

## List of SVF licensees' contact details for handling customer complaints

儲值支付工具持牌人處理客戶投訴的聯絡人名單

(in alphabetical order) (按公司英文名稱字母順序排列)

### **33 Financial Services Limited**

**三三金融服務有限公司**

Tel/電話:	(852) 3900-9888
Fax/傳真:	(852) 3109-7411
Mail/郵寄:	Suite 2001, Tower 1, China Hong Kong City, 33 Canton Road, Tsim Sha Tsui, Kowloon, Hong Kong 香港九龍尖沙咀廣東道33號中港城第一座2001室
In Person/親臨:	Attending to SVF Licensee's office at the above address 親臨位於上址的儲值支付工具持牌人辦公室
Others/其他方法:	Fill in the "Write To Us" box at <a href="http://www.33finance.com/en/prepaid-cards/contact-us/">http://www.33finance.com/en/prepaid-cards/contact-us/</a> 填寫公司網頁 <a href="http://www.33finance.com/prepaid-cards/contact-us/">http://www.33finance.com/prepaid-cards/contact-us/</a> 的「建議及回應」表格

### **Alipay Financial Services (HK) Limited**

Tel/電話:	(852) 3018-3610
Others/其他方法:	PC version: To enable an "on-line staff" to take over and attend to the customer's concern directly, click on the "Help Icon": (a) After login to the Alipay.com website, or (b) At the Hong Kong Alipay Wallet cashier page during payment. 桌上電腦: 想與線上客服人員直接聯絡，可於以下情況直接點擊"客服公仔": (a) 登入Alipay.com網站後 (b) 在購買支付流程中

### **Autotoll Limited**

**快易通有限公司**

Tel/電話:	(852) 2627-8888
Fax/傳真:	(852) 2764-4338
Email/電郵:	cs@autotoll.com.hk
Mail/郵寄:	11/F., Tower A, Billion Centre, 1 Wang Kwong Road, Kowloon Bay, Kowloon, Hong Kong 香港九龍九龍灣宏光道1號億京中心A座11樓

### **ePaylinks Technology Co., Limited**

**全球付技術有限公司**

(註: 此持牌人前稱易票聯支付技術有限公司。)

Tel/電話:	(852) 3175-7797 or (86) 4006786688
Email/電郵:	globalcash@epaylinks.hk
Mail/郵寄:	Unit H, 25/F., Legend Tower, 7 Shing Yip Street, Kwun Tong, Kowloon, Hong Kong 香港九龍觀塘成業街7號寧晉中心25樓H室
Others/其他方法:	Instant messenger QQ number: 4006786688 QQ即時通訊號碼: 4006786688

## **HKT Payment Limited**

Tel/電話:	(852) 2888-0000
Email/電郵:	enquiry@tapngo.com.hk
Mail/郵寄:	PO Box 9896 GRO Hong Kong 香港郵政總局信箱9896號
In Person/親臨:	Shops of HKT, 1010, or csl. HKT、1010或 csl.專門店

## **K & R International Limited**

### **僑達國際有限公司**

Tel/電話:	(852) 2517-1933
Fax/傳真:	(852) 2517-1977
Mail/郵寄:	Room 3309, 33/F, Hopewell Centre, 183 Queens Road East, Hong Kong 香港皇后大道東183號合和中心33樓3309室
In Person/親臨:	Attending to SVF Licensee's office at the above address 親臨位於上址的儲值支付工具持牌人辦公室
Others/其他方法:	Visit <a href="http://kr-int.com/contact_us.php">http://kr-int.com/contact_us.php</a> and fill in the form online 訪問網址 <a href="http://kr-int.com/contact_us.php">http://kr-int.com/contact_us.php</a> 填寫線上表格

## **Octopus Cards Limited**

### **八達通卡有限公司**

Tel/電話:	(852) 2266-2222
Fax/傳真:	(852) 2266-2211
Email/電郵:	customerservice@octopus.com.hk
Mail/郵寄:	46/F., Manhattan Place, 23 Wang Tai Road, Kowloon Bay, Hong Kong 香港九龍九龍灣宏泰道23號46樓

## **Optal Asia Limited**

Tel/電話:	(852) 2860-0888
Email/電郵:	hk.customersupport@enett.com
Mail/郵寄:	Units 02-08, 23/F BEA Tower, Millennium City 5, 418 Kwun Tong Road, Kwun Tong, Hong Kong 香港九龍觀塘道418號創紀之城五期東亞銀行中心23樓 02-08 室
In Person/親臨:	Attending to eNett's office at the above address 親臨位於上址的eNett辦公室

## **PayPal Hong Kong Limited**

Tel/電話:	(852) 3550-8574
Others/其他方法:	1. Log in with your PayPal account and fill in an online form 登入PayPal 帳戶並填妥網上表格。 2. Log in PayPal account to obtain an One-Time Passcode, then call (852) 3550-8574. This helps the CS to identify the customer quickly 登入PayPal 帳戶並取得「限時通行碼」，然後致電(852) 3550-8574。客戶服務人員將能透過「限時通行碼」快速確認你的身份。

## **TNG (Asia) Limited**

Tel/電話:	(852) 3951-6268
Email/電郵:	cs@tng.asia or info@tng.asia
Mail/郵寄:	9/F., Olympia Plaza, 255 King's Road, North Point, Hong Kong 香港北角英皇道255號國都廣場9樓
Others/其他方法:	Contact through the in-App messenger or website <a href="http://www.tng.asia/">http://www.tng.asia/</a> 透過電子錢包內通訊功能或於TNG網站 <a href="http://www.tng.asia/">http://www.tng.asia/</a> 提出

## **Transforex (Hong Kong) Investment Consulting Co., Limited**

### **通匯(香港)投資諮詢有限公司**

Tel/電話:	(86) 1095071919 or 800-969-992
Fax/傳真:	(852) 3196-4211
Email/電郵:	tce-inq@hnair.com
Mail/郵寄:	Suite 3203, 32/F., AIA Kowloon Tower, Landmark East, 100 How Ming Street, Kwun Tong, Kowloon, Hong Kong 香港九龍觀塘巧明街100號 Landmark East 友邦九龍大樓32樓3203室
In Person/親臨:	Attending to SVF Licensee's office at the above address 親臨位於上址的儲值支付工具持牌人辦公室

## **UniCard Solution Limited**

Tel/電話:	(852) 2620-6800
Email/電郵:	cs@unicard.hk
Mail/郵寄:	Room 507, Greenfield Tower, Concordia Plaza, No. 1 Science Museum Road, Tsim Sha Tsui, Kowloon, Hong Kong 香港九龍尖沙咀科學館道一號康宏廣場南座507室
In Person/親臨:	Attending to SVF Licensee's office at the above address 親臨位於上址的儲值支付工具持牌人辦公室

## **WeChat Pay Hong Kong Limited**

(Note: The licensee is formerly known as Money Data Limited.)

(註: 此持牌人前稱財富數據有限公司。)

Tel/電話:	(852) 3910-5666
Email/電郵:	hkpay@wechat.com

\* Please refer to "Complaints about Banks" page or click [here](#) for contact details for licensed banks currently issuing or facilitating the issue of SVF.

請參閱“投訴銀行”頁面，或點擊[此處](#)查看現正發行或促進發行儲值支付工具的持牌銀行的聯繫方式。