

Serial No. _____
(to be completed by FO)

THE HONG KONG UNIVERSITY OF SCIENCE AND TECHNOLOGY
HKUST Card e-Purse – Problem Report Form

Note:

Please return the completed form to the Finance Office (Room 5401-5420, Lift 17-18). Cardholder will be informed of the result of investigation by email.

I. Cardholder Particulars

Name: _____ Staff / Student ID No.: _____

Contact Telephone No.: _____ Email Address: _____

II. Problem Details

Please tick as appropriate:

- ☐ I got an error while adding value to my HKUST Card e-purse

HK\$ _____ on _____ (D/M/Y)

Add Value at / by :

- ☐ Add value machine ☐ at Academic Concourse
☐ at Student Lounge
☐ on LG5
☐ on G/F lift lobby of Lift 7,8,9 (beside UG Hall I)
☐ in UG Hall VI Seafront Canteen

☐ Service Counter at _____

☐ VISA/MasterCard (Transaction Reference No. _____)

☐ Others (Please specify _____)

- ☐ I got a “Card Balance Error” when using the HKUST Card e-Purse
- ☐ I got a replacement for my HKUST Card, but there is value left in the e-purse of my old card. I would like to transfer this amount to my new card.
- ☐ I have problem other than those above. I describe it below:

Signature of cardholder

Date

The information provided on this form will be used for processing related to this application only