

# Collection and verification of e-contact means (ECM) by Transport Department (TD)



# Collection and verification of ECM

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- **From November 18, 2024**, applicants for **new issue or renewal** of licences must provide:
  - A **Hong Kong mobile phone number** through which the person can be contacted by an **SMS message**; or
  - An **electronic mail address** through which the person can be contacted by an **electronic mail**
- as an e-contact means (ECM)
- ECM must be verified using a **one-time password (OTP)**



# Importance of ECM

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- e-Government Services
- Important messages/service notifications by e-means
  - Now
    - HKeToll - toll payment notifications
  - Future
    - TD - Reminder for Vehicle Licence Renewal
    - Hong Kong Police Force - e-Tickets



# Means to collect and verify ECM

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- Submit licence applications online
  - Instantly verify ECM during application process
- Paper application
  - Verify ECM on TD's designated online platform prior to submission

**Online applications,  
instant verification**

**Applications in paper form,  
verification via designated platform**



# Verification record of ECM

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- Applications in paper form
  - Fill in paper form, then verify ECM on designated online platform prior to submission
  - Provide the same verified ECM in the form and submit
  - Verification record to be expired in **3 months**
  - Can be used in **multiple licence applications** before expiry date
  - If different ECMs are verified at different times, the latest record will replace the old one



# 3 steps to update ECM record

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1. Verify ECM prior to application submission
2. Submit the licence application concerned
3. ECM will only be updated after application approved
  - Updated record will be **effective** in:
    - **Driving licence**; and/or
    - **All vehicle(s) registered** under applicant's name



# ECM - Bear in mind ...

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TD recommends:

1. Providing a **frequently used and checked** contact means
2. Use your **habitual** contact means
3. Take a page screenshot on verification platform as record



# Fake SMS – what to do?

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- TD has participated in SMS Sender Registration Scheme
- SMS on ECM verification will only be issued under the ID **#TDeContact**
- **NO** hyperlinks in our SMS or emails
- When receiving suspected fake messages without prefix "#"
  - Do NOT disclose personal information or make payment
  - Do NOT click links to avoid being directed to fraudulent websites

