

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 hours 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 ● Other enquiries and complaints ● Obtaining paper registration form via facsimile

HKeToll Car Park Service Counters and Consultation Counters

	Car Park Service Counters	MTR Consultation Counters	District Offices Consultation Counters
Location/ Telephone Number	<p>Sheung Wan Rumsey Street Car Park: 2 Rumsey Street, Sheung Wan</p> <p>Tsuen Wan Car Park: 174-208 Castle Peak Road – Tsuen Wan, Tsuen Wan</p> <p>The service counter at Tsuen Wan Car Park will only operate until July 16, and will cease service from July 17. Members of the public may use the New Territories West customer service centre in Kwai Chung if necessary.</p>	<p>Hong Kong Island: Sai Ying Pun, Wan Chai, North Point, Shau Kei Wan and Wong Chuk Hang</p> <p>Kowloon: Ngau Tau Kok, Wong Tai Sin, Kowloon Tong, Prince Edward, Ho Man Tin and Nam Cheong</p> <p>New Territories East: Sheung Shui, Tai Po Market, Wu Kai Sha, and Tiu Keng Leng</p> <p>New Territories West: Long Ping, Siu Hong, Tsuen Wan West, Tsing Yi, Kwai Fong and Tung Chung</p>	<p>Sha Tin Home Affairs Enquiry Centre G/F., Sha Tin Government Offices, 1 Sheung Wo Che Road, Sha Tin, N.T. Tel: 2606 5456</p> <p>North Home Affairs Enquiry Centre G/F., North District Government Offices, 3 Pik Fung Road, Fanling, N.T. Tel: 2683 2913</p> <p>Yuen Long Home Affairs Enquiry Centre G/F., Yuen Long District Office Building, 269 Castle Peak Road - Yuen Long, Yuen Long, N.T. Tel: 2474 0324</p> <p>The following consultation counters will operate from July 17:</p> <p>Central and Western Home Affairs Enquiry Centre G/F, Harbour Building, 38 Pier Road, Central, Hong Kong Tel: 2189 2819</p> <p>Eastern Home Affairs Enquiry Centre G/F., Eastern Law Courts Building, 29 Tai On Street, Sai Wan Ho, Hong Kong Tel: 2886 6531</p> <p>Southern Home Affairs Enquiry Centre G/F., Ocean Court, 3 Aberdeen Praya Road, Aberdeen, Hong Kong Tel: 2814 5720</p>

			<p>Yau Tsim Mong Home Affairs Enquiry Centre G/F., Mong Kok Government Offices, 30 Luen Wan Street, Mong Kok, Kowloon Tel: 2399 2111</p> <p>Kowloon City Home Affairs Enquiry Centre LG/F, Kowloon City Government Offices, 42 Bailey Street, Hung Hom, Kowloon Tel: 2621 3401</p> <p>Kwun Tong Home Affairs Enquiry Centre G/F, Eastcore, 398 Kwun Tong Road, Kwun Tong, Kowloon Tel: 2342 3431</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"> ● Handling application for the interior version of vehicle tags. 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 ● Handling applications for commercial vehicle driver cards ● Assist to open HKeToll accounts and set up payment means ● Assist to make payment for tolls in arrears online ● Assist to set up electronic notifications 	<ul style="list-style-type: none"> ● Assist to apply for vehicle tags, open HKeToll accounts and set up payment means ● Assist to make payment for tolls in arrears online ● Assist to set up electronic notifications 	<ul style="list-style-type: none"> ● Assist to apply for vehicle tags, open HKeToll accounts and set up payment means ● Assist to make payment for tolls in arrears online ● Assist to set up electronic notifications

Remarks: The following consultation counters will only operate until July 14, and will cease service from July 15. Members of the public may use the consultation counters at other locations if necessary:

- Tuen Mun Home Affairs Enquiry Centre
- Tsuen Wan Home Affairs Enquiry Centre
- Kwai Tsing Home Affairs Enquiry Centre
- Sai Kung Home Affairs Enquiry Centre
- Tai Po Home Affairs Enquiry Centre
- Islands Home Affairs Enquiry Centre (Tung Chung)