



Press Release

19 July 2024

**MTR x Octopus Gentle Reminder:
Continue to Enjoy the \$2 Scheme with JoyYou Card
Eligible Seniors Are Advised to Apply As Soon As Possible**

The Government Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities (“\$2 Scheme”) will implement a new arrangement starting from 25 August 2024. All Hong Kong residents aged 60 or above must use a JoyYou Card to enjoy the \$2 Scheme. Under the new arrangement, if eligible passengers continue to take MTR trips by using the “Anonymous Elder Octopus” or “Personalised Elder Octopus” after implementation, they can only benefit from the Elderly Concessionary Fares offered by MTR, which are approximately half the price of Adult Fares, but no longer the \$2 Scheme. MTR Corporation (“MTR”) and Octopus Cards Limited (“OCL”) advise eligible passengers who have not yet applied for a JoyYou Card to submit their application by 28 July 2024 (Sunday) or earlier to ensure they can obtain the card in time and continue to enjoy MTR journeys for \$2.

Since the application process of JoyYou Card takes around four weeks to complete, individuals are encouraged to submit their application no later than 28 July 2024 otherwise they may not be able to obtain and use the card in time for the start of the new arrangement. Those who have already obtained a JoyYou Card can use it immediately to enjoy the \$2 concession fare with ease.

Application forms of the JoyYou Card along with prepaid return envelopes can be obtained at most of MTR and Light Rail Customer Service Centres. Eligible beneficiaries can also download application forms from the JoyYou Card website or submit their applications via the Octopus App. In addition, OCL has set up the following eight temporary JoyYou Card application service centres to assist persons in need in submitting applications or supplementary information.

1. Conference Room, 2/F, Kennedy Town Community Complex (12 Rock Hill Street, Kennedy Town, Hong Kong);
2. Conference Room, G/F, Leighton Hill Community Hall (133 Wong Nai Chung Road, Wan Chai, Hong Kong);
3. Room 210, 2/F, Wong Tai Sin Community Centre (104 Ching Tak Street, Wong Tai Sin, Kowloon);

-more-

4. Conference Room, Mong Kok Community Hall, L2, Mong Kok Complex (557 Shanghai Street, Mong Kok, Kowloon);
5. Conference Room, G/F, Tai Yuen Community Hall (Tai Yuen Estate, Tai Po, New Territories);
6. Conference Room, 4/F, North District Community Centre (2 Lung Wan Street, Sheung Shui, New Territories);
7. Activity Room, G/F, Kwai Fong Community Hall (2 Lai Fong Street, Kwai Chung, New Territories); and
8. Conference Room, G/F, Long Ping Community Hall (Long Ping Estate, Yuen Long, New Territories).

The opening hours of these service centres are 9am to 8pm from Mondays to Fridays and 9am to 1pm on Saturdays until 31 August 2024. They will be closed on Sundays and public holidays. The service centres will also be open on the effective date for the new arrangement i.e. Sunday, 25 August from 9 am to 6 pm. Members of the public who need assistance in applying for a JoyYou Card may visit these service centres during opening hours, or call the JoyYou Card Application Service Hotline at 3147 1388 for enquiries.

MTR would also like to remind JoyYou Card holders that they can immediately enjoy the \$2 concession fare for domestic MTR services, including Heavy Rail, Light Rail, MTR Feeder Bus and MTR Bus (Northwest New Territories)¹ after topping up their card with an amount higher than \$50 for the first time and ensuring a positive card balance before entering the gate.

Both MTR and OCL have launched various promotions to inform passengers of the new arrangement. MTR Customer Service Centre staff will also proactively remind elderly passengers when handling their ticketing issues. We would like to appeal to the public to join us in reminding their elderly family members and friends about the relevant arrangement.

For details please refer to http://www.lwb.gov.hk/en/highlights/fare_concession/

-End-

¹ Excluding the Airport Express, East Rail Line services to and from Lo Wu/Lok Ma Chau Stations, and first-class service of the East Rail Line. In addition, JoyYou Card holders aged between 60 and 64 are required to pay full adult Octopus fares/surcharges for East Rail Line journeys to and from Racecourse Station.

About MTR Corporation

To Keep Cities Moving, MTR makes encounters happen and rendezvous for a more connected tomorrow. As a recognised world-class operator of sustainable rail transport services, we are a leader in safety, reliability, customer service and efficiency.

MTR has extensive end-to-end railway expertise with over 45 years of railway projects experience from design to planning and construction through to commissioning, maintenance and operations. Going beyond railway delivery and operation, MTR also creates and manages dynamic communities around its network through seamless integration of rail, commercial and property development.

With more than 50,000 dedicated staff*, MTR carries over 10 million passenger journeys worldwide every weekday in Hong Kong, Mainland China, Australia, the United Kingdom and Sweden. Together, we Go Smart and Go Beyond.

For more information about MTR Corporation, please visit www.mtr.com.hk.

*includes our subsidiaries, associates and joint ventures in Hong Kong and worldwide

About Octopus Cards Limited (Licence Number: SVF0001)

Operating under the Stored Value Facilities Licence, Octopus Cards Limited (OCL) provides innovative offline and online Octopus payment services to meet customers' diverse payment needs.

Launched in 1997 by OCL, the Octopus system in Hong Kong is one of the world's leading and most extensively accepted contactless smartcard payment systems. Its aspiration is to bring diversity and inclusion in payment to customers of all facets of life.

Today, more than 24 million Octopus Cards and products are in circulation; spanning businesses including public transport, parking, retail, self-help services, schools, and leisure facilities, and access control for residential and commercial buildings. There are over 190,000 Octopus acceptance points in the market. Octopus' application has been extended to online and mobile payment arenas with services including Octopus Card on iPhone and Apple Watch, Octopus Card on Samsung Pay, Octopus Card on Huawei Pay, Octopus App, Octopus Wallet, Octopus Mastercard® and UnionPay, bringing new payment experiences to customers.

The Octopus Group exports its unique experience and technology overseas, offering consultancy services across the world. The mission of OCL is simple: Making everyday life easier. For more information about OCL, please visit www.octopus.com.hk.

Photo Caption:

1. MTR and OCL advise eligible passengers who have not yet applied for a JoyYou Card to submit their application by 28 July 2024 or earlier to ensure they can obtain the card in time and continue to enjoy MTR journeys for \$2.



2. Application forms of the JoyYou Card along with prepaid return envelopes can be obtained at most MTR and Light Rail Customer Service Centres. The staff at MTR Customer Service Centres will also proactively remind elderly passengers when handling their ticketing issues.



3. OCL has set up eight temporary JoyYou Card application service centres to assist persons in need in submitting applications or supplementary information.

