

**Prudence Chan**  
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By Fax and Mail

Ms. Polly Yeung  
Clerk to Panel, Panel on Financials Affairs  
Legislative Council Secretariat  
3/F, Citibank Tower  
3 Garden Road  
Hong Kong

Dear

In an ongoing effort to enhance services to customers, Octopus Cards Limited (OCL) has teamed up with PCCW-HKT Telephone Limited (PCCW) to roll out a new transaction enquiry service on PCCW's broadband phone.

This new service, as an innovative application on PCCW's broadband phone, enables Octopus customers to check the balance and most recent 10 transactions on their cards at home. Customers can simply connect a card reader offered by PCCW to the phone and use it to check transactions on their Octopus cards.

The new Octopus transaction enquiry service is OCL's initiative to provide a new channel for customers to check transactions on their cards. Currently, customers can check the balance and the most recent 10 transactions on their Octopus cards via the Octopus Enquiry Machines free of charge at any MTR station. Customers can also request a print-out of the last 10 transactions at the customer service counters at MTR stations for a nominal fee of HK\$3 charged by the MTR.

We recognize the need to serve our customers well and we are committed to ensuring that customers who use our services each and every day continue to do so with the confidence and trust that have made us an integral part of daily life in Hong Kong.

Please feel free to contact me if you have any questions on this new service.

Yours sincerely,

**Prudence Chan**  
Chief Executive Officer