



CK Cheung

To <cpr@cedb.gov.hk>

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bcc

2010/09/22 14:41

Subject RE: Better consumer rights for Octopus cards users

 Urgent Return receipt Sign Encrypt

Dear Sir/Madam,

I would like to draw the HKSAR Government's attention to the unfair practices of the / for the conditions regarding the usage of Octopus cards.

When consumers purchase an Octopus card for travel on the , every consumer has to pay a compulsory deposit of HK\$50 for the card. This deposit is supposed to be refundable (in full) to the consumer when the card is no longer required and returned to desk counter. Recently when I handed over my Octopus card to , and asked the person at the counter that I wanted a complete refund for the remaining value on the card, the officer told me that she could not refund the HK\$50 deposit because my card was too old and that the corners of the card had split apart. Since I have to travel on the daily to get to work, having to carry and use the card every day, it is expected that through wear and tear, the card is likely to become old and worn over time. It is completely preposterous that the can provide such a ridiculous excuse for not refunding consumers their deposit! It is scandalous that the can conduct their business/service in such a manner! In my opinion, this is a blatant attempt to con and deceive customers! I can not imagine the huge interest/revenue the generates from the total cash deposit that every Octopus card user has to pay. Surely the cash deposit that every consumer has to pay for each Octopus card, is there to fund the operating costs including the replacement/renew of old cards. It is clear for all to see that the (is an irresponsible organisation and has no regard for the law, with the recent news about it selling on customer's private data to other companies for marketing purposes! The will shun rules and regulations (already in place) to accomplish it's only goal, which is to make as much money as possible! Since the HKSAR Government is a major share holder in the and the I think it has a moral obligation and responsibility to ensure that these two companies conduct their business practices in a fair, honest and transparent manner! Passengers that travel on the MTRC have no choice but to use the Octopus card, if there was an alternative option available to the travelling public, I definitely would not use the Octopus card for sure!

I sincerely hope the HKSAR Government will look into this matter, to ensure that the Hong Kong public are treated fairly and honestly by these two large organisations.

Yours faithfully,
CK Cheung