

17 Apr 2023

**Autotoll rolls out Administration Fee Waiver Arrangement starting from May**

To facilitate the gradual implementation of Free Flow Tolling Service “HKEToll” at the Government’s tolled tunnels in Hong Kong this year, Autotoll announces that starting from 1 May 2023, all vehicles which registered with the Autotoll Electronic Tolling Collection Service (ETC) and do not have passage of the Autotoll lanes in a full calendar month, the Autotoll administration fee\* (HKD35 each month) will be automatically reimbursed to the customers with the entitled vehicle.

Since the Free Flow Tolling Service “HKEToll” will be first launched at Tsing Sha Control Area in early May (7 May) and will extend to different Government’s tolled tunnels gradually, Autotoll rolls out the above mentioned arrangement to ease the customers’ confusion over the transition period of toll collection service. In addition, Autotoll reminds the customers that, the Autotoll ETC lanes are still in operation at the tunnels that are yet to implement the “HKEToll”. Hence, the customers need not to cancel the existing account and return the Autotoll tag, and can remain to use the existing top-up arrangement to pay the tunnel tolls and Autotoll administration fee.

Besides, with the “Simplified sign-up of HKEToll service” launched by Autotoll earlier, current customers could pay the “HKEToll” tunnel tolls through the Autotoll account. This is a free-of-charge service and no additional administration fee will be incurred. Should you have any enquiry, please contact Autotoll customer service hotline at 2627 8888, or email to [cs@autotoll.com.hk](mailto:cs@autotoll.com.hk). Terms and conditions applied for such arrangement.

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**\* Terms and Conditions:**

1. Starting from 1 May 2023, the Autotoll administration fee (HK\$35 per tag per month) would be deducted as usual on the first day of each month from Autotoll accounts. If the vehicle does not have passage of Autotoll lanes in a full calendar month (from the 1<sup>st</sup> to 31<sup>st</sup> day in each month), the entitled Autotoll administration fee waiver will be reimbursed into the Autotoll account within three months after the end of each calendar month.
2. Customer should ensure that sufficient fund is available in Autotoll account for payment of Autotoll administration fee, otherwise, the related arrangement will cease without notification.
3. For those Autotoll tags cancelled or suspended on or before the reimbursement day, no Autotoll administration fee will be reimbursed.

### **About Autotoll Limited**

Autotoll's business have branched out from Electronic Toll Collection (ETC) System since 1998 to multiple smart solutions after 2000s, such as Smart Transportation and Fleet Management Systems. Today, Autotoll has transformed into a diversified business scope, covering the key aspects of Smart Mobility, Smart Logistics, Smart Living, Smart Environment etc., expanding the business from Hong Kong to the Greater Bay Area and other provinces in the Mainland.