

## 快易通 ETC 及 VGoPAY 戶口取消及退款最新安排

( 2026 年 5 月 4 日 上午 11 時 | 香港 ) 快易通有限公司 ( 下稱「快易通」) 已於 2026 年 3 月 16 日終止快易通 ETC 及 VGoPAY 電子錢包服務。為加快退回客戶在快易通 ETC 及 / 或 VGoPAY 戶口內的餘額，快易通作出以下安排，包括：

- 於 2026 年 3 月 16 日終止儲值支付工具業務後，快易通繼續接受及處理戶口取消及退款申請；及
- 就使用直接付款授權書登記的銀行戶口 ( 下稱「DDA 戶口」) 為快易通 ETC 戶口自動增值的客戶，如在 2026 年 6 月 5 日或之前尚未申請取消戶口但戶口內仍有餘額，快易通將於 2026 年 6 月 15 日至 6 月 26 日期間將餘額自動退回至其直接付款授權書登記的銀行戶口。詳情請參閱下文的「自動退款至客戶的 DDA 戶口」。

沒有餘額的戶口則於 2026 年 6 月 12 日自動取消，客戶無需採取任何行動。若閣下同時持有快易通 ETC 及 VGoPAY 戶口，應分別進行取消手續。

### 取消快易通 ETC 及 VGoPAY 戶口及退款申請途徑 [只適用於尚有餘額的客戶]

快易通 ETC 及 VGoPAY 用戶請透過以下途徑提交《[取消快易通戶口通知書](#)》及 / 或《[取消 VGoPAY 戶口通知書](#)》，申請贖回其在快易通 ETC 及 / 或 VGoPAY 戶口內的餘額：

- 指定網站：<https://www.autotoll.com.hk/cancel>
- 電郵：[cancel@autotoll.com.hk](mailto:cancel@autotoll.com.hk)
- 傳真：2764 4338
- WhatsApp：5726 4679 ( ETC 用戶 ) / 6717 0084 ( VGoPAY 用戶 )
- 郵寄/客戶服務中心：九龍灣宏光道 1 號億京中心 A 座 11 樓 ( 服務時間：星期一至星期五：上午 9 時至下午 5 時 30 分 )

一般網上申請將於 14 個工作天透過銀行轉帳或「轉數快」轉帳退回餘額，而涉及爭議、需額外資料，或以紙本、電郵或傳真提交的申請則需要 30 個工作天退回餘額。

為辦理自動退款至客戶的 DDA 戶口事宜，於 2026 年 6 月 1 日至 2026 年 6 月 26 日期間經上述退款途徑提交的申請將於 2026 年 6 月 26 日後辦理退款。

### 自動退款至客戶的 DDA 戶口

快易通已更新《[快易通電子道路收費系統服務之條款及細則](#)》，並將於 2026 年 6 月 3 日生效。根據此條款及細則，快易通可在終止儲值支付工具業務後將快易通 ETC 戶口內的餘額退回至客戶為快易通 ETC 戶口自動增值而提供的直接付款授權書登記的銀行戶口 ( 下稱「DDA 戶口」) 。

於 2026 年 6 月 15 日至 6 月 26 日期間，快易通會將截至 2026 年 6 月 5 日快易通 ETC 戶口內的餘額自動退回至客戶的 DDA 戶口。收到客戶相關銀行的退款成功通知後，其快易通 ETC 戶口將自動取消。快易通將就退款結果通知客戶，此自動退款流程無需客戶採取任何行動。

#### **凍結期間儲值支付工具業務退出審計及贖回期間安排**

先前於 2025 年 12 月 15 日發布的公告中規定的凍結期間和贖回期間將延期，具體時間另行通知。包括修訂後的時間表和具體安排在內的更多詳情，將適時公佈。

如需協助，請致電客戶服務熱線 2627 8888 或電郵至 [cs@autotoll.com.hk](mailto:cs@autotoll.com.hk)。

## Updated Arrangement for Autotoll ETC and VGoPAY Account Cancellation and Refund

(Hong Kong – 4 May 2026 11:00 AM) Autotoll Limited (“Autotoll”) has terminated ETC and VGoPAY services on 16 March 2026. In order to expedite the refund of remaining balance in customers’ Autotoll ETC and/or VGoPAY accounts, Autotoll makes the following arrangements, which include:

- Autotoll has continued to accept and process your application for account cancellation and refund after 16 March 2026; and
- For users who have previously provided a valid direct debit authorization for top-up purpose of your Autotoll ETC account (“DDA Account”), if you have not submitted notice of cancellation of accounts on or before 5 June 2026 but with remaining balances, Autotoll will make automatic refund of the remaining balance into your designated bank account between 15 June 2026 and 26 June 2026. For details, please refer to the below section “Automatic Refund to Customer’s DDA Accounts”.

No action is required if you do not have a remaining balance, your account will be closed automatically on 12 June 2026. If you hold both Autotoll ETC and VGoPAY accounts, cancellation should be arranged separately for each account.

### **Channels for Submission of Cancellation and Refund of Autotoll ETC and VGoPAY Accounts (Only Applicable to Customers with Remaining Balance)**

Autotoll ETC and VGoPAY users may request a refund of any credit balance in their Autotoll ETC and/or VGoPAY accounts by submitting the “[Notice of Cancellation of Autotoll Account](#)” and/or “[Notice of Cancellation of VGoPAY Account](#)” through the following channels:

- **Account Cancellation Website:** <https://www.autotoll.com.hk/cancel>
- **Email:** [cancel@autotoll.com.hk](mailto:cancel@autotoll.com.hk)
- **Fax:** 2764 4338
- **WhatsApp:** 5726 4679 (for ETC Account) / 6717 0084 (for VGoPAY Account)
- **Mailing Address / Services Centre:** 11/F, Tower A, Billion Centre, 1 Wang Kwong Road, Kowloon Bay, Hong Kong (Service Hours Monday to Friday: 9:00 AM to 5:30 PM)

The remaining balance will be disbursed via bank transfer or Faster Payment Services within 14 working days for general online applications and within 30 working days for applications with disputes, or which need further information from you, or for application submitted either on paper form, by email, or by fax.

In order to process automatic refund to customer’s DDA Accounts, the refund for applications submitted via the above-mentioned channels between 1 June 2026 and 26 June 2026 will be processed after 26 June 2026.

### **Automatic Refund to Customers’ DDA Accounts**

Autotoll has updated the “[Terms and Conditions for User of Autotoll Electronic Toll Collection Services](#)”, which will come into effect on 3 June 2026 to allow Autotoll initiating the refund of your Autotoll ETC account remaining balance to your designated bank account, which has previously provided a valid direct debit authorization for top-up your Autotoll ETC account purpose (“DDA Account”) upon the cessation of the Stored Value Facilities (“SVF”) business by Autotoll.

Between 15 June 2026 and 26 June 2026, Autotoll will initiate automatic refund of the remaining balance as of 5 June 2026 into your DDA Account. After receiving refund success message from respective banker of the DDA Account, your Autotoll ETC account will be closed automatically. Autotoll will notify you regarding the refund result and no action is required from you in this new automatic refund process.

**Arrangements for Frozen Period SVF Business Exit Audit and Redemption Period**

The Frozen Period and Redemption Period set out in the previous announcement on 15 December 2025, will be deferred until further notice. Further details, including the revised timetable and arrangements will be announced in due course.

For assistance, please contact our Customer Service Hotline at 2627 8888 or email [cs@autotoll.com.hk](mailto:cs@autotoll.com.hk).