalised *Octopus*), there is a refund handling fee of HK\$7 charged for any such *Octopus* returned less than three (3) months after the date of issue; and
  - (h) 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 every four consecutive day transactions. The requests must be in writing and sent to Octopus' Customer Service Department by fax at

2266 2211 or mail to 36/F, 148 Electric Road, North Point, Hong Kong, together with the applicants' proof of identity.

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.