

**HKeToll Customer Service**

	Customer Service Centres	Service Outlets	Customer Service Hotline	MTR Consultation Counters
Location/ Hotline Number	<p><b>Hong Kong Island:</b> Unit 1904, 19/F Chinachem Johnston Plaza, 178-186 Johnston Road, Wan Chai</p> <p><b>Kowloon:</b> Unit A, 22/F, Tower A, Billion Centre, 1 Wang Kwong Road, Kowloon Bay</p> <p><b>New Territories East:</b> Unit D, 27/F, Kings Wing Plaza 2, 1 On Kwan Street, Shek Mun, Sha Tin</p> <p><b>New Territories West:</b> Suite 903, Magnet Place Tower 1, 77-81 Container Port Road, Kwai Chung</p>	<p><b>Hong Kong Island:</b> G/F, DCH Motor Service Building, 111 Lee Nam Road, Ap Lei Chau</p> <p><b>Kowloon:</b> Inside convenience store, Shell Boundary Street (Petrol Station), 126-128 Boundary Street, Prince Edward</p> <p><b>New Territories East:</b> Inside convenience store, Shell Tseung Kwan O (Petrol Station), 100 Po Hong Road, Tseung Kwan O</p> <p><b>New Territories West:</b> Shell Au Tau (Petrol Station), 2K Castle Peak Road, Au Tau, Yuen Long</p>	<p>3853 7333 (Dedicated hotline for taxi trade: 3883 7338)</p>	<p><b>Hong Kong Island:</b> Sai Ying Pun, Wan Chai, North Point, Shau Kei Wan and Wong Chuk Hang</p> <p><b>Kowloon:</b> Ngau Tau Kok, Wong Tai Sin, Kowloon Tong, Prince Edward, Ho Man Tin and Nam Cheong</p> <p><b>New Territories East:</b> Sheung Shui, Tai Po Market, Wu Kai Sha, and Tiu Keng Leng</p> <p><b>New Territories West:</b> Long Ping, Siu Hong, Tsuen Wan West, Tsing Yi, Kwai Fong and Tung Chung</p>
Service Time	Monday to Sunday 10am – 9pm	Monday to Sunday 10am – 9pm	24 hours daily	Monday to Sunday 9am – 9pm (until 31 January 2024)

Major Service	<ul style="list-style-type: none"> <li>● Handling of vehicle tag application</li> <li>● Sale of class tag and two-piece device</li> <li>● Application, replacement, and reporting loss of vehicle tag</li> <li>● Registration and cancellation of HKeToll account</li> <li>● Application for and topping up of stored value account</li> <li>● Toll payment record enquiries and payment</li> <li>● Other enquiries and complaints</li> <li>● Refund</li> </ul>	<ul style="list-style-type: none"> <li>● Checking functions of vehicle tag and class tag</li> <li>● Sale of class tag and two-piece device</li> <li>● Application, replacement, and reporting loss of vehicle tags</li> <li>● Registration and cancellation of HKeToll account</li> <li>● Applications for and topping up of stored value account</li> <li>● Toll payment record enquiries and payment</li> </ul>	<ul style="list-style-type: none"> <li>● Payable tolls enquiries</li> <li>● Other enquiries and complaints</li> <li>● Obtaining paper registration form via facsimile</li> </ul>	<ul style="list-style-type: none"> <li>● Assist to apply for vehicle tags, open HKeToll accounts and set up payment means</li> <li>● Assist to make payment for tolls in arrears online</li> <li>● Assist to set up electronic notifications</li> </ul>
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