

## 取消 MTR Mobile 賬戶 Cancellation of MTR Mobile Account

如欲取消你的 MTR Mobile 賬戶，請填妥此申請書並傳真到 2993 7769 或郵寄至香港九龍灣德福廣場港鐵總部大樓 11 樓市場部 – MTR Mobile 賬戶，信封面請註明「機密」。

我們約需 5 個工作天處理賬戶取消申請。MTR Mobile 賬戶一旦被取消，用戶將不能再操作其賬戶。所有賬戶內的 MTR 分結餘、已兌換的禮品及其它優惠將會取消及刪除。根據 MTR Mobile 的保留個人資料政策，我們於賬戶取消後一年內仍保留與賬戶相關的資料用以處理或跟進用戶的查詢。有關的賬戶個人資料將於取消賬戶一年後被刪除。

To cancel your MTR Mobile account, please complete the form and fax it to 2993 7769 or **seal the form in an envelope marked "CONFIDENTIAL"** and send it to Marketing - MTR Mobile Account, 11/F, MTR Headquarters Building, Telford Plaza, Kowloon Bay, Hong Kong.

Normally, it takes five working days to process the account cancellation application. Once your MTR Mobile account has been cancelled, user can no longer to operate the account, and all used points and redeemed gifts will be voided and forfeited. According to our Personal Data Retention Policy, data will be kept for 1 year from the date of account cancellation, and such personal data will be deleted permanently thereafter.

| 賬戶資料 Account Information                               |  |
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| 登記電郵:<br><b>Registered Email:</b>                      |  |
| 姓名:<br><b>Name:</b>                                    |  |
| 登記的流動電話號碼:<br><b>Registered Mobile No.:</b>            |  |
| 已連結八達通(如適用):<br><b>Linked Octopus (if applicable):</b> |  |

| 取消原因 Reasons for Cancellation  |
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| 我們希望借此機會得知你取消賬戶的原因，以便我們日後作出改善。<br>In order to improve our services, we would like to take this opportunity to know your reason to cancel your account. |

為保障用戶的利益，賬戶持有人須於以下位置簽署。

To protect the best interest of the user, sign by the registered user is required.

\_\_\_\_\_  
登記用戶簽名 Signature of the Registered User

\_\_\_\_\_  
日期 Date