HKeToll Customer Service

Customer Service Centres	Service Outlets	Customer Service Hotline	MTR Consultation Counters
Hong Kong Island: Unit 1904, 19/F	Hong Kong Island: G/F, DCH	3853 7333	Hong Kong Island: Sai Ying
Chinachem Johnston Plaza, 178-186	Motor Service Building, 111 Lee	(Dedicated hotline for	Pun, Wan Chai, North Point,
Johnston Road, Wan Chai	Nam Road, Ap Lei Chau	taxi trade: 3883 7338)	Shau Kei Wan and Wong Chuk
			Hang
Kowloon: Unit A, 22/F, Tower A,	Kowloon: 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
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Monday to Sunday 10am – 9pm	Monday to Sunday 10am – 9pm	24 hours daily	Monday to Sunday
			9am – 9pm
	Hong Kong Island: Unit 1904, 19/F Chinachem Johnston Plaza, 178-186 Johnston Road, Wan Chai Kowloon: Unit A, 22/F, Tower A, Billion Centre, 1 Wang Kwong Road, Kowloon Bay New Territories East: Unit D, 27/F, Kings Wing Plaza 2, 1 On Kwan Street, Shek Mun, Sha Tin New Territories West: Suite 903, Magnet Place Tower 1, 77-81 Container Port Road, Kwai Chung	Hong Kong Island: Unit 1904, 19/F Chinachem Johnston Plaza, 178-186 Johnston Road, Wan Chai Kowloon: Unit A, 22/F, Tower A, Billion Centre, 1 Wang Kwong Road, Kowloon Bay New Territories East: Unit D, 27/F, Kings Wing Plaza 2, 1 On Kwan Street, Shek Mun, Sha Tin New Territories West: Suite 903, Magnet Place Tower 1, 77-81 Container Port Road, Kwai Chung Hong Kong Island: G/F, DCH Motor Service Building, 111 Lee Nam Road, Ap Lei Chau Kowloon: Inside convenience store, Shell Boundary Street (Petrol Station), 126-128 Boundary Street, Prince Edward New Territories East: Inside convenience store, Shell Tseung Kwan O (Petrol Station), 100 Po Hong Road, Tseung Kwan O New Territories West: Shell Au Tau (Petrol Station), 2K Castle Peak Road, Au Tau, Yuen Long	Hong Kong Island: Unit 1904, 19/F Chinachem Johnston Plaza, 178-186 Johnston Road, Wan Chai Kowloon: Unit A, 22/F, Tower A, Billion Centre, 1 Wang Kwong Road, Kowloon Bay New Territories East: Unit D, 27/F, Kings Wing Plaza 2, 1 On Kwan Street, Shek Mun, Sha Tin New Territories West: Suite 903, Magnet Place Tower 1, 77-81 Container Port Road, Kwai Chung Motor Service Building, 111 Lee Nam Road, Ap Lei Chau Kowloon: Inside convenience store, Shell Boundary Street (Petrol Station), 126-128 Boundary Street, Prince Edward New Territories East: Inside convenience store, Shell Tseung Kwan O (Petrol Station), 100 Po Hong Road, Tseung Kwan O New Territories West: Shell Au Tau (Petrol Station), 2K Castle Peak Road, Au Tau, Yuen Long

Major Service	•	Handling of vehicle tag	•	Checking functions of		Payable tolls	•	Assist to apply for vehicle
Wiajor Service		application		vehicle tag and class tag		enquiries		tags, open HKeToll
		Sale of class tag and two-piece		e e		Other enquiries		0 1
			•	Sale of class tag and two-		-		accounts and set up
	_	device		piece device	_	and complaints		payment means
	•	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		enquiries and payment				
		Toll payment record		enquiries and payment				
		* •						
	_	enquiries and payment						
	•	Other enquiries and complaints						
	•	Refund						