## **HKeToll Customer Service**

	Customer Service Centres	Service Outlets	Customer Service	MTR Consultation Counters
T 4: /	H	Hara-Wara-Lalanda C/E DCH	Hotline	Hana Wana Islanda Cai Wina
Location/	Hong Kong Island: Unit 1904, 19/F	Hong Kong Island: G/F, DCH	3853 7333	Hong Kong Island: Sai Ying
Hotline	Chinachem Johnston Plaza, 178-186	Motor Service Building, 111 Lee	(Dedicated hotline for	Pun, Wan Chai, North Point,
Number	Johnston Road, Wan Chai	Nam Road, Ap Lei Chau	taxi trade: 3883 7338)	Shau Kei Wan and Wong Chuk
				Hang
	<b>Kowloon:</b> Unit A, 22/F, Tower A,	<b>Kowloon:</b> Inside convenience		
	Billion Centre, 1 Wang Kwong	store, Shell Boundary Street		Kowloon: Ngau Tau Kok,
	Road, Kowloon Bay	(Petrol Station), 126-128		Wong Tai Sin, Kowloon Tong,
	-	Boundary Street, Prince		Prince Edward, Ho Man Tin
	New Territories East: Unit D,	Edward		and Nam Cheong
	27/F, Kings Wing Plaza 2, 1 On			
	Kwan Street, Shek Mun, Sha Tin	New Territories East: Inside		New Territories East: Sheung
		convenience store, Shell Tseung		Shui, Tai Po Market, Wu Kai
	New Territories West: Suite 903,	Kwan O (Petrol Station), 100 Po		Sha, and Tiu Keng Leng
	Magnet Place Tower 1, 77-81	Hong Road, Tseung Kwan O		
	Container Port Road, Kwai Chung			New Territories West: Long
		New Territories West: Shell Au		Ping, Siu Hong, Tsuen Wan
		Tau (Petrol Station), 2K Castle		West, Tsing Yi, Kwai Fong and
		Peak Road, Au Tau, Yuen Long		Tung Chung
Service Time	Monday to Sunday 10am – 9pm	Monday to Sunday 10am – 9pm	24 hours daily	Monday to Sunday
			_	9am – 9pm

Major Service	•	Handling of vehicle tag		Checking functions of		Payable tolls		Assist to apply for vehicle
Wajor Scrvice		application		vehicle tag and class tag		enquiries		
		11				-		tags, open HKeToll
		Sale of class tag and two-piece	•	Sale of class tag and two-	•	Other enquiries		accounts and set up
		device		piece device		and complaints		payment means
	lacktriangle	Application,	•	Application, replacement,	•	Obtaining	•	Assist to make payment for
		replacement, and		and reporting loss of		paper		tolls in arrears online
		reporting loss of vehicle		vehicle tags		registration	•	Assist to set up electronic
		tag	•	Registration and cancellation		form via		notifications
	•	Registration and		of HKeToll account		facsimile		
		cancellation of HKeToll	•	Applications for and topping				
		account		up of stored value account				
	•	Application for and topping		Toll payment record				
	•	up of stored value account	•	1 0				
				enquiries and payment				
	•	Toll payment record						
		enquiries and payment						
	lacktriangle	Other enquiries and complaints						
	lacktriangle	Refund						