

HKeToll Customer Service Centres and Service Outlets

	Customer Service Centres	Service Outlets	Customer Service Hotline
Location/ Hotline Number	<p>Hong Kong Island: Unit 1904, 19/F Chinachem Johnston Plaza, 178-186 Johnston Road, Wan Chai</p> <p>Kowloon: Unit A, 22/F Tower A, Billion Centre, 1 Wang Kwong Road, Kowloon Bay</p> <p>New Territories East: Unit D, 27/F, Kings Wing Plaza 2, 1 On Kwan Street, Shek Mun, Sha Tin</p> <p>New Territories West: Suite 903, Magnet Place Tower 1, 77-81 Container Port Road, Kwai Chung</p>	<p>Hong Kong Island: G/F, DCH Motor Service Building, 111 Lee Nam Road, Ap Lei Chau</p> <p>Kowloon: Inside convenience store, Shell Boundary Street (Petrol Station), 126-128 Boundary Street, Prince Edward</p> <p>New Territories East: Inside convenience store, Shell Tseung Kwan O (Petrol Station), 100 Po Hong Road, Tseung Kwan O</p> <p>New Territories West: Shell Au Tau (Petrol Station), 2K Castle Peak Road, Au Tau, Yuen Long</p>	3853 7333
Service Time	Monday to Sunday 10am – 9pm	Monday to Sunday 10am – 9pm	24 hour daily
Major Service	<ul style="list-style-type: none"> ● Handling of vehicle tag application ● Sale of class tag and two-piece device ● Application, replacement, and reporting loss of vehicle tag ● Registration and cancellation of HKeToll account ● Application for and topping up of stored value account ● Toll payment record enquiries and payment ● Other enquiries and complaints ● Refund 	<ul style="list-style-type: none"> ● Checking functions of vehicle tag and class tag ● Sale of class tag and two-piece device ● Application, replacement, and reporting loss of vehicle tags ● Registration and cancellation of HKeToll account ● Applications for and topping up of stored value account ● Toll payment record enquiries and payment 	<ul style="list-style-type: none"> ● Payable tolls enquiries ● Enquiries and complaints ● Obtaining paper registration form via facsimile

HKeToll Car Park Service Counters and Consultation Counters

	Car Park Service Counters	MTR Consultation Counters	New Territories District Offices Consultation Counters
Location/ Telephone Number	<p>Sheung Wan Rumsey Street Government Car Park: 2 Rumsey Street, Sheung Wan</p> <p>Tsuen Wan Government Car Park: 174-208 Castle Peak Road – Tsuen Wan, Tsuen Wan</p>	<p>Hong Kong Island: Sai Ying Pun, Wan Chai, North Point, Shau Kei Wan and Wong Chuk Hang Stations</p> <p>Kowloon: Kai Tak*, Ngau Tau Kok, Wong Tai Sin, Kowloon Tong, Prince Edward, Ho Man Tin, Nam Cheong, Hung Hom* and Kowloon* Stations</p> <p>New Territories East: Sheung Shui, Tai Po Market, Tai Wai*, Wu Kai Sha, and Tiu Keng Leng Stations</p> <p>New Territories West: Long Ping, Siu Hong, Tsuen Wan West, Tsing Yi, Kwai Fong and Tung Chung Stations</p> <p>* Service up to 7 May 2023 only</p>	<p>Islands Home Affairs Enquiry Centre (Tung Chung) 1/F., Tung Chung Post Office Building, 6 Mei Tung Street, Tung Chung, Lantau Island 2109 4953</p> <p>Sha Tin Home Affairs Enquiry Centre G/F., Sha Tin Government Offices, 1 Sheung Wo Che Road, Sha Tin, N.T. 2606 5456</p> <p>North Home Affairs Enquiry Centre G/F., North District Government Offices, 3 Pik Fung Road, Fanling, N.T. 2683 2913</p> <p>Tuen Mun Home Affairs Enquiry Centre 2/F., Tuen Mun Government Offices, 1 Tuen Hi Road, Tuen Mun, N.T. 2451 1151</p> <p>Tsuen Wan Sai Lau Kok Garden Multi-purpose Room (Service up to 4 May 2023 only) Sai Lau Kok Road, Tsuen Wan, N.T.</p> <p>Tsuen Wan Home Affairs Enquiry Centre (Service will be available from 5 May 2023) 1/F., Tsuen Wan Multi-storey Carpark Building, 174 - 208 Castle Peak Road, Tsuen Wan, N.T. 2492 5096</p>

			<p>Kwai Tsing Home Affairs Enquiry Centre 2/F., Kwai Hing Government Offices Building, 166 - 174 Hing Fong Road, Kwai Chung, N.T. 2425 4602</p> <p>Sai Kung Home Affairs Enquiry Centre G/F., Sai Kung Tseung Kwan O Government Complex, 38 Pui Shing Road, Hang Hau, Tseung Kwan O 3740 5347</p> <p>Tai Po Home Affairs Enquiry Centre G/F., Tai Po Government Offices Building, 1 Ting Kok Road, Tai Po, N.T. 2654 1262</p> <p>Yuen Long Home Affairs Enquiry Centre G/F., Yuen Long District Office Building, 269 Castle Peak Road, Yuen Long, N.T. 2474 0324</p>
Service Time	Monday to Sunday 10am – 9pm	Monday to Sunday 9am – 9pm	Monday to Friday (except public holidays) 9am – 7pm
Major Service	<ul style="list-style-type: none"> ● Process the interior version of vehicle tags on-site. For applications for external version of vehicle tags (such as motorcycles), the staff will assist the applicant to make online application, and the exterior version of vehicle tags will be mailed to the applicant. ● Process applications for commercial vehicle driver cards ● Assist to open HKeToll accounts and set up payment means 	<ul style="list-style-type: none"> ● Assist to apply for vehicle tags, open HKeToll accounts and set up payment means 	<ul style="list-style-type: none"> ● Assist to apply for vehicle tags, open HKeToll accounts and set up payment means