



About using Citi Octopus Credit Card to register for and collect the Government's Consumption Voucher

- 1. If my Octopus card that has been successfully registered under the Consumption Voucher Scheme is lost or malfunctioning, can I change my registration record to my physical Citi Octopus Credit Card or Citi Octopus Card on iPhone or Apple Watch (Applicable to Citi Octopus Principal Credit Card only)?**

Yes, please refer to voucher.octopus.com.hk/en for details.

- 2. If I have used my physical Citi Octopus Credit Card to register for Consumption Voucher collection, is it possible for me to switch using my Citi Octopus Card on iPhone or Apple Watch (Applicable to Citi Octopus Principal Credit Card only) or other Octopus Card to collect?**

We do not recommend because upon successful update of the registration record for the Consumption Voucher Scheme with your Citi Octopus Card on iPhone or Apple Watch or other Octopus Card, the Octopus function on your previously registered physical Citi Octopus Credit Card will be disabled immediately, and you will have to request a replaced card from Citibank in order to restore the Octopus function on your physical Citi Octopus Credit Card. Similarly, if you replace your registration record of your Citi Octopus Card on iPhone or Apple Watch or other Octopus Card with your physical Citi Octopus Credit Card, your previously registered Citi Octopus Card on iPhone or Apple Watch or other Octopus Card will be disabled immediately.

- 3. If I have lost my physical Citi Octopus Credit Card or Citi Octopus Card on iPhone or Apple Watch (Applicable to Citi Octopus Principal Credit Card only) used to register for the Consumption Voucher Scheme, what should I do?**

If you have lost your physical Citi Octopus Credit Card used to register for the Consumption Voucher Scheme, you should contact us to report the loss immediately and visit the Government's designated website (consumptionvoucher.gov.hk/en/index.html) to update your registration record under the Consumption Voucher Scheme. Then use the Octopus number of the new replacement physical Citi Octopus Credit Card or other Octopus Card to collect the uncollected Consumption Voucher (if applicable), and transfer the record of the lost Card's cumulative "eligible spending" to the new card. Once you have successfully reported the loss of your physical Citi Octopus Credit Card, your old physical Citi Octopus Credit Card and corresponding Citi Octopus Card on iPhone or Apple Watch (if any) will be cancelled. Customers only have to bear the liability of loss on the Octopus function within the first three hours of successfully reporting the loss.

If you have lost your Citi Octopus Card on iPhone or Apple Watch used to register for the Consumption Voucher Scheme, you can remove the Citi Octopus Card on iPhone or Apple Watch by going to Apple ID account page or use Find My iPhone, and then restore it in another device. Alternatively, you can also report the loss by calling the Lost Octopus Reporting Hotline (24-

To borrow or not to borrow? Borrow only if you can repay!

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hour) on 2266 2266 and visit the Government's designated website (consumptionvoucher.gov.hk/en/index.html) to update your registration record under the Consumption Voucher Scheme. Then use the Octopus number of the new Citi Octopus Card on iPhone or Apple Watch or other Octopus Card to collect the uncollected Consumption Voucher (if applicable), and transfer the record of the lost Card's cumulative "eligible spending" to the new card. Once you have successfully reported the loss of your Citi Octopus Card on iPhone or Apple Watch, your old Citi Octopus Card on iPhone or Apple Watch will be cancelled. Customers only have to bear the liability of loss on the Octopus function within the first three hours of successfully reporting the loss.

4. If my physical Citi Octopus Credit Card used to register for the Consumption Voucher Scheme is going to be renewed/replaced, what should I do?

If your physical Citi Octopus Credit Card used to register for the Consumption Voucher Scheme is going to be renewed/replaced, you should visit the Government's designated website (consumptionvoucher.gov.hk/en/index.html) to update your registration record under the Consumption Voucher Scheme. Then use the Octopus number of the renewed/replaced physical Citi Octopus Credit Card to collect the uncollected Consumption Voucher (if applicable), and transfer the record of the old Card's cumulative "eligible spending" to the renewed/replaced card. Upon successful registration for the Consumption Voucher Scheme with the renewed/replaced card, the Octopus function on the old card will be disabled immediately.

5. If I use my physical Citi Octopus Credit Card no. to register for consumption voucher collection, will my spending on Citi Octopus Card on iPhone or Apple Watch (Applicable to Citi Octopus Principal Credit Card only) be counted as eligible spending for collecting the third voucher?

No, physical Citi Octopus Credit Card and Citi Octopus Card on iPhone or Apple Watch are treated as two different Octopus Cards.

6. If I use my physical Citi Octopus Credit Card no. to register for consumption voucher collection, can I use my Citi Octopus Card on iPhone or Apple Watch (Applicable to Citi Octopus Principal Credit Card only) to collect the consumption voucher?

No, physical Citi Octopus Credit Card and Citi Octopus Card on Mobile are treated as two different Octopus Cards. Similarly, if you use your Citi Octopus Card on Mobile no. to register for consumption voucher collection, you cannot also use your physical Citi Octopus Credit Card to collect the consumption voucher.

For other FAQs on using Octopus to register for and collect Government's Consumption Voucher, please visit voucher.octopus.com.hk/en/faq/index.html.

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