

**MTR Launches Special Ticketing Arrangement  
for City Saver and Monthly Pass Extra**

Understanding passengers' travelling pattern might have been impacted by the pandemic, the MTR Corporation announced today (31 July 2020) that it will extend the validity of the remaining trips of the MTR City Saver and make special ticketing arrangements for passengers purchasing or holding the Monthly Pass Extra in an effort to ride out the trying times with the public.

The MTR Corporation understands passengers might have reduced their travel frequency because of various factors including the work-from-home arrangement of the Government and the private sector since mid-July. Holders of MTR City Saver expiring between 13 July and 31 August 2020 may present the expired MTR City Saver at the Customer Service Centres at designated stations<sup>^</sup> from 15 August to 14 October 2020 for verification and replacement. Eligible holders will be provided with a new City Saver carrying the remaining trips. The new City Saver must be activated within 14 days of replacement and is valid for 40 days upon activation. If passengers are unable to present their expired MTR City Saver, they can provide the receipt of purchase, the City Saver number or other relevant proof and MTR staff will try their best to assist.

Meanwhile, when passengers purchase the September 2020 Monthly Pass Extra between 25 August and 7 September 2020 at Customer Service Centres or via MTR Mobile, they will be offered a \$50 MTR Shops Cash Coupon or a \$50 convenience store cash coupon. For passengers who hold the July or August 2020 Monthly Pass Extra but decide not to purchase one for September, they will also be offered a \$50 MTR Shops Cash Coupon. (Please refer to the annex for details about extending the validity of the MTR City Saver and cash coupons for those who purchase or hold the Monthly Pass Extra.)

The Corporation would like to remind passengers planning to purchase Monthly Pass Extra or City Saver to pay attention to the latest development of the pandemic which may have an impact on their commuting needs.

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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](http://www.mtr.com.hk).

\*includes our subsidiaries and associates in Hong Kong and worldwide

## Annex

### 1. Arrangement for Extending the Validity of the Remaining Trips of MTR City Saver

<b>Expiry Date of MTR City Saver</b>	<b>Period for Validity Extension</b>
13 – 31 July 2020	15 August – 14 September 2020
1 – 31 August 2020	15 September – 14 October 2020

### 2. Redemption arrangement for passengers who purchase the September 2020 Monthly Pass Extra

<b>Channel of Purchase</b>	<b>Redemption Method and Period</b>	<b>Cash Coupon</b>
Customer Service Centre	Cash coupon will be offered for purchase of Monthly Pass Extra during 25 August – 7 September 2020	One \$50 MTR Shops Cash Coupon
MTR Mobile (for registered users of MTR Mobile)	eCash coupon will be automatically transferred to user's account in September for purchase during 25 August – 7 September 2020	One \$50 convenience store cash coupon (applicable to shops at MTR stations only)
MTR Mobile (for non-registered users of MTR Mobile)	Registration at Customer Service Centres during 8 – 22 September 2020 after purchase via MTR Mobile	One \$50 MTR Shops Cash Coupon

**3. Redemption arrangement for passengers who hold the July or August 2020 Monthly Pass Extra but decide not to purchase one for September**

<b>Channel of Purchase for July or August 2020 Monthly Pass Extra</b>	<b>Redemption Method and Period</b>	<b>Cash Coupon</b>
Customer Service Centre or Ticket Machine	Registration at Customer Service Centres during 8 – 22 September 2020	One \$50 MTR Shops Cash Coupon
MTR Mobile (applicable to all users)		

**^Customer Service Centres at Designated stations for MTR City Saver:**

<b>West Rail Line:</b>	Tsuen Wan West, Mei Foo, Nam Cheong, Austin, East Tsim Sha Tsui, Hung Hom
<b>Tsuen Wan Line:</b>	Tsuen Wan, Tai Wo Hau, Kwai Hing, Kwai Fong, Lai King, Mei Foo, Lai Chi Kok, Cheung Sha Wan, Sham Shui Po, Prince Edward, Mong Kok, Yau Ma Tei, Jordan, Tsim Sha Tsui, Admiralty, Central
<b>Tung Chung Line:</b>	Tsing Yi, Lai King, Nam Cheong, Olympic, Kowloon, Hong Kong
<b>Kwun Tong Line:</b>	Tiu Keng Leng, Yau Tong, Lam Tin, Kwun Tong, Ngau Tau Kok, Kowloon Bay, Choi Hung, Diamond Hill, Wong Tai Sin, Lok Fu, Kowloon Tong, Shek Kip Mei, Prince Edward, Mong Kok, Yau Ma Tei, Ho Man Tin, Whampoa
<b>East Rail Line:</b>	Kowloon Tong, Mong Kok East, Hung Hom
<b>Tuen Ma Line Phase 1:</b>	Diamond Hill
<b>Tseung Kwan O Line:</b>	LOHAS Park, Po Lam, Hang Hau, Tseung Kwan O, Tiu Keng Leng, Yau Tong, Quarry Bay, North Point
<b>Island Line:</b>	Chai Wan, Heng Fa Chuen, Shau Kei Wan, Sai Wan Ho, Tai Koo, Quarry Bay, North Point, Fortress Hill, Tin Hau, Causeway Bay, Wan Chai, Admiralty, Central, Sheung Wan, Sai Ying Pun, HKU, Kennedy Town
<b>South Island Line:</b>	Admiralty, Ocean Park