

**If the “Persons with Disabilities Status” on my JoyYou Card has expired, but I only use the MTR domestic services, including the MTR, Light Rail, MTR Bus (Northwest New Territories) and MTR Feeder Bus, do I still need to apply separately for the “MTR Concession Scheme for Aged 60-64 Eligible Persons with Disabilities” separately?**

No need. You can enjoy discounted fares of \$2 Scheme using your JoyYou Card when using the MTR domestic services, including the MTR, Light Rail, MTR Bus (Northwest New Territories) and MTR Feeder Bus. If you need to travel to and from Lo Wu, Lok Ma Chau or Racecourse stations, or travel in East Rail Line First Class, you can apply for the “MTR Concession Scheme for Aged 60-64 Eligible Persons with Disabilities” provided by the MTR within 4 weeks before the expiration of your “Persons with Disabilities Status”.

**I have reached the age of 60 and have transferred the “Persons with Disabilities Status” to my JoyYou Card. Do I still need to apply for the “MTR Concession Scheme for Aged 60-64 Eligible Persons with Disabilities”?**

There is a validity period for “Persons with Disabilities Status”. However, if you need to travel to and from Lo Wu, Lok Ma Chau or Racecourse stations, or travel in East Rail Line First Class, you can apply for the “MTR Concession Scheme for Aged 60-64 Eligible Persons with Disabilities” offered by MTR within 4 weeks before the expiry of the validity period.

**How do I apply the “MTR Concession Scheme for Aged 60-64 Eligible Persons with Disabilities” provided by MTR?**

Eligible persons with disabilities aged between 60-64 years old can download the application form on the MTR website, and submit the completed application form with a copy of their JoyYou Card attached and copies of the relevant documents (including CSSA Singleton or CSSA Family or Disability Allowance) issued by the Social Welfare Department to any MTR Customer Service Centre \*. You will receive a notification letter in 4 weeks, at which time you can bring your JoyYou Card to any MTR Customer Service Centre \* to complete the activation/renewal procedure.

**I am an eligible person with permanent disability, and MTR will issue a “5-year extension notice” to extend my still-valid “Persons with Disabilities Status”. Why do I still need to switch to using a JoyYou Card?**

From 25 August, 2024 onwards, the \$2 Government sponsored fares will no longer be deducted from an Anonymous Elder Octopus and ordinary Personalised Octopus. Eligible persons with disabilities aged between 60-64 years old must use a JoyYou Card if you wish to continue benefitting from the “Persons with Disabilities Status” and paying concessionary fares.

**I have lost my JoyYou Card with “Persons with Disabilities Status”, can I still enjoy the fare concession while I am waiting to get a replacement?**

If your JoyYou Card has been lost or stolen, you should call the Lost Octopus Report Hotline 2266 2266 to report this and apply for a replacement JoyYou Card.

**I filled in my JoyYou Card number on the application form, but I lost my JoyYou Card after submitting the form. What should I do?**

If your JoyYou Card has been lost or stolen, you should call the Lost Octopus Report Hotline 2266 2266 to report this and apply for a replacement JoyYou Card. After receiving the new card, you should call the MTR Hotline as soon as possible on 2881 8888 (Monday to Friday 8:30am to 6:00pm; Saturday 8:30am to 1:00pm) to update your JoyYou Card number in order to continue processing your application.

**When submitting the application form, I was unable to provide the copies of relevant documents. Can MTR check my application eligibility with the Social Welfare Department?**

This application form must be submitted along with a copy of your JoyYou Card attached and the copies of the relevant documents issued by the Social Welfare Department (including CSSA Singleton or CSSA Family or Disability Allowance (DA)). Otherwise, your application will not be accepted.

\* Except Airport Express stations, Lo Wu, Lok Ma Chau, Racecourse, Disneyland Resort, Sunny Bay, Wong Chuk Hang, Lei Tung, South Horizons, Hin Keng, Kai Tak, Sung Wong Toi and To Kwa Wan stations