

OCL Actions in Response to the Report

AREAS	OCL ACTION
1. Root Cause	OCL will set up a Task Force to address the identified root causes with all the relevant parties (EPSCO, EPS module manufacturers, MTR, KCR and PCCW) and has called for a first meeting next week and the Task Force will develop a plan of action to the HKMA within 30 days.
2. OCL's Management and Oversight of Outside Service Providers	<p>OCL Management has commenced a review of how it manages and oversees the smooth operations of outside service providers integrated with Octopus. The review to be completed within 90 days and will cover;</p> <ul style="list-style-type: none"> • which outside service providers are critical to the smooth delivery of Octopus services to its customers • how Octopus can have a greater role in ensuring that these services operate at the high-standards expected
3 OCL's Oversight of Third Party IT System Change Management	The above review will also focus on ensuring Octopus is aware of any changes made to these systems of these service providers that might affect the service and that Octopus has a greater role in overseeing the testing of these changes.
4 OCL's Problem Management Process	OCL has already taken steps to enhance and integrate its problem management process in order to be to better able to identify any problems if they occur (particularly at outside service providers) and will implement further enhancements in line with our plan to be submitted to the HKMA within 30 days.

<p>5. Improving Consumer Protection</p>	<p>A full review of all the Consumer Protection recommendations will be carried out and an action plan provided to HKMA within 30 days</p> <p>Actions already taken</p> <ul style="list-style-type: none"> • Extend customer service hotline hours since April 2007 from 9 to 9 six days a week. • Promotion of the use of transaction enquiry machines in MTR/KCR stations since May 2007 • Provision of the printout of 10 most recent transactions at MTR/KCR customer service counters to all cardholders (previously only P cardholders) was extended on the 1 June 2007 • The cost of getting printouts for last 40 transactions has been reduced from \$200 to \$100 since 1 June 2007 • Enhanced consumer tips introduced on OCL website since July 2007 • Enhanced user guide to be printed and distributed shortly • In progress to launch soon a Personalised Card instant issuance program to enable OCL to contact customers should the need arise
<p>6. OCL's Governance</p>	<p>With a view to better support OCL's business going forward, a Review will be performed focusing on OCL's IT governance, Compliance and Internal Audit.</p> <p>The review will develop a series of recommendations for the future and an action plan will be presented to the OCL Board within 90 days. The results of the review and the plan will also be presented to HKMA</p>