

## **Application Information**

### **Eligibility**

- Eligible applicants must be aged below 60;
- Eligible applicants must be either a recipient under the Comprehensive Social Security Assistance Scheme (“CSSA”) with 100% disabilities, or a recipient of Disability Allowance (“DA”); and
- Eligible applicants must also have obtained a pre-verified application form issued by the Social Welfare Department **for online application**.

## **General Application Information**

### **Submission of Application**

#### Online Application

Applicants can click [here](#) to apply online

#### Paper Application

Applicants can mail the application form to MTR Headquarters Building, Telford Plaza, Kowloon Bay (mark “Concessionary Travel Office” on the envelope), or submit at any MTR Customer Service Centre# .

#Except Airport Express stations, Lo Wu, Lok Ma Chau, Racecourse, Disneyland Resort, Sunny Bay, Wong Chuk Hang, Lei Tung, South Horizons, Hin Keng, Kai Tak, Sung Wong Toi and To Kwa Wan stations

### **Application Approval Time**

#### Apply for a Personalised Octopus with “Persons with Disabilities Status”

Octopus Cards Limited will send your card to your Hong Kong address within 4 to 6 weeks\*. Upon receiving, please reload it with an amount more than HK\$50 before use to cover the HK\$50 refundable deposit.

#### Renew / Activate “Persons with Disabilities Status” on a Personalised Octopus

MTR will send notifications via email (for online applications) or by post to your mailing address (for paper application) around the 2<sup>nd</sup> week from the Date of Application. Upon receiving, please follow the instructions to activate or renew the “Person with Disabilities status” on your Personalised Octopus.

\*If you do not receive the new Octopus and the letter from Octopus Cards Limited within the abovementioned period, please contact Octopus Customer Service Hotline at 2266 2222

## **Notes to All Applicants**

### **1. Concessionary Fares**

- Successful applicants can travel on designated public transport modes, routes and services at a concessionary fare under the Scheme using a Personalised Octopus with “Persons with Disabilities Status”.

- If you cease to be a recipient under the Disability Allowance or Comprehensive Social Security Assistance Scheme for those with 100% disability, your “Persons with Disabilities Status” will automatically become invalid.
- For applicants below the age of 18, the application form must be signed by the parent or legal guardian of the applicant. For applicants aged 18 or above, the application form should be signed by the applicant himself/herself. If the applicant is incapable of managing his/her own affairs, the application form should be signed by a person who has been appointed by a court to manage those affairs or a person who has been appointed under the Mental Health Ordinance (Cap. 136) to be the guardian of that individual.

## 2. Administration Fee and Service Charge

A total of HK\$40 for the administration fee and the service charge for a Personalised Octopus levied by the MTR Corporation Limited and Octopus Cards Limited is waived. If a Personalised Octopus is returned 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 card deposit for the card cost.

## 3. Report loss of Personalised Octopus with “Persons with Disabilities 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 2266 2266. You may ask for a replacement card to be issued.

## 申請須知

### 申請資格

- 合資格殘疾人士須為 60 歲以下；
- 殘疾程度達 100% 的綜合社會保障援助（綜援）計劃受助人，以及傷殘津貼受惠人及
- 合資格申請人已獲取由社會福利署發出已核實申請人資格的申請表便可使用網上申請

### 一般申請資料

#### 遞交申請

##### 網上申請

申請者可點擊[此連結](#)於網上遞交申請。

##### 紙本申請

請將申請表郵寄往九龍灣德福廣場港鐵總部大樓（並在信封上註明「乘車優惠辦事處」）或交回任何港鐵客務中心#

#不包括機場快綫車站、羅湖、落馬洲、馬場、迪士尼、欣澳、黃竹坑、利東、海怡半島、顯徑、德、宋皇臺及土瓜灣站

#### 申請批核時間

##### 申請「殘疾人士身分」個人八達通

八達通卡有限公司會於 4 至 6 星期\*內將八達通郵寄至你的香港通訊地址。當收到八達通後，請在使用前增值港幣\$50 以上，當中港幣\$50 為可退還按金。

##### 啟動 / 延續「殘疾人士身分」個人八達通

港鐵會於申請日起計第 2 星期左右透過電郵（適用於網上申請）或郵寄（適用於紙本申請）向你發送通知書，屆時請根據通知書上的指示啟動或延續「殘疾人士身分」。

\* 若你未能於上述時間內收到由八達通卡有限公司發出的新八達通及信件，請致電八達通顧客服務熱線 2266 2222 查詢

### 申請人須知

1. 優惠票價

- 成功申請者使用「殘疾人士身分」個人八達通，在乘搭指定的公共交通工具、路綫和服務時，可以享有 優惠計劃下的優惠票價。
- 如你不再符合傷殘津貼受惠人或殘疾程度達 100% 的綜合社會保障援助計劃受助人資格，則個人八達通上「殘疾人士身分」即屬無效。
- 年齡未滿 18 歲的申請人，申請表須由父母或合法監護人簽署。年齡滿 18 歲的申請人，則須親自簽署申請表。如申請人無能力處理其本身事務，須由法庭委任以處理該等事務的人或根據《精神健康條例》(第 136 章)獲委任擔任該名個人的監護人的人簽署申請表。

## 2. 行政費及手續費

香港鐵路有限公司及八達通卡有限公司已豁免個人八達通的行政費及手續費合共 40 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除 10 港元或由發卡公司全權決定的金額作為卡的成本費用。

## 3. 報失「殘疾人士身分」個人八達通

你的個人八達通如有遺失或遭盜竊，應立即致電八達通報失熱綫 2266 2266 向發卡公司報失和申請補領新卡。