

Special Ticketing Arrangements for Passengers using MTR Monthly Pass Extra and MTR City Saver

Recent unlawful acts of malicious vandalism and arson by rioters at MTR stations have seriously affected MTR service. Since passengers who had purchased the October 2019 Monthly Pass Extra or MTR City Saver for the concerned period may have been affected, the MTR Corporation will make special ticketing arrangements, so as to minimise the impact on them.

The Corporation will provide passengers holding October 2019 Monthly Pass Extra with \$100 cash coupons (two \$50 MTR Shops Cash Coupons). Meanwhile, the validity of the remaining trips for MTR City Saver will be extended upon registration and verification.

For the convenience of passengers, those holding October 2019 Monthly Pass Extra will be offered \$100 cash coupons (two \$50 MTR Shops Cash Coupons) when they purchase the November 2019 Monthly Pass Extra from 25 October to 7 November. Passengers who decide not to purchase Monthly Pass Extra for November 2019 can make an application to the Corporation at any Customer Service Centre in MTR stations from 8 to 22 November, and \$100 cash coupons (two \$50 MTR Shops Cash Coupons) will also be offered to them after completion of the verification process.

For MTR City Saver holders who have been affected by recent train service adjustments, they can also make an application to the Corporation at any Customer Service Centre in MTR stations, and each application will be processed according to the existing mechanism. Once the application is confirmed, the validity of the remaining train trips in the MTR City Saver will be extended for 40 days.

The Corporation reiterates that MTR has been striving to provide safe and smooth railway service to members of the public under feasible and safe conditions. However, in recent days, multiple stations were maliciously and severely damaged, endangering the safety of passengers and staff. The Corporation therefore had no choice but to close the stations and adjust train service if the situation so required, after a joint risk assessment with relevant government departments. It is always the top priority of the Corporation to ensure the safety of passengers and staff. The Corporation is also responsible for safeguarding railway facilities. Railway service will only be resumed if the Corporation can ensure that it can provide service to passengers under safe conditions. In case of any emergency situations that seriously endanger the safety of passengers and staff, relevant stations may be closed with little or no prior notice. Customers who plan to purchase monthly passes or MTR City Saver are reminded to pay attention to the possibility that the above situations may recur.

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About MTR Corporation

Every day, MTR connects people and communities. As a recognised world-class operator of sustainable rail transport services, we are a leader in safety, reliability, customer service and efficiency.

MTR has extensive end-to-end railway expertise with more than 40 years of railway projects experience from design to planning and construction through to commissioning, maintenance and operations. Going beyond railway delivery and operation, MTR also creates and manages dynamic communities around its network through seamless integration of rail, commercial and property development.

With more than 40,000 dedicated staff*, MTR carries over 13 million passenger journeys worldwide every weekday in Hong Kong, the United Kingdom, Sweden, Australia and the Mainland of China. MTR strives to grow and connect communities for a better future.

For more information about MTR Corporation, please visit www.mtr.com.hk

*includes our subsidiaries and associates in Hong Kong and worldwide