



PRESS RELEASE

Customers Advised to Contact Banks for Remaining Octopus EPS Add-value Refund

(Hong Kong, 6 June 2008) Octopus Cards Limited (OCL) today announced that, at the request of OCL, the Hong Kong Monetary Authority (HKMA) will publish a public notice tomorrow (7 June 2008) to inform Octopus holders who could not be contacted previously to contact relevant banks for failed Octopus EPS add-value refund arrangements.

The remaining refund involves a total of 283 transactions, totalling HK\$66,700, which could not be returned to customers largely due to bank account closures and the banks not having their former customers' current contact information.

Any members of the public whose identification information matches that in the notice may, within one month from the date of the public notice, contact the relevant banks at designated enquiry hotlines for verification of identity and details of the refund arrangement.

This public notice will also be available on OCL's website at www.octopuscards.com from 7 June 2008 until 6 July 2008, both dates inclusive. Enquiries about the refund arrangement after the one-month period may be made by contacting OCL at 2266 2222.

As in previous refunds, Octopus will provide a special Octopus card with a stored value of HK\$10 for each failed Octopus EPS add-value transaction as a gesture of goodwill.

"OCL is committed to doing what we can to return these funds to customers and we are grateful for the HKMA's assistance in making this possible," said Prudence Chan, Chief Executive Officer of OCL.

"In line with our refund policy, all monies which may be the subject of claims by customers will be refunded to customers when they come forward to make a valid claim," Chan reiterated.



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Octopus is continuously seeking ways to ensure that customers who use the Octopus services each and every day continue to do so with the confidence and trust that have made Octopus an integral part of daily life in Hong Kong.

About Octopus Cards Limited

Launched in 1997, Hong Kong's Octopus is the world's leading and most extensive smartcard payment system, with over 1,000 service providers across different businesses including public transport, parking, retail, vending and kiosks, schools and leisure facilities, and access control for residential and commercial buildings, with around 50,000 readers deployed in the market. Merchants and Octopus holders embrace Octopus for both its simplicity and its convenience. Today, more than 17 million Octopus cards and products are in circulation, and the system handles over 10 million transactions a day, with transaction value exceeding HK\$85 million. In recent years, Octopus has started to export its unique experience and technology overseas, offering consultancy services and holding workshops for parties from different parts of the world.

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