



新創建集團成員 Members of NWS Holdings

新八達通查詢及退款措施

由2017年2月28日起，如確認有因八達通收費器設定有誤而多收車資之退款個案，新巴城巴亦會查核是否有其他乘客受該相同個案影響。乘客可登入新巴城巴主頁內右上角的「八達通退款查詢」平台或透過「八達通」手機應用程式的推播通知功能，獲取退款訊息。

乘客可帶同被多收車資的同一張八達通卡，在全港40個八達通服務站拍卡取回退款，或使用「八達通」應用程式，將退款直接存入該八達通卡內。市民亦可親臨新巴於金鐘（東）巴士總站內的顧客服務中心查詢及領取退款。

乘客可在「八達通退款查詢」平台瀏覽有關退款程序及細則。

New Octopus Enquiry and Refund Arrangements

From 28 February 2017, if there is any confirmed overcharging refund case resulting from an incorrect setting on the Octopus device, New World First Bus ("NWFB") and Citybus will also check for other affected passengers of the same case. Passengers can check if there are any overcharged transactions by entering their Octopus card number into the "Octopus Refund Enquiry" platform on the top-right hand corner of the NWFB and Citybus website. Refund messages are also available through push notifications by the Octopus App.

Affected passengers can obtain their refund to the overcharged Octopus cards by tapping those cards at any of the 40 Octopus Service Points, or by using the Octopus App online. Passengers can also make enquiries and collect refund at the NWFB Customer Service Centre in Admiralty (East) Bus Terminus.

Passengers can view the refund procedure and terms and conditions on the "Octopus Refund Enquiry" platform.