

豁免快易通行政費新安排

由 2023 年 11 月 1 日起，快易通將實施新的豁免快易通行政費安排*。詳情如下：

- 如您的車輛於整個曆月內沒有使用快易通車道繳交隧道費，快易通將不會收取該車輛該月的行政費；
- 如您的車輛於該月使用快易通車道繳交隧道費，快易通將於下個月內收取該車輛的行政費 (港幣 35 元)；
- 如您的車輛於 2023 年 8 月、9 月或 10 月內沒有使用快易通車道繳交隧道費，已收取的行政費將於 2023 年 11 月 30 日或之前退回至你的快易通戶口。

如有任何查詢，請致電快易通客戶服務熱線 2627 8888，或發送電郵至 cs@autotoll.com.hk。感謝 閣下一直支持快易通。

*安排受條款及細則約束

常見問題

Q1: 豁免快易通行政費需要申請嗎?

A1: 快易通客戶無須額外申請此行政費豁免，有關費用將按使用紀錄作出自動安排豁免。

Q2: 我早前已透過快易通的簡易登記易申請易通行。如透過快易通帳戶繳付易通行隧道費，我還可以獲得此行政費豁免嗎?

A2: 此行政費豁免只計算有沒有使用快易通車道。如於整個曆月內沒有使用快易通車道，快易通將不會收取該車輛該月的行政費。

條款及細則

1. 由 2023 年 11 月 1 日起，如車輛於整個曆月內沒有使用快易通車道繳交隧道費，快易通將不會收取該車輛該月的行政費；如車輛於該月使用快易通車道繳交隧道費，快易通將於下個月內收取該車輛該月的行政費(港幣 35 元)。
2. 如車輛於 2023 年 8 月、9 月或 10 月內沒有使用快易通車道繳交隧道費，已收取的快易通行政費將於 2023 年 11 月 30 日或之前退回至你的快易通戶口。
3. 如客戶之快易通標籤於 2023 年 11 月 30 日或之前已取消或停用快易通服務，則 2023 年 8 月、9 月及 10 月已收取的行政費將不獲退回。
4. 客戶之快易通戶口內必須備有足夠的金額以繳付隧道費及快易通行政費，否則安排可能隨時終止而不作另行通知。

New Arrangement for Autotoll Administration Fee Waiver

Starting from 1 November 2023, Autotoll will launch the new arrangement for Autotoll administration fee waiver*. The details are as follows:

- If your vehicle did not pass through any Autotoll lanes in a full calendar month, no Autotoll administration fee will be charged for that vehicle;
- If your vehicle passed through Autotoll lanes in the current month, Autotoll administration fee (HK\$35 per tag) will be deducted within the following month;
- If your vehicle did not have passage of Autotoll lanes in August, September or October 2023, the entitled Autotoll administration fee waiver will be reimbursed into your Autotoll account on or before 30 November 2023.

Should you have any enquiries, please contact Autotoll Service Hotline at 2627 8888, or email cs@autotoll.com.hk. Thank you for your continuous support to Autotoll.

*Terms & Conditions apply

FAQ

Q1: Do I need to apply for this Autotoll administration fee waiver?

A1: Autotoll customers are NOT required to apply for the administration fee waiver separately. The entitled administration fee will be automatically waived based on your passage of Autotoll lanes.

Q2: I have applied HKeToll via the "Simplified Sign-up" provided by Autotoll before. If I use my Autotoll account to settle the tunnel toll by HKeToll, can I still get the Autotoll administration fee waiver?

A2: We only count the passage of Autotoll lanes for this Autotoll administration fee waiver arrangement. If your vehicle does not have passage of Autotoll lanes in a full calendar month, no Autotoll administration fee will be charged for that vehicle.

Terms & Conditions:

1. Starting from 1 November 2023, if the vehicle does not have passage of Autotoll lanes in a full calendar month, no Autotoll administration fee will be charged for that vehicle; if the vehicle has passage of Autotoll lanes in this month, Autotoll administration fee (HK\$35 per tag) will be deducted within the following month.
2. If your vehicle does not have passage of Autotoll lanes in August, September or October 2023, the entitled Autotoll administration fee waiver will be reimbursed into your Autotoll account on or before 30 November 2023.
3. For those Autotoll tags cancelled or suspended on or before 30 November 2023, the Autotoll administration fee in August, September or October 2023 will not be reimbursed.
4. Customer should ensure that sufficient fund is available in Autotoll account for payment of tunnel toll and Autotoll administration fee, otherwise, the arrangement will cease without notification.