

**HKeToll Customer Service Centres and Service Outlets**

	Customer Service Centres	Service Outlets	Customer Service Hotline
Location/ Hotline number	<p><b>Hong Kong Island:</b> Unit 1904, 19/F Chinachem Johnston Plaza, 178-186 Johnston Road, Wan Chai,</p> <p><b>Kowloon:</b> Unit A, 22/F Tower A, Billion Centre, 1 Wang Kwong Road, Kowloon Bay</p> <p><b>New Territories East:</b> Unit D, 27/F, Kings Wing Plaza 2, 1 On Kwan Street, Shek Mun, Sha Tin</p> <p><b>New Territories West:</b> Suite 903, Magnet Place Tower 1, 77-81 Container Port Road, Kwai Chung</p>	<p><b>Hong Kong Island:</b> G/F, DCH Motor Service Building, 111 Lee Nam Road, Ap Lei Chau</p> <p><b>Kowloon:</b> Inside convenience store, Shell Boundary Street (Petrol Station), 126-128 Boundary Street, Prince Edward</p> <p><b>New Territories East:</b> Inside convenience store, Shell Tseung Kwan O (Petrol Station), 100 Po Hong Road, Tseung Kwan O</p> <p><b>New Territories West:</b> Shell Au Tau (Petrol Station), 2K Castle Peak Road, Au Tau, Yuen Long</p>	3853 7333
Service Time	Monday to Sunday 10am – 9pm	Monday to Sunday 10am – 9pm	Monday to Sunday 9am – 9pm (After implementation of HKeToll: 24 hour service)
Major Service	<ul style="list-style-type: none"> <li>● Handling of vehicle tag application</li> <li>● Sale of class tag and two-piece device</li> <li>● Application, replacement, and reporting loss of vehicle tag</li> <li>● Registration and cancellation of HKeToll account</li> <li>● Application for and topping up of stored value account</li> <li>● Toll payment record enquiries and payment</li> <li>● Other enquiries and complaints</li> <li>● Refund</li> </ul>	<ul style="list-style-type: none"> <li>● Checking functions of vehicle tag and class tag</li> <li>● Sale of class tag and two-piece device</li> <li>● Application, replacement, and reporting loss of vehicle tags</li> <li>● Registration and cancellation of HKeToll account</li> <li>● Applications for and topping up of stored value account</li> <li>● Toll payment record enquiries and payment</li> </ul>	<ul style="list-style-type: none"> <li>● Payable tolls enquiries</li> <li>● Enquiries and complaints</li> <li>● Obtaining paper registration form via facsimile</li> </ul>