常見問題 – 網上申請

FAQs- Online Application

一般資訊

General Information

1) 我是否合資格在網上申請殘疾人士個人八達通或啟動／延續「殘疾人士身分」？

   Am I eligible to apply online for a Personalised Octopus with "Persons with Disabilities Status" or activation / renewal of "Persons with Disabilities Status" on a Personalised Octopus?

   如果你持有社會福利署發出的申請表，並為 60 歲以下的合資格殘疾人士，而殘疾程度達 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，你便符合資格在網上遞交申請。使用網上申請時，你需要上載上述申請表作為證明。

   You are eligible to apply online if you are holding the application form issued by the Social Welfare Department, verifying that you are an eligible Person with Disabilities aged below 60 who is a recipient under the Comprehensive Social Security Assistance ("CSSA") Scheme with 100% disabilities and a recipient of Disability Allowance ("DA"). During online application, you are required to upload the mentioned application form as proof.

2) 如我的申請表格是由港鐵公司發出，可否用作網上申請？

   If my application form is issued by MTR, can I apply online?

   不可以，網上申請只適用於持有由社會福利署發出的申請表的申請人。如你的申請表格是由港鐵公司發出，你必須前往任何港鐵客務中心*遞交或郵寄往香港鐵路有限公司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」。

   No, online application is only applicable to applicants who have obtained the application form issued by the Social Welfare Department. If your application form is issued by MTR, you are required to submit the application form to any MTR Customer Service Centre* or mail to MTR Corporation at MTR Headquarters Building, Telford Plaza, Kowloon Bay with "Concessionary Travel Office" marked on the envelope.

   *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、啟德、宋皇臺及土瓜灣站。

   *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.

3) 我可以上載由社會福利署發出的殘疾人士登記證或其他文件代替由社會福利署發出的申請表嗎？

   Can I upload Registration Card for People with Disabilities ("PwD") or other document(s) issued by the Social Welfare Department in replacement of the application form issued by the Social Welfare Department?

   為了認證申請資格，網上申請未能接納由社會福利署發出的申請表以外的文件。

   To verify your application eligibility, document(s) other than the application form issued by the Social Welfare Department cannot be accepted for online application.

4) 網上申請頁面讀取了申請表上的地址後，我可以修改為另一郵寄地址嗎？

After my address on the uploaded application form has been pre-filled, can I change it to another mailing address?

可以，請確保你提供完整的香港地址。

Yes, please ensure that you provide a complete Hong Kong correspondence address.

5) 遞交網上申請後我可以更改內容，如申請類別或個人資料嗎？

Can I change the details such as the application type or personal information after online application submitted?

申請一經提交，將無法經網上更改或取消。

Once the application is submitted, it cannot be changed or cancelled online.

6) 申請殘疾人士個人八達通或啟動／延續「殘疾人士身分」所需時間？

How long does it take to get a Personalised Octopus with "Persons with Disabilities Status" or to activate / renew "Persons with Disabilities Status" on a Personalised Octopus?

申請殘疾人士個人八達通：
當收妥申請表及相片後的4至6星期內，八達通卡有限公司將根據申請表上的地址寄出「殘疾人士身分」個人八達通

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星期左右透過電郵方式向你發送通知書，屆時請根據通知書上的指示啟動或延續「殘疾人士身分」。

Apply for a Personalised Octopus with "Persons with Disabilities Status":

Upon receiving the application and photo, the application process will be completed within 4 to 6 weeks. Octopus Cards Limited will send your card to your Hong Kong address provided on the application form.

Activate / Renew "Persons with Disabilities Status" on a Personalised Octopus:

MTR will send notifications via email around the 2nd 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.

7) 遞交網上申請後我並沒有收到通知電郵，應怎麼辦？

I have not received a notification email after online submitted. What should I do?

你可檢查你電子郵箱中的垃圾郵件資料夾，查看是否已收取。

Please check your spam or junk folder in your mailbox.

8) 我的「殘疾人士身分」個人八達通已遺失或遭盜竊，並已向八達通卡有限公司報失，但仍未收到補領八達通，可否作新申請？

My Personalised Octopus with 'Persons with Disabilities Status' had been lost / stolen, and I

already reported it to the Octopus Card Limited. I have not yet received a replacement Octopus. Can I apply for a new one?

如你已向八達通公司報失並申請補領八達通，則毋須重新申請，你可致電八達通顧客服務熱線 2266 2222 查詢補領新卡之狀態。
If you have reported loss to Octopus Cards Limited and already applied for a replacement Octopus, you do not need to apply again. You can call the Octopus Customer Service Hotline at 2266 2222 to check the status of your replacement Octopus.

9) 我沒有掃瞄器，未能上載申請表格或證件相片，應怎麼辦？
I don't have a scanner for uploading the application form or passport photo. What should I do?

為求達致更清晰的影像，建議優先考慮使用掃瞄器。如無法使用掃瞄器，你亦可使用手機即時拍攝你的申請表格及證件相片，然後上載有關圖像檔案。請確保你上載的圖像符合要求。

For optimal image quality, a scanner is recommended but not a must. If a scanner is not available, you can also use your mobile phone to take pictures of the application form and your passport photo for upload. Please ensure that the image(s) you provide meets the requirements.

10) 怎樣繳付申請費用？
How do I pay the application fee?

申請殘疾人士個人八達通或啟動／延續「殘疾人士身分」毋須收取申請費用。
全新殘疾人士個人八達通申請者會收到由八達通卡有限公司發出的信件連同新八達通，請在使用前增值港幣$50 以上，當中港幣$50 為可退還按金。

No application fee is required for applying for a Personalised Octopus with "Persons with Disabilities Status" or for activation / renewal of "Persons with Disabilities Status" on a Personalised Octopus.

Applicants applying for a new Personalised Octopus with "Persons with Disabilities Status" will receive a letter with the new Octopus from Octopus Cards Limited. Please reload it with an amount more than HK$50 before use to cover the HK$50 refundable deposit.

新申請

New Application

1) 我可否拍攝護照上的相片作申請之用?
Can I use the photo which takes on my passport?

請確保你上載的證件相片符合規格，例如不可使用黑白、有污漬、不清晰或印有任何圖案的相片。

Please ensure the colour passport-sized photo meets the requirements. For example, please do not use a photo which is black & white, with dirt, unclear or pattern on it.

2) 我的證件相片帶有白邊，可以使用該相片嗎?
Can I use a photo with white borders?

上載相片後，你可透過網上申請頁面預設的調整圖片工具剪裁多餘白邊，之後再遞交申請。
Once the photo is uploaded, you can crop out the redundant white borders with the image adjustment tool available on the online application page before submitting your application.