

如何登記	八達通 Octopus	拍住賞 Tap & Go	AlipayHK	微信支付 WeChat Pay HK
1 登記領取消費券	請透過政府的指定網站登記個人資料，並於儲值支付工具選項中選擇「八達通卡有限公司」及輸入閣下的八達通卡號碼以領取消費券。	如果你沒有拍住賞帳戶，請前往 App Store / Google Play Store 下載及登記「拍住賞」應用程式。當你成功登入「拍住賞」後，請按消費券計劃專頁，你會看到一個用於登記消費券計劃的特定識別號碼（例如818-8888-888）。 為方便之後的登記，你可以按號碼旁的複製鍵去複製該號碼，再按「繼續」經「拍住賞」到政府中央登記系統登記，請跟從網站上的指引去登記。經核實登記人資格後，消費券會按特定的時間表發放到你拍住賞消費券計劃帳戶內。	如果你沒有拍住賞帳戶，請前往 App Store / Google Play Store 下載及登記「AlipayHK」應用程式。當你成功登入「AlipayHK」後，請按消費券計劃專頁，你會看到一個用於登記消費券計劃的特定識別號碼（例如818-8888-888），為方便之後的登記，你可以按號碼旁的複製鍵去複製該號碼，再按「繼續」經「AlipayHK」到政府中央登記系統登記，請跟從網站上的指引去登記。	香港政府已甄選WeChat Pay HK作為可接收消費券的電子錢包之一。您只需在消費券計劃網站選用WeChat Pay HK登記，並填寫10位數字的WeChat Pay HK帳戶號碼，通過政府審批後，消費券將會在發放日自動派發到該賬號內，無需更多操作。
2 是否適合用作登記消費券?	全部有效的八達通卡都適合登記領取消費券，惟小部分八達通卡不能用作登記，包括：  第一代租用版八達通卡（八達通號碼的最後數字並無括號） 換卡計劃下已失效或將失效的八達通卡 臨時八達通卡（如：臨時學生八達通卡、臨時機場員工八達通卡等）  手機八達通卡或八達通流動電話卡可否用作登記消費券，任何附有自動增值服務的八達通卡，包括不記名租用版八達通卡、個人八達通卡、手機八達通卡或其他八達通產品都可以用作登記。	我們支援的手機系統須為 iOS 10.3 或 Android 5.0 或以上。如要使用 Apple Pay / Google Pay / Huawei Pay，請確定你的手機支援近場通訊（NFC）。	有關號碼可於AlipayHK的主頁或個人檔案頁面查閱。 如需在主頁查詢特定識別號碼，須先升級AlipayHK App至4.2.0版本。	沒有資料
3 我是否需要購買另一張/新增戶口領取消費券?	不需要，你可以沿用手上任何你慣常使用的八達通卡（包括實體卡、手機八達通卡及八達通配飾等）登記及領取消費券，不限於指定或個人八達通卡，亦毋須額外申請或購買新卡。	不需要，但如果你是新客戶，請提交申請拍住賞所要之證明文件，你可於 App Store、Google Play或華為AppGallery* 搜尋“tapngo”及下載拍住賞手機錢包並啟動服務，於啟動服務時，你的手機必須連接上網（包括Wi-Fi或流動網絡）。	不需要。	不需要。
4 如何確認我已成功登記以領取消費券?	當你於政府的指定網站完成登記後，你將獲發手機短訊以通知閣下消費券登記狀況。	當你成功登記後，「拍住賞」會按照政府公佈每期發放消費券的日期自動發放到你所登記的拍住賞消費券計劃帳戶內。當消費券發放時，你亦會收到我們的短訊，請確保你的手機號碼正確及手機能夠接收短訊。	登記成功： 政府會在核實登記人的資料後，透過手機短訊通知登記人其登記結果。市民一般會於完成電子登記後約一星期收到有關登記結果的短訊通知。市民如遞交書面登記表格，一般會於遞交後約兩星期收到相關短訊通知。 AlipayHK App、AlipayHK在收到政府通知後，亦會在消費券專區展示相關登記完成和登記成功的申請狀況。	政府登記網站，登記完成； 透過消費券計劃網站進行電子登記，政府系統會在完成登記後即時於螢幕顯示登記確認通知，亦會透過登記人提供的電話號碼，以短訊形式發出登記確認通知。

如何使用	八達通 Octopus	拍住賞 Tap & Go	AlipayHK	微信支付 WeChat Pay HK
1 如何領取消費券	市民可以先使用八達通卡的儲值額，當其低於儲值限額時再拍卡領取消費券。消費券的領取期為三個月，市民可因應八達通卡的儲值額分開多次領取，直至領完消費券總額為止。	當你使用拍住賞特定識別號碼以成功向政府登記消費券及指定「拍住賞」後，拍住賞將會開設一個拍住賞 Mastercard 消費券計劃帳戶及一個拍住賞銀聯消費券計劃帳戶。你將會收到一張虛擬拍住賞 Mastercard 卡及一張虛擬拍住賞銀聯卡，其將分別連結到拍住賞 Mastercard 消費券計劃帳戶及拍住賞銀聯消費券計劃帳戶。 每期的消費券金額將會平均地分配及發放到拍住賞 Mastercard 消費券計劃帳戶及拍住賞銀聯消費券計劃帳戶。 簡單來說，假設第一期發放既消費券款項為港幣\$2,000，你將會在拍住賞 Mastercard 消費券計劃帳戶收到港幣\$1,000，以及拍住賞銀聯消費券計劃帳戶收到港幣\$1,000，合共港幣\$2,000。	AlipayHK將於指定時間直接向合資格人士帳戶自動發放消費券。消費券可於AlipayHK App主頁、禮券頁面或消費券專區查閱。用戶亦會於發放消費券當日收到AlipayHK的通知。 如未能收到通知，請檢查有否開啟AlipayHK的「活動通知」功能及手機接收通知的授權。如有查詢，請致電客戶服務熱線：852-22453201，服務時間：星期一至星期日，9:00am-9:00pm。	通過政府審批後，消費券將會在發放日自動派發到該賬號內，無需更多操作。
2 哪些商戶可以使用消費券	消費券適本地零售、餐飲及服務業商戶的實體及網上店舖或其接受八達通卡付款的網上平台，例如零售店、街市攤檔、百貨公司、超級市場、便利店、餐廳、快餐店、咖啡店、康樂設施、美容院、公共交通工具、的士、停車場等。你亦可瀏覽八達通網頁有關消費詳情。	以下商戶均接受拍住賞消費券計劃帳戶： -實體店商戶接受 Mastercard 感應式支付或銀聯閃付及銀聯二維碼支付 -網上商戶接受 Mastercard 卡或銀聯卡、及已有 Mastercard 或銀聯作本地商戶認證，及以港幣作為結算單位 -香港政府消費券計劃涵蓋的網上平台 -提供二維碼掃碼的快速支付系統（「轉數快」）商戶 -提供二維碼掃碼的「拍住賞」商戶  使用消費券支付時，你可以將政府消費券專屬的虛擬 Mastercard 及銀聯卡加入 Apple Wallet, Google Pay (只支援 Mastercard)或雲閃付 App (只支援銀聯卡)，便可於實體店使用 Apple Pay, Google Pay及雲閃付 App消費。網購時，只需輸入卡資料即可輕鬆付款。	消費券適用於AlipayHK逾100,000個本地合作商戶，包括本地零售、餐飲及服務業商戶的實體及網上店舖，例如零售店、街市攤檔、百貨公司、超級市場、便利店、餐廳、快餐店、咖啡店、娛樂設施、美容院、公共交通等。消費券不適用於以下交易類別： 政府收費(例如稅款、罰款、牌照費、廢過費、停車咪錶)、公用事業收費(即水、電、煤氣)、公共機構收費(例如醫院管理局、香港房屋委員會、香港房屋協會)、教育開支(即提供本地及非本地課程的中小學，以及大學教育資助委員會資助的大學收費)、購買金融產品或服務(例如保險)、捐款(包括慈善、宗教及政治組織)、直接向非本地商戶購物(包括於本地透過非本地網上平台購物)、個人對個人(P2P)支付及兌換現金。	McDonald及其他WeChat Pay消費券計劃商戶
3 兩期發放的消費券是否可以疊加使用	每張消費券的領取期限為消費券發放日起計三個月，逾期領取則不獲補發。	例子（一）： 如欲於第一期消費券之港幣\$2,000發放後使用消費券支付港幣\$2,500，你可：（1）使用第一期消費券，並以其他支付方式支付餘下之港幣\$500（前提是商戶接受分單）；（2）使用第一期消費券，待第二期消費券之港幣\$3,000發放後，支付餘下之港幣\$500（前提是商戶接受分期付款）；或（3）儲起第一期消費券，待第二期消費券之港幣\$3,000發放後，一併支付港幣\$2,500。 例子（二）： 假設你已使用第一期消費券之港幣\$2,000，並欲於第二期消費券之港幣\$3,000發放後，使用消費券支付港幣\$3,500，你可：（1）使用第二期消費券，並以其他支付方式支付餘下之港幣\$500（前提是商戶接受分單）；或（2）使用「一次性充值」從主帳戶把港幣\$500（上限為港幣\$3,000）充值至拍住賞消費券計劃帳戶，一併支付港幣\$3,500。	可以。用戶可於消費券頁面或付款碼頁面開啟或關閉使用消費券，於收到第一期消費券後先關閉使用，待收到第二期後才重新啟用。	可以。因為兩期消費券的過期日是同一天，WeChat Pay HK會在第二期消費券發放時，直接以增值的形式將HK\$3000增值至第一期消費券中，無需更多手動操作輕鬆滿足您的大額消費需求。

如何登記	八達通 Octopus	拍住賞 Tap & Go	AlipayHK	微信支付 WeChat Pay HK
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遺失、失效等的處理		八達通 Octopus	拍住賞 Tap & Go	AlipayHK	微信支付 WeChat Pay HK
1	使用消費券計劃帳戶後能否退款？	不可以的	<p>可以用戶需要與商戶進行協商，得到商戶同意並將退款退回到你的拍住賞消費券計劃帳戶。</p> <p>請參考拍住賞消費券計劃帳戶內的虛擬拍住賞Mastercard卡和虛擬「拍住賞」銀聯卡的卡有效期（「有效期」）。如果商戶退款予「拍住賞」時仍在有效期內，是次退款將存入拍住賞消費券計劃帳戶內相應的虛擬拍住賞Mastercard卡或虛擬拍住賞銀聯卡，並在該消費券有效期內繼續使用。</p> <p>如果商戶退款予「拍住賞」時為卡有效期後一個月內，我們將於有效期後一個月完結後為你於拍住賞消費券計劃帳戶開設全新之虛擬拍住賞Mastercard卡和虛擬拍住賞銀聯卡各一張。該退款將存入該全新之虛擬拍住賞Mastercard卡或虛擬拍住賞銀聯卡，用戶可以透過該全新之虛擬卡開設後一個月內使用該退款。</p>	<p>如消費券未過期，已使用的消費券將會連同退款一併退回到帳戶內，並可根據原有的有效期繼續使用。</p> <p>如退款時消費券已過期，因應消費券的使用期限，AlipayHK會作一次性特別安排。如在消費券使用期限後一個月內需要退款，所有退款將以一張新消費券形式發放給用戶，該張新消費券的有效期為退款後的下一個月月底。</p>	<p>每個商戶會訂定其退貨或退款條款及安排，一般在雙方同意下，會透過讓消費者換貨的方式處理。若您與商家協商決定選擇使用電子錢包資金原路退回的方式進行一筆消費券退款，則相關款項會退回到您的WeChat Pay HK消費券帳戶內。在消費券過期後，WeChat Pay HK會保留一個月的退款窗口期。在窗口期內的退款，將會以一張新消費券形式發放到您的WeChat Pay HK帳戶，該張新消費券的有效期為首筆退款到賬後的下一個月月底。在消費券使用期間結束後的一個月後或更長時間的退款，退款資金將不再重新發放。</p>
2	如遺失、失效，若客戶懷疑卡被盜用/卡資料竊漏，怎麼辦？	<p>如因遺失或失效而經批准更改已登記消費券計劃的八達通卡，均可將失卡或失效卡的累積「合資格消費額」紀錄轉移至另一張八達通卡。但如主動退回運作正常並已成功登記消費券計劃的八達通卡，登記人將不能轉移卡內的累積「合資格消費額」至另一張八達通卡。</p>	<p>如你若懷疑卡被盜用或卡資料竊漏，請立即致電 2888 0000 與我們的客戶服務員聯絡，拍住賞消費券計劃帳戶設有安全付款設定，客人可以因應風險程度而隨時把付款功能啟動或關閉。</p>	<p>如懷疑帳戶被人盜用，可透過自助凍結帳戶功能 (<a href="https://www.alipayhk.com/zh/support/freeze-account/">https://www.alipayhk.com/zh/support/freeze-account/</a>) 或致電客戶服務熱線+852 2245 3201 (星期一至星期日, 9:00am – 9:00pm) 即時暫停所有電子錢包的功能，包括付款和轉賬等，用戶毋須承擔任何未經授權的交易。若要解除凍結，則必須再次致電客戶服務熱線</p>	<p>電郵客戶服務</p>

Registration		Octopus	Tap & Go	AlipayHK	WeChat Pay HK
1	How can new customers register for the Consumption Voucher Scheme?	Please visit the Government's designated website to register with your personal information, choose Octopus Cards Limited under the Stored Value Facility option, and input your Octopus Card Number to collect the Consumption Voucher. You can also learn more about the registration procedure.	If you do not have a Tap & Go account, please visit the App Store / Google Play to download the Tap & Go App. Then, sign up and log in to the App. After logging in to the Tap & Go App, click into the Consumption Voucher Scheme ("CVS") zone and you will see a Specific Identifier (e.g. 818-8888-888) for CVS registration. To facilitate registration, you can click on the copy button beside your Specific Identifier to copy it. Tap "Next" to be redirected to the <a href="http://www.consumptionvoucher.gov.hk">www.consumptionvoucher.gov.hk</a> and follow the instructions to register. Upon successful registration, Consumption Vouchers will be disbursed to your Tap & Go CVS account according to a specific timetable. Please check out <a href="http://www.consumptionvoucher.gov.hk">www.consumptionvoucher.gov.hk</a> for the voucher disbursement timetable.	If you do not have an AlipayHK account, please visit the App Store / Google Play to download the AlipayHK App. Then, sign up and log in to the App. After logging in to the AlipayHK App, click into the Consumption Voucher Scheme ("CVS") zone and you will see a Specific Identifier (e.g. 818-8888-888) for CVS registration. To facilitate registration, you can click on the copy button beside your Specific Identifier to copy it. Tap "Next" to be redirected to the <a href="http://www.consumptionvoucher.gov.hk">www.consumptionvoucher.gov.hk</a> and follow the instructions to register.	The Hong Kong Government has selected WeChat Pay HK as one of the e-purse to receive vouchers. Simply register with WeChat Pay HK on the Voucher Program website and fill in your 10-digit WeChat Pay HK account number, and the vouchers will be automatically dispatched to your account on the day of disbursement without further action.
2	Is it compatible for register CVS?	All valid Octopus Cards can be used to register for the Consumption Voucher. Just very few Octopus Cards cannot be used for registration, such as: 1st generation On-loan Octopus Cards (Octopus Cards without a final digit in brackets) Octopus Cards that have been invalidated or which will be invalidated under the Card Replacement Programme Temporary Octopus Cards (such as: Temporary Student Octopus Cards, Temporary Airport Staff Octopus Cards, etc.)  Whether your Octopus card is an Anonymous On-loan Octopus Card or Personalised Octopus Card, Octopus Card on Mobile or other Octopus products can also be used to register for the Consumption Voucher Scheme.	Tap & Go Mobile Wallet using Tap & Go Card is compatible with iOS 10.3 or above / Android OS 5.0 or above	The numbers can be found on AlipayHK's homepage or personal profile page. To search for a identification number on the homepage, please upgrade the AlipayHK App to version 4.2.0.	N/a
3	Need to add an additional account/ purchase a new card for CVS?	Not necessary. You can use any of your Octopus card on hand (including physical Octopus Card, Octopus Card on Mobile and other Octopus ornaments) to register for the Consumption Voucher Scheme. There is no requirement for a specific or personalised card, and no need to apply for or purchase a new card.	No need. After you submitted the required documents in activation of Tap & Go, search for "tapngo" at the App Store, Google Play or Huawei AppGallery*, and download the Tap & Go mobile wallet and follow the procedures to activate the service. Ensure you are connected to the Internet (via Wi-Fi or mobile network) for the activation process.	No need	No need
4	Will I receive a confirmation message after registering for the Consumption Voucher Scheme?	After you have completed the registration procedure on the Government's designated website, you will receive an SMS message to notify you of the status of your Consumption Voucher registration.	After successful registration, you will receive a confirmation SMS from the Government. In the Tap & Go Consumption Voucher Scheme zone, the status "Registration Successful" will display.	Successful registration: After verifying the registrant's information, the Government will notify the registrant of the registration result via SMS. Members of the public will normally receive SMS notification of the registration result about one week after completion of e-registration. If a person submits a written registration form, he/she will receive an SMS notification about two weeks after submission. AlipayHK App, AlipayHK will also display the status of completed and successful applications in the voucher area after receiving notification from the government.	Registration Completed: For electronic registration through the Consumer Voucher Scheme website, the Government system will display a registration confirmation notice on the screen immediately after the registration is completed, and will also send a registration confirmation notice by SMS through the mobile number provided by the registrant. For registrants who submit a written registration form, the Government will send a registration confirmation notice by SMS to the registrant's mobile number within about 5 working days.

How to use		Octopus	Tap & Go	AlipayHK	WeChat Pay HK
1	How will the Consumption Voucher be disbursed?	The collection period for each Consumption Voucher is 3 months from the disbursement date, expired Vouchers are permanently lost and not recoverable.	After successfully using the Tap & Go Specific Identifier to register Consumption Voucher Scheme ("CVS") with the government, Tap & Go will automatically create a Tap & Go Mastercard CVS account and a Tap & Go UnionPay CVS account. In each of the CVS account, there will be a virtual card added in, namely the Virtual Tap & Go Mastercard card and Virtual Tap & Go UnionPay card. The amount of your Consumption Voucher for each Government's disbursement will be evenly distributed and disbursed into your Tap & Go Mastercard CVS account and Tap & Go UnionPay CVS account. For example, if the Consumption Voucher disbursement amount is HK\$2,000, your Tap & Go Mastercard CVS account will be disbursed with HK\$1,000, and the Tap & Go UnionPay CVS account will be disbursed with HK\$1,000. The sum of the disbursement amount to your CVS account will always equal to the government CVS disbursement amount.	Please call our Customer Service Hotline at 852-22453201, Monday to Sunday, 9:00am - 9:00pm.	ng Government has selected WeChat Pay HK as one of the e-purse to receive vouchers. Simply register with WeChat Pay HK on the Voucher Program website and fill in your 10-digit WeChat Pay HK account number, and the vouchers will be automatically dispatched to your account on the day of disbursement without further action. At the same time, WeChat Pay HK will also launch a number of promotional activities in conjunction with the voucher program.

Registration		Octopus	Tap & Go	AlipayHK	WeChat Pay HK
2	At which local merchants can I spend my Consumption Voucher?	Spending is accepted at all local retail, catering and service outlets and their online payment outlets that accept payment via Octopus Card, such as retail shops, market stalls, department stores, supermarkets, convenience stores, restaurants, fast food shops, cafes, recreational facilities, beauty salons, public transport, taxis, carparks and more. You can for more information about spending.	The merchants below accept Tap & Go Consumption Voucher Scheme Account: Physical stores that accept Mastercard contactless payment / Union Pay Mobile QuickPass & UnionPay QR code payments Online merchants that accept Mastercard & UnionPay, whose payment processors are in Hong Kong and the transaction currency is in HKD Online platforms that are covered by the Hong Kong SAR Government's Consumption Voucher Scheme Faster Payment System ("FPS") merchants with QR Code Tap & Go merchants with QR Code  When purchase with consumption vouchers, you can add virtual Mastercard and UnionPay cards to Consumption vouchers to Apple Wallet, Google Pay (only supports Mastercard) or Mobile QuickPass App (only supports UnionPay). You can use Apple Pay in physical stores, Google Pay and Mobile QuickPass App for purchase. When go online shopping, you can simply pay by entering the card information.	The vouchers are valid at over 100,000 local AlipayHK partner merchants, including physical and online outlets of local retail, food and beverage and service merchants, such as retail stores, market stalls, department stores, supermarkets, convenience stores, restaurants, fast food stores, coffee shops, entertainment facilities, beauty salons, public transportation, etc. Vouchers are not applicable to the following types of transactions: government fees and charges (e.g. taxes, fines, licence fees, tunnel tolls, parking meters), utility charges (i.e. water, electricity, gas), public sector charges (e.g. Hospital Authority, Hong Kong Housing Authority, Hong Kong Housing Society), education expenses (i.e. fees of primary and secondary schools offering local and non-local curriculum, and University Grants Committee-funded universities), and purchase of financial products or services (e.g. insurance), donations (including charitable, religious and political organizations), direct purchases from non-local merchants (including local purchases via non-local online platforms), person-to-person (P2P) payments and cash redemption.	McDonald and merchant who accept WeChat Pay
3	Can you accumulate two phrases CVS for purchase?	The collection period for each Consumption Voucher is 3 months from the disbursement date, expired Vouchers are permanently lost and not recoverable.	Example 1: If you would like to purchase a HK\$2,500 Mobile phone during Phase 1, we would suggest user may save the consumption voucher from Phase 1, and spend it together after Phase 2 voucher disbursed. Alternatively, user may shop at a merchant which support split bill (Phase 1 HK\$2,000, paid by voucher and HK\$500, paid by other payment) or installment (1st installment paid by Phase 1 voucher HK\$2,000. + 2nd installment paid by Phase 2 voucher HK\$500). Example 2: Assume you have already spent the voucher \$2,000. in phase 1, and wish to purchase an item with HK\$3,500. after phase 2 voucher disbursed. We would suggest user may (1) shop at a merchant which support split bill (Phase 2 HK\$3,000, paid by voucher and HK\$500, paid by other payment); or (2) using the "One time Top-up" function and transfer HK\$500 from Primary account to Tap & Go CVS account, then make the payment in full with HK\$3,500.	Yes, you can. You can enable or disable the use of the coupon on the coupon page or payment code page, or disable the use of the coupon after receiving the first issue and re-enable it after receiving the second issue.	Yes, you can. WeChat Pay HK will add HK\$3,000 to the first issue of the voucher when the second issue is issued.
In the event of loss or malfunction		Octopus	Tap & Go	AlipayHK	WeChat Pay HK
1	If I cancel the purchase that used a Consumption Voucher, will I receive a refund?	No	Yes. Initially you will need to settle with the merchant, and the merchant has agreed to send the refund to your Tap & Go Consumption Voucher Scheme ("CVS") account. Please refer to the CVS i.Card (either virtual Tap & Go CVS Mastercard Card or virtual Tap & Go CVS UnionPay Card) expiry period, if the merchant refund arrives Tap & Go within the validity period, the refund will be credited to the corresponding CVS i.Card and allow to use during the validity period.  If a refund is made within one month after expiry of the CVS i.Card, we will open a new Tap & Go CVS account with a new virtual Tap & Go Mastercard card and a virtual Tap & Go UnionPay card for you, and such amount will be credited to this CVS account, which will be valid for use in the following month.	If the voucher has not expired, the used voucher will be returned to the account together with the refund and can be used again according to the original expiry date. If the voucher has already expired at the time of refund, AlipayHK will make a special one-time arrangement for the expiry date of the voucher. If a refund is required within one month after the expiration date of the voucher, a new voucher will be issued to the user and will be valid until the end of the month following the date of refund.	Each merchant will have its own terms and conditions for return or refund. If you and the merchant decide to refund a voucher using the original eWallet funds return method, it will be refunded to your WeChat Pay HK voucher account. WeChat Pay HK will retain a one-month refund window after the voucher has expired. Refunds made during this window will be issued to your WeChat Pay HK account in the form of a new voucher, which will be valid until the end of the month following the date of the first refund. Refunds made one month or more after the end of the voucher period will not be reissued.
2	In the event of loss or malfunction	If you have changed the Octopus Card used to register for the Consumption Voucher Scheme due to loss or malfunctioning, you may transfer the record of cumulative "eligible spending" from your lost or malfunctioning card to another Octopus Card.  If you chose to return a functioning Octopus Card that was used to register for the Consumption Voucher Scheme, you will not be able to transfer your cumulative "eligible spending" to another Octopus Card.	If you suspect that your card was stolen or your card information was leaked, please contact our customer service at 2888 0000. Tap & Go provides secure payment settings, you can disable the "Online Payment" function in your Tap & Go Consumption Voucher Scheme ("CVS") account according to the degree of risk.	If you suspect that your account has been misused, you can freeze your account via the self-service function ( <a href="https://www.alipayhk.com/zh/support/freeze-account/">https://www.alipayhk.com/zh/support/freeze-account/</a> ) or call our Customer Service Hotline at +852 2245 3201 (Monday to Sunday, 9:00am - 9:00pm) All eWallet functions, including payments and transfers, are suspended immediately and users are not responsible for any unauthorized transactions. To lift the suspension, you must call the Customer Service Hotline again.	Contact Customer Service