

## 常見問題 FAQs

### 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。你只需申請新申請[2] - 已持有附相片的個人八達通及填妥所需資料即可。請注意，若你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 “New Application [2]” of the application and complete the information as required. 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?**

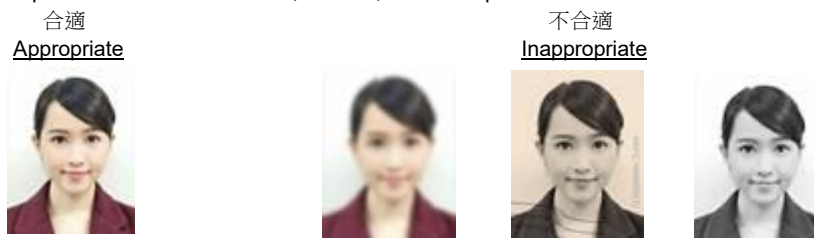
「學生身分」有效期一般為 1 至 3 年。如你的「學生身分」有效期會在本年屆滿，便須作延續申請。你可在任何港鐵客務中心<sup>A</sup>或使用港鐵站內的八達通查閱機，查閱個人八達通上的「學生身分」有效期。

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

不建議使用黑白、有污積、不清晰或有任何圖案的護照相片。請參考以下例子：

Not recommend to use the passport photo which is black & white, with dirt, unclear or pattern on it. Please refer to the following examples:



- 5) 我是重讀生，是否需要在本學年再次申請「學生身分」？  
**I have to repeat a school year. Do I need to apply for “Student Status” again?**

若你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 2022 年 10 月 31 日屆滿，你必須在 2022/2023 學年申請延續「學生身分」，並必須在 2022 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 2022, then you need to apply to renew your “Student Status” for the academic year 2022/2023. The renewal must be completed on or before 31 October 2022.

- 6) 我的個人八達通是在小學時申請，可否用作申請新申請[2] - 已持有附相片的個人八達通？  
**Can my Personalised Octopus which was issued when I studied in primary school be used for activating “Student Status”?**

若你的個人八達通上印有相片，便可用作申請。

Yes. It can be used 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，「網上申請港鐵學生乘車優惠計劃」是否適用？  
**My child is under 12, but a Personalised Octopus is required by his school for administrative purposes. Is the “Online Application MTR Student Travel Scheme” 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.

## 遞交申請後 After Submission of Application

- 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乘搭港鐵？  
**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，你必須使用註有「學生身分」的個人八達通。

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".

- 2) 我忘記儲存「申請編號」該如何處理？  
**What should I do if forgot to save the "application number"?**

系統會發出申請文件到你所提供的電郵，請查閱你的郵箱。

Your application document will be sent to your provided email by our system. Please check your mail box.

- 3) 若選取新申請[2] - 已持有附相片的個人八達通或延續申請後，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 for New Application [2] - Already carrying a Personalised Octopus (with photo) / Renewal Application. What should I do?**

領取新個人八達通後，你應致電港鐵熱線+852 2881 8888 與我們聯絡，我們便可更新你的個人八達通號碼紀錄。有關手續完成後，會通知你辦理啟動手續。

You may call the MTR Hotline on +852 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 activate your "Student Status".

- 4) 我遞交了「學生身分」個人八達通申請並繳交申請費 90 港元後，想改用本身已持有的個人八達通作申請新申請[2] - 已持有附相片的個人八達通或／延續申請，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 New Application [2] - Already carrying a Personalised Octopus (with photo) / Renewal Application. However I have submitted an application for a new Personalized Octopus with "Student Status" and have paid the application fee of HK\$90. How can I change my application type and obtain a refund?**

你應先致電港鐵熱線+852 2881 8888 查詢你的申請進度，如八達通卡有限公司已處理你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你的申請，則可安排退回申請費 90 港元及將你的申請類別更改為新申請[2] - 已持有附相片的個人八達通／延續申請。當你辦理啟動「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 +852 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 New Application [2] - Already carrying a Personalised Octopus (with photo) / Renewal Application. An administration fee of HK\$20 is payable at the time your Personalised Octopus is Activated.

- 5) 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 administering 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.

- 6) 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+852 2881 8888 查詢，以便我們作出跟進。

You may call the MTR Hotline on +852 2881 8888 for any enquiries.

- 7) 我的子女剛年滿 12 歲，在申請港鐵學生乘車優惠計劃期間可享有學生優惠嗎？  
**My child aged 12 and he/she has applied for Student Travel Scheme, can he/she enjoy concessionary fares during the application period?**

申請者須在申請獲批後完成啟動八達通卡手續，方可享有港鐵學生優惠。如申請人希望在年滿 12 歲時，即時享有優惠，最早可於年滿 11 歲半時提早遞交申請。如需協助，可到港鐵客務中心<sup>^</sup>向車站職員查詢。

Applicants must complete the Octopus activation upon application approval in order to enjoy the concessionary fares. If applicants wish to enjoy the concessionary fares as soon as the age of 12, they may submit their application earlier when they are eleven and a half years old. Please go to any MTR Customer Service Centre<sup>^</sup> to seek staff assistance if needed.

- 如有任何查詢，可致電港鐵熱線 +852 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)。若查詢申請事宜，請提供申請編號。
- If you have any enquiries, please call the MTR Hotline on +852 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.

<sup>^</sup> 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