



## 報失Citi八達通信用卡之重要訊息

### Important Information for Reporting the Loss of a Citi Octopus Credit Card

1. 您需負責支付在成功報失後首三個小時內的八達通交易損失(包括透過「自動增值」所增添的儲值額)。在成功報失後三小時，失卡及iPhone/Apple Watch內的Citi八達通卡的餘額(無論是正數或負數，除了零)將會在兩個星期內退回及存到基本信用卡戶口內。

You will need to bear any loss arising from unauthorized use of Octopus by others (including AAVS transactions) for the first three hours after successfully reporting it lost. The remaining value stored on the lost physical Octopus Card and Citi Octopus Card on iPhone or Apple Watch three hours after successfully reporting the loss (either positive or negative, except zero value) will be refunded and posted into the Principal Cardholder's Credit Card account. This will be reflected on the monthly statement within two weeks of successfully reporting the loss.

2. 確認新卡後5日內將收到「啟動八達通自動增值服務」信函，請使用指定及支援具備近場通訊功能(NFC)的流動裝置，下載及開啟八達通App，即時啟動自動增值功能；或帶同信函、新信用卡及身份證到港鐵站啟動自動增值服務，信函有效期為發信後30天內。

Octopus AAVS Activation Letter will be received within 5 working days after Credit Card activation and valid within 30 days after letter issuance. Please use compatible Near Field Communication (NFC)-enabled mobile device to activate the AAVS function in the Octopus App or visit any MTR Customer Service Centre with your Octopus AAVS Activation Letter, your identification document and Citi Octopus Credit Card.

3. 若您曾以報失的Citi八達通信用卡或iPhone/Apple Watch內的Citi八達通卡作其他用途，如出入大廈之用、乘車優惠或其他獎賞積分計劃等，請聯絡有關機構安排轉移功能至載有新八達通號碼之新Citi八達通信用卡或iPhone/Apple Watch內的Citi八達通卡。

If you have been using your previous/ lost Citi Octopus Credit Card or Citi Octopus Card on iPhone or Apple Watch for other Octopus Card functions, such as access control, concession fare or other bonus point scheme, please be reminded to contact the related organizations to transfer the services to your new Citi Octopus Credit Card or Citi Octopus Card on iPhone or Apple Watch with the new Octopus number.

4. 有關報失的Citi八達通信用卡或iPhone/Apple Watch內的Citi八達通卡之未領取的補貼金額及公共交通開支記錄轉移，請於服務時間致電公共交通費用補貼計劃熱線+852 2969 5500查詢。

If you have an uncollected subsidy amount and public transport expenses on your old/lost Citi Octopus Credit Card or Citi Octopus Card on iPhone or Apple Watch, please call Public Transport Fare Subsidy Scheme Hotline at +852 2969 5500 during service hours to enquire about transferring the record of uncollected subsidy and public transport expenses.

5. 如果您於較早前已在iPhone或Apple Watch加入Citi八達通卡，您需要俾Citi八達通實體信用卡之自動增值服務啟動後嘅第二天重新在iPhone或Apple Watch加入新Citi八達通卡。

If you have added a Citi Octopus Card on iPhone or Apple watch before, you will need to add the new Citi Octopus Card on iPhone or Apple Watch two days after the AAVS of the physical Citi Octopus Credit Card is activated.