

Dah Sing Octopus App Card Frequently Asked Questions

- Q1. : What services do Dah Sing Octopus App Card provide?
A1. : Dah Sing Octopus App Card combines the functions of ATM and Octopus services.
- Q2. : Where can I find the Octopus card number of my Dah Sing Octopus App Card?
A2. : The Octopus card number of Dah Sing Octopus App Card is shown at the right bottom of the card back.
- Q3. : Do I need to activate the AAVS function after I have been issued / re-issued the Dah Sing Octopus App Card?
A3. : Yes. The Bank will send you an AAVS activation letter together with the Dah Sing Octopus App Card within 8 working days after card application date. You can enable the AAVS service using any of the following methods within 30 days after receiving the AAVS Activation Letter. 1) Use a Near Field Communication (NFC)-enabled mobile device, download and open the Octopus App to activate the AAVS function; or 2) please bring along your Dah Sing Octopus App Card, original copy of identification document and original copy of AAVS Activation Letter to activate the AAVS at any Customer Service Centre of MTR station. For details, please visit www.octopus.com.hk/aavs-activation-en. Attention: For customer who applies for a replacement card or converts from his / her existing ATM card to Dah Sing Octopus App Card, the AAVS Activation Letter will be mailed to him/her after he /she has activated the Dah Sing Octopus App Card (details will be enclosed in times of card issuance).
- Q4. : How does the AAVS of Dah Sing Octopus App Card work?
A4. : When the stored value on the Octopus reaches zero or a negative value, the desired AAVS Amount will be automatically reloaded from your HKD current account of VIP i-Account / YOU i-Account / i-Account to your Octopus.
- Q5. : Can I use the saving account of my VIP i-Account / YOU i-Account / i-Account as the debit account for AAVS reload?
A5. : No, you can't. Customer must use the current account of VIP i-Account / YOU i-Account / i-Account as the debit account for AAVS reload.
- Q6. : How much will be reloaded for each AAVS transaction via Dah Sing Octopus App Card? How many AAVS transaction is allowed in one day?
A6. : HKD250 / HKD500 will be reloaded for every AAVS transaction (For those who applied Dah Sing Octopus App Card on or before 4 May 2020, or did not choose the auto-reload amount as HKD500, the defaulted auto-reload amount will be HKD250) and only one AAVS transaction is allowed on

same day.

Q7. : If I don't have sufficient fund in my current account of VIP i-Account / YOU i-Account / i-Account, can I continue to use AAVS service?

A7. : Your Dah Sing Octopus App Card will be granted an AAVS protection limit of HKD1,000. You can continue to use the AAVS until the protection limit is being used up. SMS / letter reminder will be sent to you whenever your VIP i-Account / YOU i-Account / i-Account is overdrawn or reached the default protection limit. If you have used up the AAVS protection limit, your Dah Sing Octopus App Card will be terminated (including but not limit to AAVS service and ATM service). Prevailing i-Account overdraft interest and fee shall apply for any overdraft or over limit amount incurred. Please refer to Bank Service Charges for details.

Q8. : If I and the joint name account holder both have a Dah Sing Octopus App Card, how many AAVS protection limit do we have?

A8. : You and the joint name account holder will share the AAVS protection limit of HKD1,000.

Q9. : What will happen to the remaining Octopus balance / negative balance after my Dah Sing Octopus App Card is report-loss / terminated?

A9. : The remaining Octopus balance / negative balance will be refunded to you / debited from your VIP i-Account / YOU i-Account / i-Account within 3 weeks after the Dah Sing Octopus App Card is report loss / terminated.

Q10. : Can I terminate the Octopus service or Octopus AAVS of my Dah Sing Octopus App Card alone?

A10. : You can't. You cannot terminate individual service / function of Dah Sing Octopus App Card.

Q11. : What should I do if the bank service or Octopus function of my Dah Sing Octopus App Card malfunctions?

A11. : If you suspect that the card is not working, please call our customer service hotline 2828 8000. The bank will issue you a new card if necessary. The bank will charge for each replacement card.

Q12. : What should I do after my Dah Sing Octopus App Card is report-loss? And should I need to re-register other linked-services with my old Dah Sing Octopus App Card?

A12. : The re-issued Dah Sing Octopus App Card will have a new Octopus Card Number (Card Number shown in the right bottom of the card back). If you have registered your old card for other Octopus functions (such as access control, concession fares or other reward schemes), contact the relevant service provider to update your card details. Meanwhile, should you have registered other service, like HKJC Electronic Funds Transfer service, PPS or SMS e-Receipt service, you should contact the relevant service provider to update your card details.

Q13. : How could I make enquiries about Octopus AAVS?

A13. : For Octopus AAVS related enquiries, please contact Octopus Customer Service Hotline 2266 2222.