

## List of SVF licensees' contact details for handling customer complaints

### 儲值支付工具持牌人處理客戶投訴的聯絡人名單

(in alphabetical order) (按公司英文名稱字母順序排列)

#### **33 Financial Services Limited**

##### **三三金融服務有限公司**

Tel/電話:	(852) 3900-9888
Fax/傳真:	(852) 3109-7411
Mail/郵寄:	Suite 807, Tower 1, Silvercord, 30 Canton Road, Tsim Sha Tsui, Kowloon, Hong Kong 香港九龍尖沙咀廣東道30號新港中心1座807室
In Person/親臨:	Attending to SVF Licensee's office at the above address 親臨位於上址的儲值支付工具持牌人辦公室
Others/其他方法:	Fill in the "Write To Us" box at <a href="http://www.33finance.com/en/prepaid-cards/contact-us/">http://www.33finance.com/en/prepaid-cards/contact-us/</a> 填寫公司網頁 <a href="http://www.33finance.com/prepaid-cards/contact-us/">http://www.33finance.com/prepaid-cards/contact-us/</a> 的「建議及回應」表格

#### **Alipay Financial Services (HK) Limited**

Tel/電話:	(852) 2245-3201
Others/其他方法:	PC version: To enable an "on-line staff" to take over and attend to the customer's concern directly, click on the "Help Icon": (a) After login to the Alipay.com website, or (b) At the Hong Kong Alipay Wallet cashier page during payment. 桌上電腦: 想與線上客服人員直接聯絡, 可於以下情況直接點擊"客服公仔": (a) 登入Alipay.com網站後 (b) 在購買支付流程中

#### **Autotoll Limited**

##### **快易通有限公司**

Tel/電話:	(852) 2627-8888
Fax/傳真:	(852) 2764-4338
Email/電郵:	cs@autotoll.com.hk
Mail/郵寄:	11/F., Tower A, Billion Centre, 1 Wang Kwong Road, Kowloon Bay, Kowloon, Hong Kong 香港九龍九龍灣宏光道1號億京中心A座11樓

#### **ePaylinks Technology Co., Limited**

##### **全球付技術有限公司**

(註: 此持牌人前稱易票聯支付技術有限公司。)

Tel/電話:	(852) 3175-7797 or (86) 4006786688
Email/電郵:	globalcash@epaylinks.hk
Mail/郵寄:	Unit H, 25/F., Legend Tower, 7 Shing Yip Street, Kwun Tong, Kowloon, Hong Kong 香港九龍觀塘成業街7號寧晉中心25樓H室
Others/其他方法:	WeChat official account: Globalcash 微信公眾號: Globalcash

## **HKT Payment Limited**

Tel/電話:	(852) 2888-0000
Email/電郵:	enquiry@tapngo.com.hk
Mail/郵寄:	PO Box 9896 GRO Hong Kong 香港郵政總局信箱9896號
In Person/親臨:	Shops of HKT, 1O1O, or csl. HKT、1O1O或 csl.專門店

## **Octopus Cards Limited**

### **八達通卡有限公司**

Tel/電話:	(852) 2266-2222
Fax/傳真:	(852) 2266-2211
Email/電郵:	<a href="mailto:customerservice@octopus.com.hk">customerservice@octopus.com.hk</a>
Mail/郵寄:	46/F., Manhattan Place, 23 Wang Tai Road, Kowloon Bay, Hong Kong 香港九龍九龍灣宏泰道23號46樓

## **PayPal Hong Kong Limited**

Tel/電話:	(852) 3550-8574
Others/其他方法:	1. Log in PayPal account to obtain an One-Time Passcode, then call (852) 3550-8574. This helps the CS to identify the customer quickly 登入PayPal 帳戶並取得「限時通行碼」，然後致電(852) 3550-8574。客戶服務人員將能透過「限時通行碼」快速確認你的身份。 2. Log in with your PayPal account, and send text message 登入PayPal 帳戶並發送短訊。

## **RD Wallet Technologies Limited**

### **圓幣錢包科技有限公司**

Email/電郵:	care@rd.group
Mail/郵寄:	16/F, Tower 535, No. 535 Jaffe Rd, Causeway Bay, Hong Kong 香港銅鑼灣謝斐道535號Tower 535 16樓
Others/其他方法:	Through the in-App communication channel by selecting "Contact Us" 透過應用程式內的“聯繫我們”功能

**Transforex (Hong Kong) Investment Consulting Co., Limited****通滙(香港)投資諮詢有限公司**

Tel/電話:	(中國大陸) 9507 1998 or (中國大陸境外) +86 10 9507 1998 or (香港) 800 969 992
Fax/傳真:	(852) 3196-4211
Email/電郵:	tce-inq@hnair.com
Mail/郵寄:	Units 12B-13, 16/F, BEA Tower, Millennium City 5, No. 418 Kwun Tong Road, Kwun Tong, Kowloon 香港觀塘觀塘道418號創紀之城5期東亞銀行中心16樓12B-13室
In Person/親臨:	Attending to SVF Licensee's office at the above address 親臨位於上址的儲值支付工具持牌人辦公室

**UniCard Solution Limited**

Tel/電話:	(852) 2620-6800
Email/電郵:	cs@unicard.hk
Mail/郵寄:	34/F, Oxford House, Taikoo Place, 979 King's Road, Quarry Bay, Hong Kong 香港鰂魚涌英皇道979號太古坊濠豐大廈34樓
In Person/親臨:	Attending to SVF Licensee's office at the above address 親臨位於上址的儲值支付工具持牌人辦公室

**WeChat Pay Hong Kong Limited**

(Note: The licensee is formerly known as Money Data Limited.)

(註: 此持牌人前稱財富數據有限公司。)

Tel/電話:	(852) 3929-1666 / (852) 3910-5666
Email/電郵:	hkpay@wechat.com

**Yintran Group Holdings Limited****銀傳集團有限公司**

Tel/電話:	(852) 3188-7000
Email/電郵:	support@yintran.com
Others/其他方法:	WhatsApp (+852 6266 8520)

\* Please refer to "Complaints about Banks" page or click [here](#) for contact details for licensed banks currently issuing or facilitating the issue of SVF.

請參閱“投訴銀行”頁面，或點擊[此處](#)查看現正發行或促進發行儲值支付工具的持牌銀行的聯繫方式。