

**New Round of Consumption Voucher Scheme (“CVS”) (Phase I)**  
**Frequently Asked Questions**

<b>A</b>	<b>Eligibility Criteria</b>
<b>Q1</b>	<b>Who are eligible for receiving the disbursement of \$5,000 consumption voucher first?</b>
A1	In general, all eligible people who have successfully registered under the 2021 CVS, regardless of which stored value facility (“SVF”) they have chosen to receive the vouchers, will automatically receive the relevant vouchers via the same SVF account on 7 April.
<b>Q2</b>	<b>Do eligible people need to register again?</b>
A2	We will issue the \$5,000 voucher directly to eligible people’s registered stored value facility (“SVF”) accounts according to the registration record of the 2021 CVS. If the registered SVF account of the relevant person is still valid, there is no need to go through any procedure.
<b>Q3</b>	<b>Can people receive the consumption voucher under the new round if they have not registered under the 2021 CVS?</b>
A3	Eligible people who have not registered under the 2021 CVS may register when the new round of CVS (Phase II) is launched. Details will be announced later.
<b>Q4</b>	<b>Can eligible people who have not registered last year under the last round of the CVS register now to receive the consumption voucher which have already been disbursed?</b>
A4	The registration period of the last round of the CVS has ended. The consumption voucher will not be reissued to

	<p>people who have not registered under the last round. People who meet the eligibility criteria can register for the new round of CVS (Phase II) when it is launched. Successful registrants will receive \$10,000 consumption voucher by instalments under the new round according to the relevant timetable.</p>
<b>Q5</b>	<b>Do people who receive vouchers via Octopus need to have collected all the vouchers disbursed under the last round of CVS by tapping their cards?</b>
A5	Whether or not people have tapped their cards to collect all the vouchers disbursed under the 2021 CVS will not affect the Government's arrangement to disburse \$4,000 voucher to them on 7 April under the new round of CVS (Phase I).
<b>Q6</b>	<b>Can recipients of the Guangdong Scheme (“GDS”) and Fujian Scheme (“FJS”) receive the benefit? Will people who cannot return to Hong Kong temporarily due to the epidemic receive the benefit?</b>
A6	Recipients of the GDS and FJS, who have successfully registered under the CVS last year and their registered stored value facility (“SVF”) accounts are not malfunctioned (including relevant Octopus card not returned or lost), do not need to go through any procedure and can receive the relevant consumption voucher directly via their registered SVF account. Apart from using the consumption voucher at local merchants during their return to Hong Kong, they can also use the consumption voucher in online stores operated by Hong Kong merchants in the Mainland.
<b>Q7</b>	<b>Can people receive the benefit if they are living or serving sentences abroad?</b>

A7	If people who have successfully registered for CVS last year are living or serving sentences abroad, they do not need to go through any procedure if their registered stored value facility (“SVF”) accounts are not malfunctioned (including relevant Octopus card not returned or lost). They can receive the relevant consumption voucher directly via their registered SVF account.
<b>Q8</b>	<b>Can registrants with special needs continue to collect the consumption voucher through their agents? Can they change the relevant agent?</b>
A8	If the relevant registrant is a recipient of Comprehensive Social Security Assistance or Social Security Allowance payments under the existing appointee system of the Social Welfare Department (“SWD”) and his/her agent is an "authorized representative" (“AR”) appointed by the Director of Social Welfare as a guardian/appointee/agent, we will disburse the consumption voucher to the AR concerned under the new round of CVS according to the latest information provided by SWD and the registrant or his/her guardian/appointee/agent is not required to register again.
<b>A9</b>	<b>Can eligible people who have passed away receive the relevant consumption voucher?</b>
Q9	Consumption voucher will not be disbursed to eligible people who have passed away after successfully registered under the 2021 CVS. The family members of the deceased cannot receive consumption voucher on his/her behalf.
<b>B</b>	<b>Disbursement and Usage of Consumption Voucher</b>
<b>Q10</b>	<b>Are the consumption vouchers disbursed in installments? What is the timetable?</b>

A10	<p>For those who use AlipayHK, Tap &amp; Go or WeChat Pay HK to receive consumption voucher, they will receive a \$5,000 voucher on 7 April.</p> <p>For those who use Octopus, a \$4,000 consumption voucher will be disbursed to them on 7 April. Once their cumulative total “eligible spending” has reached \$4,000, they can tap their card to receive the remaining \$1,000 voucher on the 16th of the following month (16 June the earliest; 16 November the latest) after reaching the target. The deadline for collection of both vouchers is 31 December.</p>
Q11	<p><b>What is the scope of coverage for the consumption voucher under the new round of CVS?</b></p>
A11	<p>Consumption voucher disbursed under the new round of CVS will have the same scope of coverage as that of the last round. The vouchers can be used at local retail, catering and service outlets or their online platforms which accept payments by AlipayHK, Octopus, Tap &amp; Go and WeChat Pay HK. For details, please <a href="#">click here</a>.</p>
Q12	<p><b>Is there a validity period for the consumption voucher received via the three e-wallets under the new round of CVS?</b></p>
A12	<p>In view of the epidemic, we have set a longer validity period for the vouchers under the new round of CVS than in the last round. The \$5,000 consumption voucher disbursed on 7 April via the three e-wallets under the new round of CVS (Phase I) will be valid until 31 October.</p>
Q13	<p><b>Do people who use Octopus to collect consumption voucher still need to calculate their total "eligible spending"?</b></p>

A13	As the technology used by Octopus is different from the other e-wallets, we will continue the arrangement in the last round of CVS by imposing the "eligible spending" requirement for people collecting voucher via Octopus card to ensure that the vouchers will be used at local merchants. Under the new round of CVS (Phase I), the second instalment of \$1,000 voucher will be disbursed, as early as 16 June and as late as 16 November, to relevant people whose "eligible spending" has reached \$4,000.
<b>C</b>	<b>Stored Value Facility (“SVF”) Account</b>
<b>Q14</b>	<b>Can people change their SVF to collect consumption voucher?</b>
A14	In order to disburse the vouchers the soonest possible under the new round of CVS (Phase I), eligible people must use the same SVF registered under the 2021 CVS for receiving the consumption voucher. If the account is malfunctioned, cancelled or the Octopus card has been lost, relevant people can only use another account under the same SVF to receive the voucher. People who wish to switch to another SVF to receive the voucher can do so during Phase II of the new round of CVS. Same as the arrangement under the 2021 CVS, the same SVF account cannot be used for registration by more than one registrant for receiving consumption vouchers.
<b>Q15</b>	<b>What should people do if they are not sure if the SVF account registered under the 2021 CVS are still valid?</b>
A15	In general, unless people cancel the SVF account on their own accord (e.g. returned the Octopus card), the account which has not been used for a period of time will still be valid. If in doubt, people can call the relevant SVF’s hotline

	to check if their accounts registered under the 2021 CVS are still valid.
<b>Q16</b>	<b>What should people do if they have cancelled their SVF account, lost their Octopus card, or if their accounts have become invalid?</b>
A16	<p>If people who have used AlipayHK, Tap&amp;Go or WeChat Pay HK to collect the consumption vouchers of the last round have already removed the relevant mobile app, or cancelled the e-wallet account, they can first try to re-install the relevant mobile app or re-activate their old account. Failing that, eligible people will need to open a new account with the same SVF to receive consumption voucher under the new round of CVS (Phase I).</p> <p>For eligible people whose Octopus card registered under the last round of CVS has been lost or malfunctioned, they will need to use another Octopus card to collect the relevant consumption voucher. They may obtain the relevant information from the SVFs by clicking the hyperlinks below or calling the operators:</p> <p><a href="#">AlipayHK</a>: (Phone: 2245 3201)</p> <p><a href="#">Octopus</a>: (Phone: 2969 5588)</p> <p><a href="#">Tap&amp;Go</a>: (Phone: 2888 0000)</p> <p><a href="#">WeChat Pay HK</a>: (Phone: 3929 1666)</p> <p>People who need to change their SVF account can call the CVS hotline 185000 to obtain the "Application Form for Amendment of Registration Information". They should complete the form and post it together with a copy of their Hong Kong Identity Card to the "Consumption Voucher Scheme Secretariat, GPO P.O. Box 185000, Hong Kong".</p>

	<p>No postage stamp is required if posted in Hong Kong (postage will be paid by the Government).</p> <p>People who use Octopus card to collect consumption voucher may also visit the dedicated link in the CVS website (please click <a href="#">here</a> to enter) to change their registration record and use another Octopus card to receive the relevant consumption voucher.</p> <p>Relevant people should note that they can only receive the voucher under Phase I of the new round of CVS using the account under the same SVF they originally registered with. The same SVF account cannot be used for registration by more than one registrant for receiving consumption vouchers. If eligible people wish to switch to another SVF, they may amend their registration record under Phase II of the new round of CVS.</p> <p>Those who have not yet submitted applications for updating their SVF account can still submit their applications, but there will be delay in receiving the consumption vouchers as processing of the applications take time. The relevant consumption voucher may have been disbursed on 7 April to an invalid account (including a lost Octopus card) according to the registrant’s registration record. The vouchers may also be used by other people. Hence, people should keep safe custody of their Octopus cards to avoid loss or inconvenience due to loss of the cards.</p>
<b>Q17</b>	<b>Do people need to provide the registration reference number (“RRN”) of the last round of CVS when they amend their stored value facility (“SVF”) account? If people have forgotten the reference number, how can they obtain it?</b>

A17	<p>People who use the "Application Form for Amendment of Registration Information" to change their SVF account do not need to provide their RRN for the 2021 CVS, but are required to attach a copy of their Hong Kong Identity Card to the application form for identity verification. However, those who use Octopus and want to amend their registered Octopus card number through the CVS website will be required to provide their RRN under the 2021 CVS for verification of identity. People can retrieve their RRN from the previous SMS sent by the Secretariat using the specified telephone number 6059 1120. If they have deleted the SMS or have forgotten the RRN, they can call the hotline 185000 to retrieve it. After verifying the identity of the registrant, the hotline staff will send the RRN to the registrant's local contact phone number registered under the 2021 CVS through SMS.</p>
<b>Q18</b>	<p><b>Can people who have registered the last round of CVS using Octopus switch to use JoyYou card to receive the voucher(s) under the new round of CVS?</b></p>
A18	<p>People who have registered the last round of CVS using Octopus do not need to change to another Octopus card to receive the voucher(s) under the new round of CVS if their Octopus card is still valid. They should note that once they have changed their registration record under CVS successfully, Octopus Cards Limited (OCL) will invalidate their old Octopus card immediately (i.e. the old card will become unusable). JoyYou card users may also use the "Easy Transfer" service at Octopus Service Points to transfer the settings in their Octopus card (including the relevant data of CVS, e.g. collection and eligible spending records, as well as other information, e.g. Automatic Add Value Service, access control systems, etc.) to their JoyYou card. The old Octopus card will be revoked.</p>

<b>Q19</b>	<b>How can people update their invalid stored value facility (“SVF”) account/ lost Octopus card if they have no knowledge on Internet?</b>
A19	<p>People who have no knowledge on Internet can call the hotline 185000 to obtain the "Application Form for Amendment of Registration Information" and send the duly completed form together with a copy of their Hong Kong Identity Card by post to the "Consumption Voucher Scheme Secretariat, GPO P.O. Box 185000, Hong Kong". No postage stamp is required if posted in Hong Kong (postage will be paid by the Government).</p> <p>Those who have not yet submitted applications for updating their SVF account can still submit their applications, but there will be delay in receiving the consumption vouchers as processing of the applications take time. The relevant consumption voucher may have been disbursed on 7 April to an invalid account (including a lost Octopus card) according to the registrant’s registration record. The vouchers may also be used by other people. Hence, people should keep safe custody of their Octopus cards to avoid loss or inconvenience due to loss of the cards.</p>
<b>Q20</b>	<b>When will eligible people who have successfully updated their SVF account information but cannot make it to receive the new round of consumption vouchers on 7 April receive their consumption vouchers?</b>
A20	Eligible people who receive consumption vouchers through AlipayHK, Tap & Go or WeChat Pay HK will generally receive the re-issued consumption vouchers through their newly registered SVF accounts within 14 days after successfully updating their account information. Eligible people who receive consumption vouchers through Octopus will normally receive the re-issued consumption vouchers

	<p>within one month after they have successfully updated their account information. They can tap their cards to collect the disbursed voucher on or before 31 December 2022. They will be notified by SMS or mobile app push notification on the day they receive the vouchers.</p>
<b>Q21</b>	<b>How do people know if they have been disbursed with the consumption voucher under Phase I?</b>
A21	<p>In general, eligible people will receive the voucher disbursed under Phase I on 7 April through their SVF accounts registered under the 2021 CVS (or the accounts that have been successfully updated). People disbursed with the vouchers will successively receive relevant SMS notifications or mobile app push notifications on that day.</p> <p>People receiving the vouchers via Octopus may start to collect the vouchers by tapping their card on that day. They may collect the vouchers at the Subsidy Collection Points of the Public Transport Fare Subsidy Scheme, designated convenience stores and supermarkets, Octopus Service Points or via Octopus mobile app. The amount of vouchers collected can be read when checking the balance of their Octopus cards.</p> <p>People using accounts of AlipayHK, Tap &amp; Go or WeChat Pay HK for receiving vouchers may check the mobile app of their SVF on the same day to confirm whether they have received the vouchers.</p>