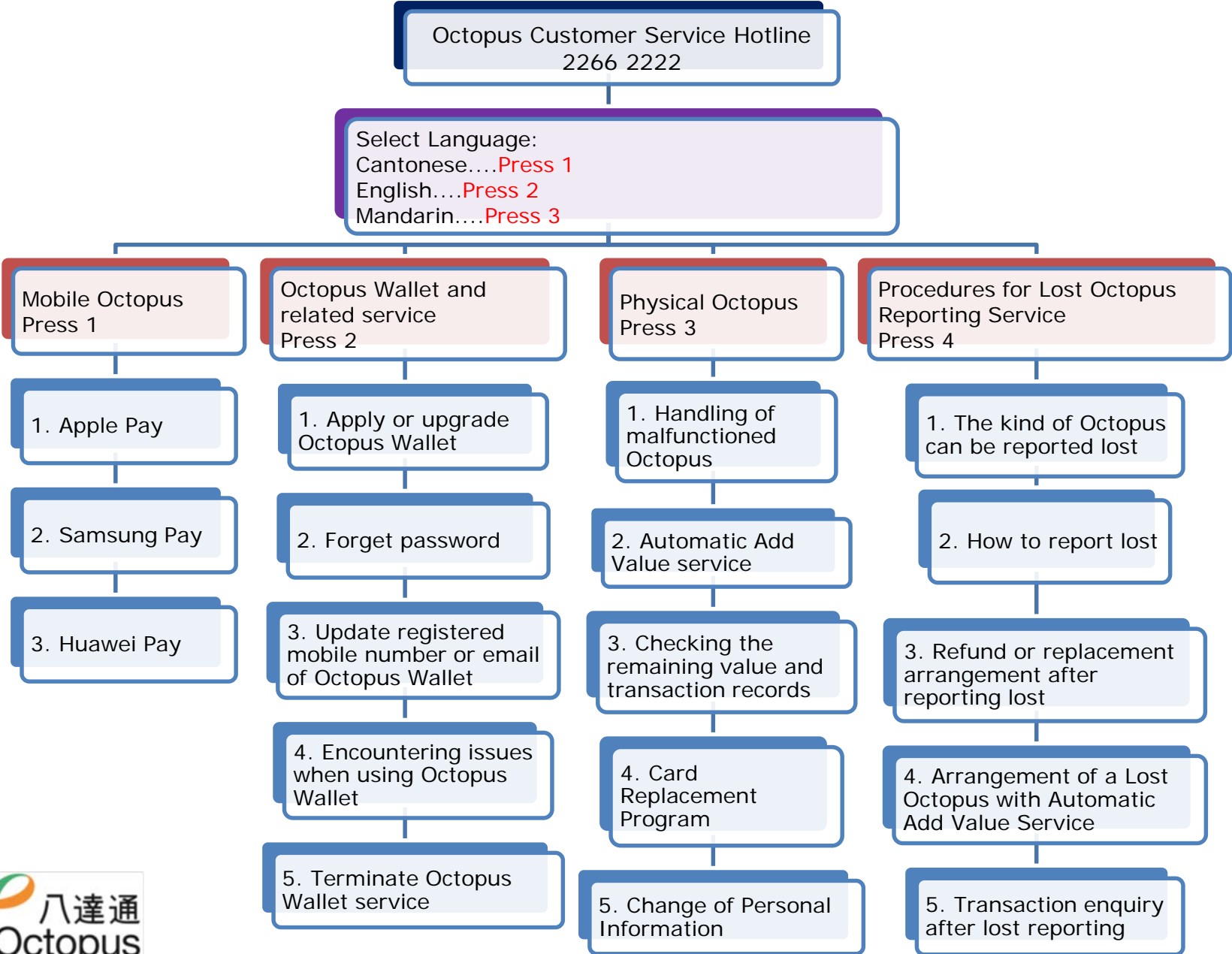


# Octopus Customer Service Hotline User Guide



## Octopus Customer Service Hotline 2266 2222

❖ **For English, please press 2.**

❖ Please select services

❖ **For Mobile Octopus, please press 1;**

- 1. Apple Pay
- 2. Samsung Pay
- 3. Huawei Pay

❖ **For Octopus Wallet and related service, please press 2;**

- 1. Apply or upgrade Octopus Wallet
- 2. Forget password
- 3. Update registered mobile number or email of Octopus Wallet
- 4. Encountering issues when using Octopus Wallet
- 5. Terminate Octopus Wallet service

❖ **For Physical Octopus, please press 3;**

- 1. Handling of malfunctioned Octopus
- 2. Automatic Add Value service
- 3. Checking the remaining value and transaction records
- 4. Card Replacement Program
- 5. Change of Personal Information

❖ **For Procedures for Lost Octopus Reporting Service, please press 4;**

- 1. The kind of Octopus can be reported lost
- 2. How to report lost
- 3. Refund or replacement arrangement after reporting lost
- 4. Arrangement of a Lost Octopus with Automatic Add Value Service
- 5. Transaction enquiry after lost reporting