

2023 Consumption Voucher Scheme (“CVS”)
Frequently Asked Questions

A Eligibility Criteria and Voucher Value

Q1 Who are eligible to be disbursed with the first-instalment voucher on 16 April?

A1 All eligible people who have successfully registered under 2022 CVS, regardless of which stored value facility (“SVF”) they have chosen to receive consumption vouchers, will automatically receive the relevant voucher via the same SVF account on 16 April.

Q2 Who are eligible to be disbursed with the first-instalment voucher of \$3,000 on 16 April?

A2 All eligible people who have successfully registered under 2022 CVS and met the [eligibility criteria \(B\)\(i\) or \(B\)\(ii\) of 2022 \(Phase II\) CVS](#) will receive the first-instalment voucher of \$3,000 on 16 April.

Q3 Who are eligible to be disbursed with the first-instalment voucher of \$1,500 on 16 April?

A3 All eligible people who have successfully registered under 2022 CVS and met the [eligibility criteria \(B\)\(iii\) of 2022 \(Phase II\) CVS](#) will receive the first-instalment voucher of \$1,500 on 16 April.

Q4 Do eligible people need to register afresh in order to receive the first-instalment voucher on 16 April?

A4 We will disburse the relevant consumption voucher directly to the registered SVF account of eligible people (registrants using Octopus need to tap their cards for collection) based on the registration information of 2022 CVS. If the registered SVF account of the relevant person is still valid, there is no need to go through any procedure.

Q5 Can people receive the first-instalment voucher under 2023 CVS on 16 April if they have not registered under 2022 CVS?

A5 People who did not register under 2022 CVS will not be disbursed with the first-instalment voucher under 2023 CVS on 16 April. They may register when the second instalment of 2023 CVS is launched in the middle of the year.

Q6 Can eligible people who have not registered under 2022 (Phase II) CVS last year register now to receive the consumption voucher which has already been disbursed under 2022 CVS?

A6 The registration period of 2022 (Phase II) CVS has ended. The consumption voucher will not be reissued to people who have not registered under 2022 (Phase II) CVS. People may register for 2023 CVS when the second instalment is launched in the middle of the year.

Q7 Do people who receive consumption vouchers via Octopus

need to have collected all the vouchers disbursed under 2022 (Phase II) CVS by tapping their cards?

A7 Whether or not people have tapped their cards to collect all the consumption vouchers disbursed under 2022 (Phase II) CVS will not affect the Government's arrangement to disburse the first-instalment voucher under 2023 CVS to them on 16 April.

Q8 Can recipients of the Guangdong Scheme ("GDS") and Fujian Scheme ("FJS") receive the benefit?

A8 Recipients of the GDS and FJS who have successfully registered under 2022 CVS and their registered 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 first-instalment voucher disbursed under 2023 CVS directly via the concerned account on 16 April.

Q9 Can people receive the benefit if they are staying overseas temporarily or serving sentences abroad?

A9 If people who have successfully registered under 2022 CVS are staying overseas temporarily or serving sentences abroad, they do not need to go through any procedure if their SVF accounts are not malfunctioned (including relevant Octopus card not returned or lost). They can receive the relevant voucher directly via the concerned account on 16 April.

Q10 Can registrants with special needs continue to collect the

consumption voucher through their agents? Can they change the relevant agent?

A10 If the relevant registrant is a recipient of the 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 “authorised representative” (“AR”) appointed by the Director of Social Welfare as a guardian/appointee/agent, we will disburse the first-instalment voucher under 2023 CVS to the AR concerned on 16 April according to the latest information provided by the SWD and the registrant or his/her AR is not required to register again. If there is a change in the registrant’s AR after his/her registration in 2022 CVS, we will contact the new AR and update the registration record.

Q11 Can eligible people who have passed away receive the first-instalment voucher on 16 April?

A11 Consumption voucher will not be disbursed on 16 April to eligible people who have passed away after successfully registered under 2022 CVS. The family members of the deceased cannot receive the consumption voucher on his/her behalf.

B Disbursement and Usage of Consumption Voucher

Q12 What is the timetable for the disbursement of first-instalment and second-instalment vouchers?

A12 For those who use AlipayHK, BoC Pay, PayMe from HSBC,

Tap & Go or WeChat Pay HK to receive consumption vouchers, they will receive the first-instalment voucher of \$3,000 or \$1,500 on 16 April. Provided that the relevant registrants meet the eligibility criteria of 2023 CVS (the relevant eligibility criteria will be announced later), they will receive the second-instalment voucher of \$2,000 or \$1,000 on 16 July.

For those who use Octopus to receive consumption vouchers, the first-instalment voucher of \$3,000 or \$1,500 will be disbursed to them on 16 April, with the deadline for collection on 30 September 2023. Provided that the relevant registrants meet the eligibility criteria of 2023 CVS (the relevant eligibility criteria will be announced later), and their cumulative total “eligible spending” has reached \$3,000 or \$1,500 during the period from 30 June to 31 October this year, they will be disbursed with the second-instalment voucher of \$2,000 or \$1,000 on the 16th of the following month after the target eligible spending has been reached.

Q13 What is the scope of coverage for the 2023 voucher?

A13 The voucher disbursed under 2023 CVS will have the same scope of coverage as that of the vouchers disbursed under 2022 CVS. The voucher can be used at local retail, catering and service outlets or their online platforms which accept payments by AlipayHK, BoC Pay, PayMe from HSBC, Octopus, Tap & Go and WeChat Pay HK. For details, please [click here](#).

Q14 Is there a validity period for the first-instalment and second-

instalment voucher received via the five e-wallets under 2023 CVS?

A14 The first-instalment and second-instalment vouchers disbursed via the five e-wallets under 2023 CVS on 16 April and 16 July will be valid until 31 October 2023 and 29 February 2024 respectively.

Q15 Is there still the need to calculate the total “eligible spending” if people use Octopus to collect their first-instalment voucher on 16 April?

A15 People who collect consumption vouchers via Octopus on 16 April will receive the first-instalment voucher of \$3,000 or \$1,500 in one go on 16 April. Their cumulative total “eligible spending” should reach \$3,000 or \$1,500 during the period from 30 June to 31 October 2023 and they should also meet the eligibility criteria of 2023 CVS (the relevant eligibility criteria will be announced later) in order to be disbursed with the second-instalment voucher of \$2,000 or \$1,000 via Octopus on the 16th of the following month after the target eligible spending has been reached.

C Stored Value Facility (“SVF”) Account

Q16 Can people change their SVF to receive the first-instalment voucher disbursed under 2023 CVS on 16 April?

A16 In order to disburse the voucher the soonest possible under 2023 CVS, eligible people must use the same SVF registered under 2022 CVS for receiving the first-instalment voucher disbursed

on 16 April. If the account is malfunctioned, cancelled or 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 when registration for 2023 CVS is accepted in the middle of the year. The same SVF account cannot be used for registration by more than one registrant for receiving consumption vouchers.

Q17 What should people do if they are not sure if the SVF accounts registered under 2022 CVS are still valid?

A17 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 operator's hotline to check if their SVF accounts registered under 2022 CVS are still valid.

Q18 What should people do if they have cancelled their SVF account registered for receiving 2022 (Phase II) consumption voucher, lost their Octopus card, or if their accounts have become invalid?

A18 If people who have used AlipayHK, BoC Pay, PayMe from HSBC, Tap & Go or WeChat Pay HK to collect consumption vouchers in 2022 have already removed the relevant mobile app, or cancelled the e-wallet account, they can first try to re-install the relevant mobile app and log into their original account again by inputting the relevant information such as their account number and password. Failing that, eligible people may first contact the relevant SVF operators to address the issue of their invalid accounts.

If the invalid account cannot be re-activated, the eligible people will need to open a new account with the same SVF. They can amend the e-wallet account registration record through the designated website (click here) to receive the first-instalment voucher disbursed under 2023 CVS.

For eligible people whose Octopus card registered under 2022 CVS has been lost or malfunctioned, they can amend their Octopus card registration record through the designated website (click here) to use another Octopus card to collect the first-instalment voucher disbursed under 2023 CVS. **The old Octopus card will be invalidated.**

People may obtain the relevant information from the SVFs by clicking the hyperlinks below or calling the operators:

- [AlipayHK](#) (Phone: 2245 3201)
- [BoC Pay](#) (Phone: 3988 1822)
- [Octopus](#) (Phone: 2969 5588)
- [PayMe from HSBC](#) (Phone: 2996 7288)
- [Tap & Go](#) (Phone: 2888 0000)
- [WeChat Pay HK](#) (Phone: 3929 1666)

Q19 Do people need to provide the registration reference number (“RRN”) under 2022 CVS when they amend their SVF account through the designated website? If people have forgotten the reference number, how can they obtain it?

A19 People who wish to amend their SVF account through the

designated website are required to provide their RRN under 2022 CVS for verification of identity. People can retrieve their RRN from the previous SMS sent by the Consumption Voucher Scheme Secretariat using the specified telephone number 6059 1120. If they have deleted the SMS or have forgotten the RRN, they can call the hotline 18 5000. After simple authentication of identity, they will receive the RRN through SMS.

Q20 Can people who have registered 2022 CVS using Octopus switch to use JoyYou card to receive the first-instalment voucher under 2023 CVS on 16 April?

A20 People who have registered under 2022 CVS using Octopus may continue to use the registered Octopus card to receive the voucher if their registered Octopus card is still valid. They do not need to register afresh or change to another Octopus card (including JoyYou card) to receive the first-instalment voucher disbursed under 2023 CVS on 16 April. If JoyYou card users have returned their Octopus card registered under 2022 CVS, they can call the Octopus hotline at 2969 5588 to amend their registration record. After the amendments, the old Octopus card will be invalidated. JoyYou card users may also use the “Easy Transfer” service at Octopus Service Points to transfer the settings in their old 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 after they have received the voucher. The old Octopus card will be revoked.

Q21 Is it necessary for registrant who has transferred their

physical Octopus card registered under 2022 CVS to Octopus card on Mobile to update their registration record in order to receive the first-instalment voucher disbursed under 2023 CVS on 16 April?

A21 Relevant people do not need to update the registration record. We will arrange to update the registration record under the CVS on our own accord to let the relevant people use Octopus card on mobile to receive the first-instalment voucher under 2023 CVS on 16 April.

Q22 How can people update their invalid/lost SVF account if they have no knowledge on Internet?

A22 People who have no knowledge on Internet can call the hotline 185000 to obtain the “[Application Form for Amendment of Registration Information](#)” by post, email or fax. They should send the duly completed and signed form and post it together with a copy of their valid Hong Kong Identity Card 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).

Q23 If a registrant cannot update his/her registration record by providing a valid stored value facility (“SVF”) account number before the deadline of 29 March 2023, will he/she be disbursed with the consumption voucher?

A23 If people are unable to complete the updating of their SVF account by the deadline, the relevant voucher may be disbursed to an invalid account (including the lost Octopus card) according

to their registration record. People should amend his/her SVF account information as soon as possible. We will follow up with the relevant SVF operators to arrange for re-disbursement of the first-instalment voucher as soon as possible, and the disbursement date will be notified separately. Moreover, relevant people should note that the voucher which has been disbursed to an invalid account (including the lost Octopus card) may be used by other people. Hence, people should update their information immediately to avoid loss.

Q24 How do people know if they have been disbursed with the first-instalment voucher?

A24 In general, eligible people will receive the first-instalment voucher disbursed on 16 April through the SVF accounts that have been successfully registered under 2022 CVS (or the accounts that have been successfully updated). People disbursed with the voucher will successively receive relevant SMS notifications or mobile app push notifications on that day.

People receiving the voucher via Octopus may start to collect the voucher by tapping their card on that day. They may collect the voucher by tapping their card at the Subsidy Collection Points of the Public Transport Fare Subsidy Scheme, designated convenience stores and supermarkets, Octopus Service Points or via the Octopus mobile app. The amount of the voucher collected can be read when checking the balance of their Octopus cards.

People using accounts of AlipayHK, BoC Pay, PayMe from HSBC, Tap & Go or WeChat Pay HK for receiving voucher may

check the mobile app of their SVF on the same day to confirm whether they have received the voucher.

Q25 Is it necessary for registrants to amend their registration record if they are no longer using the phone number used for registration under 2022 CVS?

A25 If registrants are no longer using the phone number used for registration, they may download the “[Application Form for Amendment of Registration Information](#)” from this website or call 185000 to obtain the form by post, email or fax, and send the duly completed and signed form and post it together with a copy of their valid Hong Kong identity card 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).

They should provide an SMS-enabled mobile phone number as far as possible. The Secretariat will normally notify the registrant of the result of the application for amendment of registration information by sending an SMS notification to his/her new and old mobile phone numbers within seven working days upon receipt of his/her application form.

Registrants who fail to update their mobile phone number in the registration record will not receive any notifications from the Government or its contractors regarding the Scheme, including acknowledgements of registration and notifications of successful voucher disbursement.

Q26 If the prepaid SIM card of people has become invalid due to

non-completion of real-name registration for the SIM card, will it affect them to receive the first-instalment voucher on 16 April?

A26 We will disburse the first-instalment voucher under 2023 CVS directly to the registered stored value facility (“SVF”) accounts of people on 16 April based on the registration information of 2022 CVS. People can receive the relevant voucher if their registered SVF account is still valid. Generally speaking, invalidation of prepaid SIM card will not affect people to receive the first-instalment voucher. However, since users may need to receive one-time password via SMS to validate their identity when using the SVF, people should contact the relevant SVF operators to enquire whether they need to update their registered mobile phone number.

In addition, the Government or its contractors will contact registrants by phone or send them via SMS Scheme-related information including successful voucher disbursement or other notifications. The registrant should provide an SMS-enabled mobile phone number as far as possible.

If the mobile phone number used by people for registration under the Scheme has become invalid and another phone number is being used, they should download the “[Application Form for Amendment of Registration Information](#)” from this website or call 185000 to obtain the form by post, email or fax as soon as possible, and send the duly completed and signed form and post it together with a copy of their valid Hong Kong identity card to the “Consumption Voucher Scheme Secretariat, GPO P.O. Box 185000, Hong Kong”. The Secretariat will normally notify the

registrant of the result of the application for amendment of registration information by sending an SMS notification to his/her new and old phone numbers within seven working days upon receipt of his/her application form.