

Fully Digitalised Application for MTR Student Travel Scheme Online Platform Providing Convenience to Over 400,000 Students

MTR Corporation is committed to using technology in enhancing customer experience. The application procedure for the MTR Student Travel Scheme will be fully digitalised starting from 1 September 2021, and students can enjoy the fare concessions with just a couple of quick and easy steps done online on MTR Mobile or the MTR website.

The Corporation has been providing eligible local students with concessionary fares, which are about half of adult fares, all year round. Students can enjoy the concessionary fares in the MTR network using Personalised Octopus with “Student Status”. Last year, the Corporation introduced online application for about 70,000 primary, secondary, international and special school students for the renewal of their “Student Status” on the Personalised Octopus, and about 60% of the students completed their applications online.

The online application system for the MTR Student Travel Scheme is further enhanced this year with its functions extended to tertiary institution students and first-time applicants of all schools. Starting from 1 September 2021, students can submit their applications or renew their status through MTR Mobile or the MTR website (<https://studenteapplication.mtr.com.hk/en>).

The fully digitalised application system uses machine learning, an artificial intelligence technology, to automatically identify and verify the student identity cards submitted by applicants based on samples of student identity cards provided by schools. Students therefore simply need to fill the electronic application forms and upload copies of their student identity cards to complete the applications. For those who apply for new Personalised Octopus at the same time, Octopus Cards Limited will provide a special service by mailing the new cards to the students.

Once the applications are approved, students can activate or renew the “Student Status” on their Personalised Octopus through the Octopus App. The digitalised platform makes the process much quicker and more convenient than the traditional method of using paper forms, getting schools’ seals then submitting the forms, paying and picking up new Octopus at MTR Customer Service Centres in person. (Please refer to the annex for details about the online application)

“MTR Corporation has been relentlessly exploring how best to use technology to make our service more convenient and caring. The digitalised platform for the MTR Student Travel Scheme enables a contactless process for over 400,000 students to make their applications for fare concessions with ease. The online platform also reduces the administrative work of schools in handling the application forms and the use of paper, promoting a greener living,” said Ms Jeny Yeung, Hong Kong Transport Services Director of MTR Corporation.

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The enhancement for the application system was made possible thanks to the support and cooperation of schools and the Octopus Cards Limited. The Corporation welcomes the small portion of schools which have yet to participate in the online system to join any time. Students of these schools and students in need can continue to make applications with paper forms. To strive for customer-centric services, the Corporation will continue to explore using technology for service enhancements and promoting smart mobility.

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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.

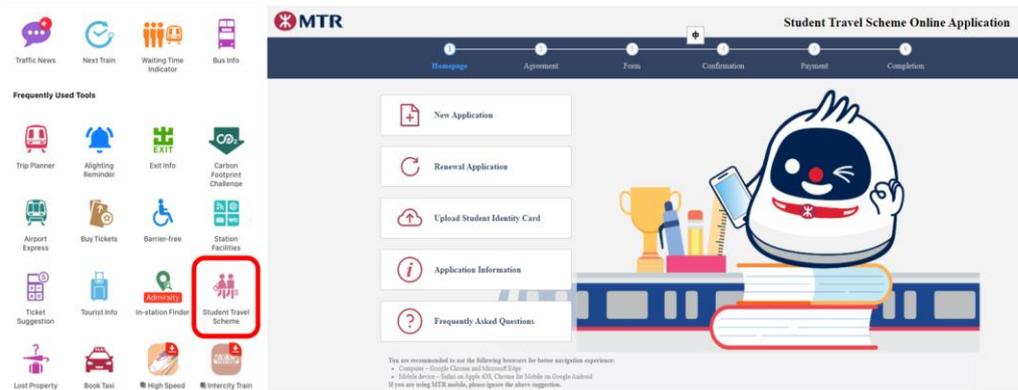
For more information about MTR Corporation, please visit www.mtr.com.hk.

*includes our subsidiaries and associates in Hong Kong and worldwide

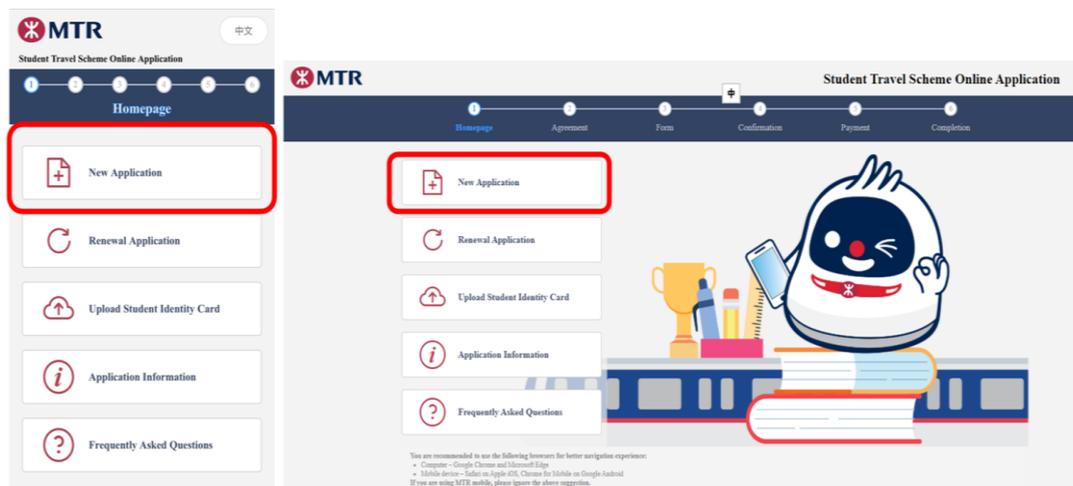
Annex

Procedures for First-time Application on Online Application Platform for MTR Student Travel Scheme

1. Select "Student Travel Scheme" on MTR Mobile or visit the MTR website at <https://studentapplication.mtr.com.hk/en> (Online application system will be available at 9:00am on 1 September 2021)



2. Select "New Application" on MTR Mobile or the MTR website. After reading the Personal Information Collection Statement, Declaration of the MTR Student Travel Scheme Applicant and the Conditions of Issue of Octopus, it will then proceed to the page for application.



3. Applicants without Personalised Octopus will select **[New application [1] - Need to obtain a Personalised Octopus (with photo)]** and fill in the information required, followed by uploading a personal photo and image of the student identity card.

Applicants with Personalised Octopus will select **[New Application [2] - Already carrying a Personalised Octopus (with photo)]** and fill in the information required, followed by uploading an image of the student identity card.

Students who cannot provide image of the student identity card at the time of the application should upload the image within 60 days.

The image shows two screenshots of the MTR Student Travel Scheme Online Application form. The left screenshot shows the 'Form' step with 'Application Type' options highlighted in a red box. The right screenshot shows the 'Form' step with 'Application Type' options highlighted in a red box, and the 'School Information' and 'Personal Information' sections visible.

4. For applicants below the age of 18, their parents or guardians are required to provide their personal information.

After checking all information provided is correct and providing an email address, students can then submit their applications.

The image shows a screenshot of the MTR Student Travel Scheme Online Application form in the 'Confirmation' step. It displays the application type, applicant's photo, school information, parent/guardian information, and student identity card details.

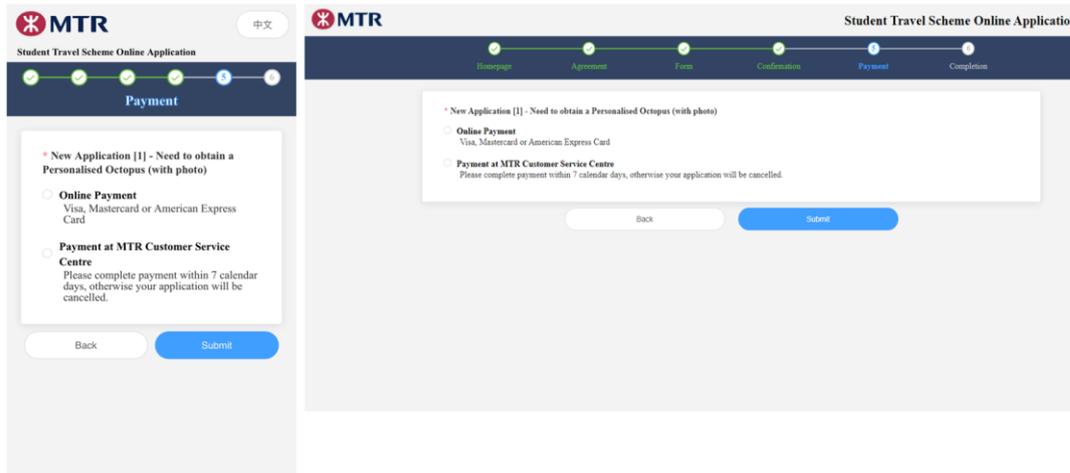
Application Type	
Type:	New Application [1] - Need to obtain a Personalised Octopus (with photo)
Screen Display Language of Octopus:	English
Applicant's Photo:	

School Information	
School Level / Type:	中學
Region of School:	香港
School Name:	
Form / Grade:	FORM 1
Class:	A

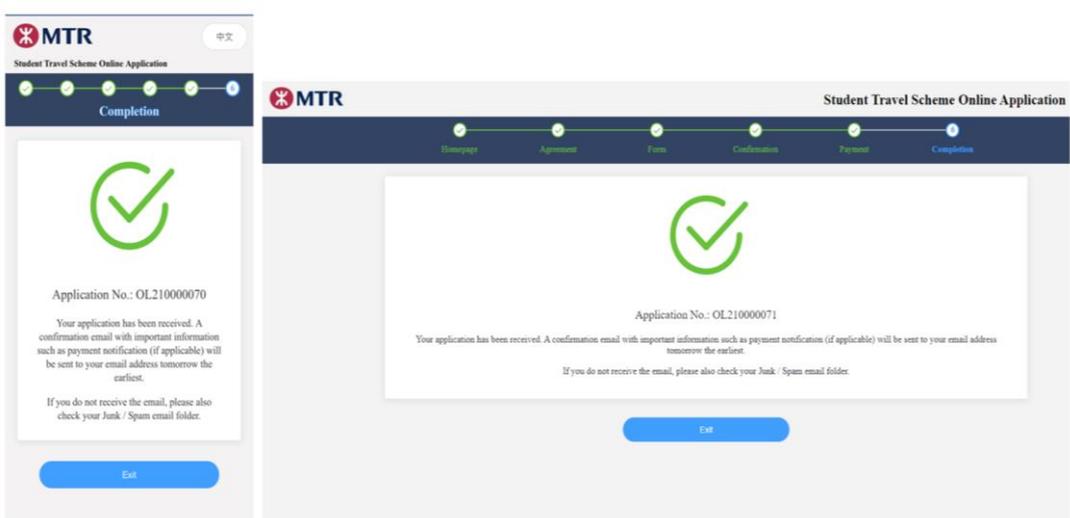
Parent / Guardian Information	
Name:	CHAN TAI MAN
Relationship with the Applicant:	Father

Student Identity Card:	
Name (English):	CHAN SIU MAN
Gender:	Female
Date of Birth:	2009-08-19
Identity Document:	
Contact Information:	
Mobile Number:	98765432
Email Address:	chansiuman@mtr.com.hk
Mailing Address:	
Flat / Floor:	15A
Block / Building:	A
Estate / Street:	HAPPY VILLAGE
District:	

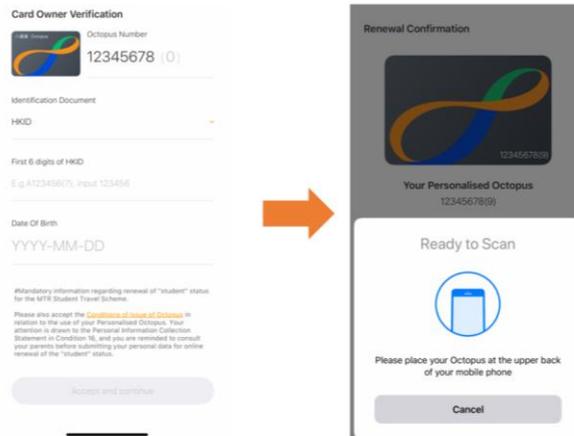
5. After submission, applicants who selected [**New application [1] - Need to obtain a Personalised Octopus (with photo)**] can pay the application fee of HK\$90 online or pay at any MTR Customer Service Centre within seven days.



6. An application number will be provided after submission. Applicants will receive a notification email confirming the application or notifying any outstanding procedures on the following day for easy follow up.



7. Upon successful application, applicants who selected **[New application [1] - Need to obtain a Personalised Octopus (with photo)]** will have their new cards mailed to them. Following the instructions provided, applicants can then verify the new card and activate it with the NFC function on the Octopus App to enjoy the concessionary fares.



Applicants who selected **[New Application [2] - Already carrying a Personalised Octopus (with photo)]** will receive a notification email upon successful application. The link in the email will direct applicants to the Octopus App for paying a fee of HK\$20 and activating the "Student Status" on the card with the app's NFC function for enjoying the concessionary fares.

