

DBS Octopus ATM Card Terms and Conditions

DBS Bank (Hong Kong) Limited

星展銀行  **DBS**

Content

Terms and Conditions applicable to holders of the DBS Octopus ATM Card:

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*The Conditions of Issue of Octopus is not set out in this booklet. A copy of this document can be downloaded from the Octopus official website (www.octopus.com.hk).

Note:

The latest version of the documents issued by DBS Bank (Hong Kong) Limited can be obtained from the Bank's website (www.dbs.com.hk).

The latest version of the documents issued by Octopus Cards Limited and / or Octopus Rewards Limited can be obtained from the Octopus official website (www.octopus.com.hk).

A) DBS Octopus ATM Card Terms & Conditions

1. Definitions and interpretation

1.1 Definitions

(a) Unless the context otherwise requires and except as varied or otherwise specified in these DBS Octopus ATM Card Terms and Conditions ("**Terms and Conditions**"), words and expressions used in these Terms and Conditions shall have the meanings as specified in the Packaged Account Terms and Conditions or the Accounts and Related Services Terms and Conditions (as the case may be).

(b) In these Terms and Conditions, unless the context otherwise requires:

"AAVS" or **"Automatic Add Value Service"** means the service described in Clause 3.1;

"AAVS Account" means a Hong Kong dollar current account or a credit card account in the name of the Customer maintained with the Bank that is designated by the Customer in the relevant application form (as such account may be amended from time to time with the Bank's prior consent) for the purpose of using AAVS;

"AAVS Agreement" means the Octopus Automatic Add Value Agreement between OCL and the Customer in connection with AAVS;

"Accounts and Related Services Terms and Conditions" means the terms and conditions applicable to accounts (other than Packaged Accounts or accounts within a Packaged Account) maintained with the Bank as may be specified by the Bank from time to time;

"Conditions of Issue of Octopus" means the terms and conditions applicable to the Octopus functions as may be specified by OCL from time to time;

"Customer" means a customer to whom the Bank issues a DBS Octopus ATM Card;

"DBS Octopus ATM Card" means an ATM Card issued by the Bank that carries ATM functions and Octopus functions;

"OCL" means Octopus Cards Limited;

"ORL" means Octopus Rewards Limited, an affiliate of OCL;

"Octopus Rewards Programme" means a consumer rewards and targeted offers programme operated by ORL;

"Packaged Account" means DBS Treasures, DBS Wealth Account or any other types of account designated as such by the Bank from time to time;

"Packaged Account Terms and Conditions" means the terms and conditions applicable to Packaged Accounts maintained with the Bank as may be specified by the Bank from time to time; and

"Terms and Conditions for Octopus Rewards Programme" means the terms and conditions applicable to the Octopus Rewards Programme as may be specified by ORL from time to time.

1.2 Interpretation

In these Terms and Conditions, where not inconsistent with the subject or context:

- (a) words suggesting the singular shall include the plural and vice versa; words suggesting any gender shall include other genders; and headings are inserted for reference only and shall not affect construction;
- (b) any reference to a Customer shall include a reference to his/her executors, personal representatives, administrators and lawful successors;
- (c) any reference to an agreement, contract or other document includes a reference to it as it may be amended, varied or replaced from time to time; and
- (d) the words "other", "include" and "including" do not limit the generality of any preceding words and the words "include" and "including" shall be construed as if they were followed by the words "without limitation".

2. DBS Octopus ATM Card, ATM functions, AAVS and Octopus functions

2.1 The DBS Octopus ATM Card is issued by the Bank. Unless otherwise specified by the Bank, a DBS Octopus ATM Card shall be valid for a maximum period of five years commencing from the date of issue.

2.2 Use of the DBS Octopus ATM Card is subject to:

- (a) these Terms and Conditions and the provisions of any application form relating to the DBS Octopus ATM Card or related services;
- (b) the Packaged Account Terms and Conditions or the Accounts and Related Services Terms and Conditions (as the case may be);
- (c) the Octopus Automatic Add Value Agreement;
- (d) the Conditions of Issue of Octopus; and
- (e) the Terms and Conditions for Octopus Rewards Programme.

2.3 The DBS Octopus ATM Card carries ATM functions and Octopus functions. The ATM functions (and related services) are provided by the Bank and the Octopus functions and related services (including AAVS and the Octopus Rewards Programme) are provided by OCL and ORL).

2.4 The Customer may use the DBS Octopus ATM Card to perform functions and/or obtain services offered by the Bank from time to time with respect to an ATM Card. Use of the ATM functions and related services is subject to the documents specified in paragraphs (a) and (b) of Clause 2.2. OCL is not responsible for the quality, maintenance or replacement of the DBS Octopus ATM Card, which is the sole responsibility of the Bank.

- 2.5 The Bank is not involved in the provision of the Octopus functions or related services and is not a party to the documents specified in paragraphs (c) to (e) of Clause 2.2. **The Customer shall refer any matter regarding any of the aforesaid (including the scope, types or quality of functions or services provided by OCL or ORL) to OCL or ORL (as appropriate) and resolve it with OCL or ORL directly.** For the avoidance of doubt:
- (a) **any such matter of any nature (including, complaint or dispute) between the Customer and OCL or ORL shall not prejudice or affect the Bank's rights and remedies against the Customer in connection with the DBS Octopus ATM Card; and**
 - (b) **the Bank is not liable for any loss or damage which may be incurred or suffered by the Customer arising from or in connection with the Octopus functions or related services, or any act, conduct, omission or negligence of OCL or any of its affiliates (including ORL) or any of their respective officers, employees or agents.**
- 2.6 **A Customer is required to maintain a Packaged Account with the Bank in order to hold and use the DBS Octopus ATM Card.** Nevertheless, the Bank may (but is not obliged to) allow the Customer to continue to hold and use his DBS Octopus ATM Card after his Packaged Account is terminated for any reason provided that he maintains a current account with the Bank instead.
- 2.7 To the extent necessary to give effect to the provisions of these Terms and Conditions, the documents specified in paragraphs (b) to (e) of Clause 2.2 shall be construed as if references to card, account or related services in such documents included references respectively to the DBS Octopus ATM Card, or the Packaged Account (or any other relevant bank account, as the case may be) maintained by the Customer with the Bank, or services relating to the above, wherever the context requires or permits.
- 2.8 If there is any inconsistency between the documents specified in Clause 2.2, the documents shall prevail in the order in which they are set out in Clause 2.2 to the extent of the inconsistency.

3. AAVS, operation of AAVS Account and overdraft

3.1 Automatic Add Value Service

- (a) AAVS is provided by OCL and may be activated by the Customer at locations designated by OCL.
- (b) **Upon activation of AAVS by the Customer, the Customer shall be bound by these Terms and Conditions and the AAVS Agreement as regards any matter relating to AAVS.**
- (c) Having successfully activated AAVS, the value stored pursuant to the Octopus stored value function on the DBS Octopus ATM Card will be automatically reloaded through AAVS from the AAVS Account. The automatic add-value amount of each Card is HK\$250 per reloading transaction with a maximum of one reloading transaction per day (or any other reloading amount or number of reloading transaction specified by OCL from time to time).

- (d) **The Customer shall keep the Bank fully indemnified against any loss or damage which may be incurred or suffered by the Bank arising from or in connection with the use of AAVS by the Customer.**
- (e) **Until the DBS Octopus ATM Card is terminated with the consent of the Bank, the Customer may not cancel AAVS or switch or link AAVS to any other account maintained with any institution other than the Bank.**

3.2 AAVS Account

- (a) **The Customer authorizes the Bank to debit from or credit to the AAVS Account all amounts in relation to AAVS in accordance with instructions received from time to time by the Bank from OCL regarding the Customer. For the avoidance of doubt, the Bank is not required to notify the Customer or obtain his consent before acting on OCL's instructions.**
- (b) **The Customer shall be liable for all amounts from time to time added or reloaded pursuant to the Octopus stored value function on the DBS Octopus ATM Card through AAVS and the AAVS Account.**
- (c) **If the DBS Octopus ATM Card is terminated for any reason, the Bank is entitled to:**
 - (i) **set off any remaining value stored on it pursuant to the Octopus stored value function against any outstanding indebtedness owing by the Customer to the Bank; and/or**
 - (ii) **deduct any amount from the AAVS Account and apply it towards settlement of any debit balance in the Octopus stored value function.**

3.3 Overdraft

- (a) **The Customer shall ensure there are sufficient funds (which may include pre-arranged overdraft facilities granted by the Bank) in the AAVS Account to effect transactions in accordance with OCL's instructions regarding the Customer from time to time. The Customer authorizes the Bank to effect a transaction even if there are insufficient funds in, or insufficient pre-agreed overdraft limit on, the AAVS Account and the Customer shall be liable for the resulting overdraft (including any overdrawn amount which exceeds the pre-agreed overdraft limit) in the AAVS Account.**
- (b) **Any overdraft (including any overdrawn amount which exceeds the pre-agreed overdraft limit) shall be subject to the provisions of the Packaged Account Terms and Conditions or the Accounts and Related Services Terms and Conditions (as the case may be), and the Customer's rights and obligations shall be determined accordingly.**
- (c) **Without prejudice to the generality of Clause 3.3(b):**
 - (i) **the Bank is entitled to impose the prevailing overdraft interest and other charges specified in the Bank Charges Schedule made available by the Bank from time to time;**
 - (ii) **the Customer shall repay to the Bank upon demand any overdrawn amount on the AAVS Account, together with interest and charges imposed by the Bank; and**

(iii) the Bank reserves the right to cancel the DBS Octopus ATM Card without prior notice to or consent from the Customer if the Customer fails to comply with (ii) above.

(d) The Customer is responsible for monitoring the balance on the AAVS Account at all times. The Bank may (but is not obliged to) inform the Customer of any overdraft on the AAVS Account as a result of use of AAVS by any means as the Bank may consider appropriate.

4. Fees and charges

The Customer shall pay all fees and charges applicable to the DBS Octopus ATM Card and related services as the Bank may specify in the Bank Charges Schedule from time to time.

5. Personal data

5.1 The Customer confirms that he has read, understood and accepted the provisions of the notice relating to the Personal Data (Privacy) Ordinance made available by the Bank with the applicable application form. The Customer consents to and authorizes the Bank to use and/or disclose his personal data (whether collected by the Bank via the applicable application form or by other means or otherwise in the possession of the Bank from time to time) for the purposes specified in such notice (including purposes relating to the DBS Octopus ATM Card and related services or otherwise relating to the cooperation arrangement between the Bank and OCL pursuant to which the DBS Octopus ATM Card is issued and administered).

5.2 Without prejudice to the generality of Clause 5.1, the Customer consents to and authorizes the Bank to disclose to OCL and its affiliates (including ORL) his personal data (whether collected by the Bank via the applicable application form or by other means or otherwise in the possession of the Bank from time to time), including name and other identification information, date of birth, phone number, address and other contact details, and the AAVS Account number of the Customer. The Customer consents to and authorizes OCL and its affiliates to use his personal data for the following purposes:

(a) processing the Customer's request for Octopus functions and related services (including AAVS) and the Customer's participation in the Octopus Rewards Programme;

(b) providing Octopus functions and related services (including AAVS and the Octopus Rewards Programme);

(c) purposes otherwise relating to the cooperation arrangement between the Bank and OCL pursuant to which the DBS Octopus ATM Card is issued and administered; and

(d) marketing or promoting goods and services offered by OCL and its affiliates alone or jointly with other persons.

5.3 The Customer may opt out of receiving direct marketing materials from OCL and/or ORL by writing to PO Box 38170, Hing Fat Street Post Office or by fax 2266 2211. The Customer's name will be excluded from the relevant promotion lists without charges.

6. Lost card and card termination

- 6.1 The Customer should inform the Bank immediately upon becoming aware that his Card is lost, stolen, or captured by any ATM for whatever reasons. The Customer shall be liable for any loss arising from the unauthorized use of the Octopus functions during the first six hours after loss report is received by the Bank. The relevant provisions of the Packaged Account Terms and Conditions or the Accounts and Related Services Terms and Conditions (as the case may be) applicable to loss, theft or capture of ATM Cards shall apply with respect to the DBS Octopus ATM Card, and the Customer's rights and obligations shall be determined accordingly.
- 6.2 Without prejudice to the Bank's right to terminate ATM Cards or ATM functions and related services under the Packaged Account Terms and Conditions or the Accounts and Related Services Terms and Conditions (as the case may be), **the Bank reserves the right to terminate the DBS Octopus ATM Card at its discretion upon:**
- (a) **the Bank becoming aware of any abnormal activities or transactions involving the DBS Octopus ATM Card;**
 - (b) **accumulation of an overdraft amount on the AAVS Account with no pre-arranged overdraft facilities;**
 - (c) **accumulation of an overdraft amount on the AAVS Account in excess of existing pre-arranged overdraft facilities; or**
 - (d) **termination for any reason of the cooperation arrangement between the Bank and OCL pursuant to which the DBS Octopus ATM Card is issued and administered.**

7. Others

- 7.1 The Bank reserves the right to accept or reject any application for the DBS Octopus ATM Card at its discretion.
- 7.2 **The Customer should not transfer his DBS Octopus ATM Card to, or allow it to be used by, any person other than the Customer.**
- 7.3 **The Bank reserves the right at its discretion to add, delete or otherwise change any of the functions or services relating to the DBS Octopus ATM Card (as well as the relating operational and other requirements, if appropriate) and/or these Terms and Conditions from time to time. Where such changes increase the charges payable by the Customer and/or the liabilities and obligations of the Customer, the Bank shall give at least 30 days' notice to the Customer unless such changes are not within the Bank's control. In other cases, reasonable notice shall be given by the Bank. Such notice may be given by such means as the Bank at its discretion sees fit. Any Customer who does not cancel his DBS Octopus ATM Card upon receiving of such notice shall be deemed to have agreed to such changes.**
- 7.4 These Terms and Conditions shall be governed by and construed in accordance with the laws of Hong Kong. The Customer irrevocably submits to the non-exclusive jurisdiction of the courts of Hong Kong.
- 7.5 If there is any inconsistency between the English and Chinese versions of these Terms and Conditions, the English version shall prevail.

B) Octopus Automatic Add Value Agreement

(For Octopus Automatic Add Value Service linked to bank accounts maintained with, or credit cards issued by Financial Institutions in Hong Kong)

YOUR ATTENTION IS DRAWN TO THE PERSONAL INFORMATION COLLECTION STATEMENT AT CLAUSES 33-40

1. This Agreement is effective from 5 May 2011 and is only applicable to Automatic Add Value Service linked to bank accounts maintained with or credit cards issued by Financial Institutions. For Automatic Add Value Service linked to bank accounts maintained with or credit cards issued by other entity(ies), please refer to other applicable agreement(s) as determined by us from time to time.

Introduction

2. This Automatic Add Value Agreement is a contract between you, the user of our Automatic Add Value Service (whether as an *Octopus* Holder or as an AAVS Account Holder), and us, *Octopus* Cards Limited, the issuer of the *Octopus* card or product ("product" means a consumer item incorporating our technology such as watch, phone cover, keyring etc.) which we will refer to as *Octopus* below, in respect of the use of our Automatic Add Value Service.
3. This Agreement explains our obligations to you and yours to us when applying for and using our Automatic Add Value Service.

Definitions and General Provisions

4. There are a few terms we used in this Agreement that we should explain:

"AAVS Account" means the account to which your Automatic Add Value Service is linked, as defined or specified in the relevant Application Form or such other account as notified to us by the Financial Institution or by the AAVS Account Holder from time to time;

"AAVS Account Holder" means the holder(s) of the AAVS Account;

"Application Form" means an application for the Automatic Add Value Service whether this is (i) an *Octopus Automatic Add Value Service Application Form*, (ii) a *Personalised Octopus Application Form* or (iii) any other form containing an application for this service;

"Automatic Add Value Service" means the service whereby we or our Service Providers, on our behalf, will automatically add a certain amount of value (as determined by us from time to time) to the *Octopus* if the value stored in the *Octopus* has reached a certain minimum level as determined by us from time to time;

"Authorised Service Centre" is an entity that we have authorised to service an *Octopus* on our behalf;

"Bank Issued Octopus" means a card or product with *Octopus* function issued by a bank or financial services company authorised by us and subject to the terms and conditions of the cardholder agreement of that issuing bank or financial services company;

“Conditions of Issue” means the Conditions of Issue of *Octopus* published by us as amended from time to time;

“Deposit” means the deposit paid as security for the *Octopus* as described in the Conditions of Issue;

“Financial Institution” means the company that manages the AAVS Account, usually a bank or credit card company;

“Octopus” has the meaning as defined in the Conditions of Issue;

“Octopus Holder” means a user of an *Octopus* who may be an AAVS Account Holder or his/her family and friend(s) who have applied to link their *Octopus* to the AAVS Account;

“Octopus Payment System” means the payment system maintained and operated by us;

“Our Account” means any bank account specified by us to the Financial Institution from time to time;

“Service Providers” means organisations participating in the *Octopus* Payment System whose goods and services may be paid for through the *Octopus*; and

“value” means the electronic value recognised by the *Octopus* Payment System.

5. In the event that the AAVS Account Holder and the *Octopus* Holder are different persons, the AAVS Account Holder and the *Octopus* Holder shall be jointly and severally liable to us under this Agreement, including but without limitation, in respect of all value added to the *Octopus* by the Automatic Add Value Service, unless the *Octopus* Holder is a minor or otherwise does not have full legal capacity.
6. The *Octopus* Holder agrees to be bound by the Conditions of Issue. If there is any conflict between this Agreement and the Conditions of Issue, this Agreement shall prevail.
7. The Chinese translation of this Agreement is provided for reference only. In case of any discrepancy between the English version and the Chinese translation, the English version shall prevail.

Automatic Add Value Service

8. We shall be entitled to charge a fee to the AAVS Account Holder and the *Octopus* Holder for application of the Automatic Add Value Services in respect of their *Octopus*. The fee will be determined and announced by us from time to time.
9. The Automatic Add Value Service is available to any *Octopus* Holder over a minimum age which we will announce from time to time. However, in exceptional cases, we reserve the right to reject any application for the Automatic Add Value Service without giving any reason.
10. The *Octopus* Holder must not transfer his/her *Octopus* to another person once the Automatic Add Value Service has been applied for and has not been cancelled in respect of that *Octopus*.

11. Under normal circumstances, we will make reasonable efforts to ensure that the Automatic Add Value Service is operating, but we cannot guarantee that this will always be the case as it depends on the Financial Institutions' and Service Providers' own systems and operations as well as network, electrical, climatic and other conditions or circumstances which are beyond our control.
12. We reserve the right to cancel or suspend your Automatic Add Value Service without specifying the reasons, but we will take reasonable steps to minimise any inconvenience caused to you.
13. We shall be entitled at our sole discretion to limit the amount of value that may be added to the *Octopus* by the Automatic Add Value Service in any single day or during any period.
14. We shall take reasonable steps to ensure that our records of the transactions relating to the *Octopus* are true and accurate. Our records shall be conclusive evidence of the value added to the *Octopus* by means of the Automatic Add Value Service and of any amounts due from the AAVS Account Holder and the *Octopus* Holder to us except for any manifest error on our part.

Direct Debit

15. For any value added to the *Octopus* by means of the Automatic Add Value Service, the same amount in Hong Kong dollars shall be due from the AAVS Account Holder and the *Octopus* Holder to us immediately.
16. We shall be entitled to instruct the Financial Institution directly or through any financial institution appointed by us to transfer from the AAVS Account to Our Account the amount of money stated by us to be due from the AAVS Account Holder and the *Octopus* Holder to us at any time, and the AAVS Account Holder shall authorise the Financial Institution to comply with such instructions.
17. We shall not be liable for any fees or charges that the Financial Institution may impose on the AAVS Account Holder and the same shall be borne by the AAVS Account Holder.
18. The AAVS Account Holder and the *Octopus* Holder shall ensure that there are always sufficient funds in, or credit facilities available upon, the AAVS Account to enable the Financial Institution to comply with the instructions from us in respect of the AAVS Account.
19. We reserve the right to charge the AAVS Account Holder and the *Octopus* Holder a reasonable fee for providing the Automatic Add Value Service.

Dishonoured Instructions

20. If the Financial Institution fails to comply with our instructions in relation to the AAVS Account because there are insufficient funds in, or credit facilities available upon, the AAVS Account, or for any other reason:
 - (a) the AAVS Account Holder and the *Octopus* Holder shall on demand repay any amount due from the AAVS Account Holder and the *Octopus* Holder to us; and

(b) we shall be entitled to charge the AAVS Account Holder and the *Octopus* Holder a reasonable administration fee and to apply the remaining value in the *Octopus*, if any, in or towards payment of any amount of money due from the AAVS Account Holder and the *Octopus* Holder to us (including the administration fee).

21. If the value in the *Octopus* is insufficient to pay the amount of money due from the AAVS Account Holder and the *Octopus* Holder to us, we shall be entitled to immediately cancel the *Octopus* and the Automatic Add Value Service and forfeit the Deposit, if applicable, without notice to the AAVS Account Holder or the *Octopus* Holder.

Cancellation of the Automatic Add Value Service

22. The AAVS Account Holder and the *Octopus* Holder (other than a holder of a Bank Issued *Octopus* who should refer to Clause 22A below) may apply for the cancellation of the Automatic Add Value Service by contacting us or the Financial Institution. If accepted, we will then instruct the AAVS Account Holder and the *Octopus* Holder to present their *Octopus* to any of the designated Authorised Service Centres for the disabling of the Automatic Add Value Service on the *Octopus*. The cancellation will be effective upon the *Octopus* being disabled at the designated Authorised Service Centre.

22A. If you hold a Bank Issued *Octopus*, subject to the terms of the cardholder agreement between you and the issuing bank or financial services company, you or the issuing bank or financial services company may request for cancellation of your Bank Issued *Octopus*. Once notified by the issuing bank or financial services company, we will cancel the Automatic Add Value Service on the Bank Issued *Octopus*.

23. The AAVS Account Holder and the *Octopus* Holder shall be liable for all amounts due to us through the use of the Automatic Add Value Service on or before the effective cancellation of such Automatic Add Value Service. We shall be entitled, before and/or after the effective cancellation of the Automatic Add Value Service of an *Octopus*, to instruct the Financial Institution directly or through any financial institution appointed by us to transfer from the AAVS Account to Our Account any amount of money due to us as a result of the Automatic Add Value Service transactions carried out before the effective cancellation of such Automatic Add Value Service.

24. We reserve the right to charge the AAVS Account Holder and the *Octopus* Holder a reasonable administration fee for the cancellation of the Automatic Add Value Service.

Indemnity

25. The AAVS Account Holder and the *Octopus* Holder agree to indemnify us against all actions, proceedings, liabilities, claims, loss, damages, and reasonable costs and expenses which may be taken against us or which we may suffer, sustain or incur (as the case may be) howsoever arising out of or in connection with any instructions given by us to the Financial Institution in respect of the AAVS Account unless the same were caused by any manifest error on our part.

Risks and Liabilities

26. If, except for any manifest error on our part, the Financial Institution transfers from the AAVS Account to Our Account an amount greater than the actual amount due from the AAVS Account Holder and the *Octopus* Holder to us, we shall not be liable for any loss or damage arising therefrom. Subject to Clause 41 below, we shall only be liable to refund the excess amount to the AAVS Account Holder.
27. Subject to Clause 26 above, we shall not be liable for any act, conduct, omission or negligence of the Financial Institution or its employees or agents unless the same is done or omitted to be done in accordance with the specific instructions from us.
28. We shall be entitled to take such action as we think fit for the purpose of enforcing or exercising our rights under this Agreement, and the AAVS Account Holder and the *Octopus* Holder shall be liable to indemnify us in full for all reasonable costs and expenses incurred by us in respect of any such actions including all reasonable legal charges and expenses.
29. We shall be entitled to employ any persons or companies for the purpose of enforcing or exercising our rights under this Agreement and, except in the case of debt collection agencies, shall not be liable or responsible for any act, conduct, omission or negligence of such persons or companies or their employees unless the same is done or omitted to be done in accordance with the specific instructions from us.
30. We shall be entitled to assign or otherwise transfer any debts due to us from the AAVS Account Holder and the *Octopus* Holder to any persons or companies ("Assignees"), and provided that we comply with all applicable laws, regulations and codes of practice in respect of such assignment(s) in force at the time of the assignment(s), we shall not be liable for actions taken by such Assignees.

Lost Octopus

31. All users of the Automatic Add Value Service are provided with the lost *Octopus* service. If the *Octopus* Holder loses the *Octopus* or if the *Octopus* has been stolen, he/she shall notify us immediately except where your *Octopus* is a Bank Issued *Octopus*, you should contact the issuing bank or financial services company. We will then cancel and disable the *Octopus* after a specific period of time ("Notification Period") following receipt of the loss report. The Notification Period shall be determined and announced by us from time to time. Once cancellation of the *Octopus* is effected, it cannot be reversed. This lost *Octopus* service will protect the AAVS Account Holder and the *Octopus* Holder from the loss of the remaining value and any value added through the Automatic Add Value Service on the *Octopus* after the expiry of the Notification Period.

32. If the *Octopus* is cancelled pursuant to Clause 31 above, we will refund to the *Octopus* Holder the Deposit, if applicable, and the remaining value, if any, on the *Octopus* as recorded in the *Octopus* payment system. In the event that there is a negative value in your *Octopus*, we shall be entitled to set off such negative value against the Deposit, and debit any remaining negative value from the AAVS Account, at the end of the Notification Period. We may charge the AAVS Account Holder and/or the *Octopus* Holder a reasonable fee, which will be determined and announced by us from time to time, for providing this lost *Octopus* service. The fee will be deducted from the refund of the remaining value on the *Octopus*, if any, or charged to the AAVS Account Holder and/or the *Octopus* Holder, who shall be jointly and severally liable for the payment.

Cancellation of AAVS Account

- 32A. Upon cancellation, termination or expiration of the AAVS Account for any reason, you shall present the affected *Octopus* for disabling the Automatic Add Value Service on that *Octopus* in accordance with our instructions. If you do not do so, we shall cancel and disable all and any *Octopus* (whether or not the *Octopus* belongs to the AAVS Account Holder) linked to the AAVS Account in question. Once cancellation of the *Octopus* is effected, it cannot be re-activated subsequently.

Refund Policy on Cancelled Card

- 32B. Upon cancellation of your *Octopus* under Clauses 12, 21, 22, 22A and/or 32A, we shall be entitled to set off any amount due to us from you and refund any unused remaining value of your cancelled *Octopus* to you.

Personal Information Collection Statement relating to you (this "Notice") in accordance with the Personal Data (Privacy) Ordinance (the "Ordinance")

33. The Ordinance governs the collection, holding, processing and use of your personal data and other information that we may collect from the AAVS Account Holder and/or the *Octopus* Holder from time to time (the "**Data**"). The Data shall include transactional records (meaning the transaction data which we receive from our *Octopus* readers and/or from other channels in respect of the use of *Octopus* by the AAVS Account Holder and/or *Octopus* Holder) to the extent that those transactional records are "personal data" under section 2(1) of the Ordinance. This Data is to enable us to provide the Automatic Add Value Service and other related services to the AAVS Account Holder and/or the *Octopus* Holder. Further information is set out in our Privacy Policy located at: www.octopus.com.hk and this Notice is the basis upon which we collect, hold, process and use the Data.
34. If the AAVS Account Holder and/or the *Octopus* Holder does not provide his/her personal data to us, we may be unable to provide the AAVS Account Holder and/or the *Octopus* Holder with the Automatic Add Value Service.
35. *Purpose:* Each of the AAVS Account Holder and the *Octopus* Holder agrees that his / her Data may be used for the following purposes:-
- (a) processing the application for the Automatic Add Value Service;

- (b) collecting money due from the AAVS Account Holder and/or the *Octopus* Holder, whether from the AAVS Account or otherwise;
 - (c) verifying any information and records relating to the AAVS Account Holder and/or the *Octopus* Holder;
 - (d) management, operation and maintenance of the *Octopus* payment system, including audit and exercising our rights and the rights of the AAVS Account Holder and/or *Octopus* Holder under the Conditions of Issue and this Agreement;
 - (e) designing new or improving existing services provided by us, our subsidiaries and our affiliates (that is, our direct holding company and its subsidiaries);
 - (f) communication by us to the AAVS Account Holder and/or the *Octopus* Holder;
 - (g) investigation of complaints, suspected suspicious transactions and research for service improvement;
 - (h) prevention or detection of crime; and
 - (i) disclosure as required by law, rules, regulations, codes or guidelines.
36. *Transfer*: Data will be kept confidential by us, but each of the AAVS Account Holder and *Octopus* Holder agrees that for the purpose(s) set out in Clause 35 above, we may transfer or disclose such Data to the following parties within the Hong Kong Special Administrative Region (“Hong Kong”) (except that the parties set out in Clauses 36(a) and 36(b) below may be located outside Hong Kong):
- (a) issuers of *Bank Issued Octopus* and Financial Institutions which owe a duty of confidentiality to us and with which the AAVS Account Holder and/or *Octopus* Holder has selected to register;
 - (b) our agents or contractors under a duty of confidentiality to us who provide administrative, telecommunications, computer, payment, data processing or other services in connection with the operation of our business (such as professional advisors, call centre service providers or debt collection agencies (in the event of any money due to us by the AAVS Account Holder and/or the *Octopus* Holder), gift redemption centres or data entry companies);
 - (c) our subsidiaries and/or our affiliates which owe a duty of confidentiality to us; and
 - (d) any law enforcement agencies and/or regulatory bodies for compliance with applicable laws, rules, regulations, codes and/or guidelines and/or any person or entity to whom we, our subsidiaries and/or affiliates are under a binding obligation to make disclosure under the requirements of any law, rule, regulation, code and/or guideline and/or order of any competent court of law, law enforcement agencies and/or regulatory bodies, but such disclosure will only be made under proper authority.
37. *Access*: Each of the AAVS Account Holder and the *Octopus* Holder has the right to:
- (a) check whether we hold Data and to have access to that Data;
 - (b) require us to correct any Data which is inaccurate; and

- (c) ascertain our policies and practices in relation to Data and to be informed of the kind of Data held by us.
38. We reserve the right to charge the AAVS Account Holder and/or *Octopus* Holder a reasonable fee for complying with any request for access to his/her Data.
39. Any Data access request should be made in writing to:
- The Data Protection Officer
Octopus Cards Limited
46/F, Manhattan Place
23 Wang Tai Road
Kowloon Bay
Kowloon
Hong Kong
Email: dpo@octopus.com.hk
40. Nothing in this Notice shall limit the rights of the AAVS Account Holder and/or *Octopus* Holder under the Ordinance.

Deductions by Mistake

41. Each of the AAVS Account Holder and the *Octopus* Holder must ensure that the AAVS Account Holder shall:-
- (a) keep himself/herself promptly informed of all transactions relating to the AAVS Account, which will involve examining each statement issued by the Financial Institution in respect of the AAVS Account or, if the Financial Institution does not issue statements in respect of the AAVS Account, updating and examining the passbook for the AAVS Account regularly, unless he/she has some other effective means of monitoring transactions on such account; and
- (b) notify us within 12 months of the day of any debit from the AAVS Account to Our Account if he/she claims that we were not entitled to debit the relevant amount from the AAVS Account. After such period, neither the AAVS Account Holder nor the *Octopus* Holder shall make any claim that we were not entitled to debit the relevant amount from the AAVS Account unless:-
- (i) we failed to exercise reasonable skill and care in respect of any such debit; or
- (ii) any such debit arose from any manifest error on our part.

Termination

42. This Agreement shall terminate when the Automatic Add Value Service is cancelled in accordance with Clauses 12, 21, 22 or 22A above, but such termination shall not affect the rights and obligations of the parties accrued prior to the termination.

Changes to this Agreement

43. We may amend this Agreement from time to time. We shall notify the AAVS Account Holder and the *Octopus* Holder by giving them written notice of the change(s) or, as we shall at our absolute discretion determine, by publishing a notice of the change(s) in one Chinese and one English language newspaper, at least 30 days before such amendment is to take effect. We shall provide the AAVS Account Holder and the *Octopus* Holder with a copy of the latest version of this Agreement upon request. The latest version of this Agreement will also be available on our website. If the *Octopus* Holder uses the *Octopus* after any amendment to this Agreement shall have taken effect, that amendment shall be deemed to have been accepted by the AAVS Account Holder and the *Octopus* Holder.

Governing Law

44. This *Octopus* Automatic Add Value Agreement shall be governed by the laws of Hong Kong.

Octopus Customer Service Hotline: 2266 2222
Octopus Cards Limited

C) Terms and Conditions for Octopus Rewards Programme

YOUR ATTENTION IS DRAWN TO THE PERSONAL INFORMATION COLLECTION STATEMENT AT CLAUSE 6

1. Terms and Conditions

These Terms and Conditions are effective from 5 May 2011 for all Members.

2. Introduction

- 2.1 These Terms and Conditions are a contract between you, our Member, and us, Octopus Rewards Limited, the operator of a consumer reward and targeted offers programme (which we will refer to as "**Octopus Rewards programme**" or the "**Programme**") operated in association with a number of other organisations (collectively referred to as "Our Partners").
- 2.2 These Terms and Conditions explain our obligations to you and yours to us. While they apply to all our main services, they may be complemented or changed by particular terms and conditions for certain services which you may use or participate in.
- 2.3 There are a few terms in these Terms and Conditions that we should explain:
- a. "Benefits" – Depending on the information provided by you in accordance with Clause 4.1, this may include Reward\$, promotions and other carefully selected offers that you may receive from us;
 - b. "Cardholders" – Any person holding or using an Octopus card or product ("product" means a consumer item incorporating Octopus Cards Limited's technology such as watch, phone cover, keyring etc.) (which we will refer to as *Octopus* below) or any person to whom an *Octopus* is issued and who has registered under the Programme;
 - c. "Conditions of Issue" – The Conditions of Issue of Octopus published by Octopus Cards Limited ("OCL") as amended from time to time, which can be obtained from OCL or downloaded from OCL's website at www.octopus.com.hk ;
 - d. "Hong Kong" – The Hong Kong Special Administrative Region of the People's Republic of China;
 - e. "Member" – Any person who has registered as a member of the Programme by providing information in accordance with Clause 4.1 and activating his/her Membership Octopus;
 - f. "Membership *Octopus*" – This is the *Octopus* you hold that you have registered in the Programme by providing the number of that *Octopus*. Your Membership *Octopus* will be your Membership ID for the Programme;
 - g. "Octopus PC Reader Service" – This is the service where you may activate the Octopus Rewards functions on your Membership *Octopus* and check the balance of the Reward\$ on your Membership *Octopus* through our website at www.octopusrewards.com.hk by using an Octopus PC Reader which is connected to your own personal computer;

- h. "Octopus payment system" – The payment system maintained and operated by OCL;
- i. "Octopus Rewards Activation" – This is the activation of the Octopus Rewards functions on your Membership *Octopus* by visiting one of our Octopus Rewards Stations or our website at www.octopusrewards.com.hk by using Octopus PC Reader Service;
- j. "Octopus Rewards Stations" – These are servicing points that provide services relating to Octopus Rewards Activation, Reward\$ balance enquiries and Reward\$ downloads;
- k. "Our Partners" – They are our business partners including entertainment / recreation facilities providers, retailers (supermarkets, electronic products, pet shops, bakery shops, shopping malls, food and beverages, apparel, financial and telecommunication industries) and others who wish to offer you benefits and targeted offers ("**Our Issuing Partners**") or redemption offers ("**Our Redemption Partners**"), currently as listed on the leaflet attached to this registration form and updated from time to time on our official website at www.octopusrewards.com.hk. Most of Our Partners will offer Reward\$ issuance, some will offer Reward\$ redemption and some will offer both Reward\$ issuance and redemption; and
- l. "Reward Dollars" or "Reward\$" or "R\$" – This is a standard Benefit issued and recognised under the Octopus Rewards programme that you can use for the redemption of certain goods and services with Our Redemption Partners.

3. General Benefits and Offers

- 3.1 We operate the Octopus Rewards programme in conjunction with Our Partners.
- 3.2 The Programme is open to all Cardholders. If you are aged 11 or below and wish to register, you will need your parent or legal guardian to sign on your behalf on your registration form. If you are aged between 12 to 18 years old and wish to register using an *Octopus* which is not a *Bank Issued Octopus*, you will need your parent's or legal guardian's approval before completing the registration form. If you are a holder of a *Bank Issued Octopus*, you should refer to the policies and procedures set out by the issuing bank or financial services company for registering in the Programme.
- 3.3 By registering in the Programme, you will receive Reward\$ from Our Partners and carefully selected offers from us. You may opt out of receiving direct marketing materials from us by notifying us in accordance with Clause 6.6.

4. Registration and Octopus Rewards Activation

- 4.1 To become a Member of the Octopus Rewards programme, you will need to complete a registration form and provide certain personal data and the number of the *Octopus* that you wish to be your membership ID for the Programme.

- 4.2 Following registration, you will normally need to activate your Membership *Octopus* through one of our Octopus Rewards Stations which offers the Octopus Rewards Activation service or our website at www.octopusrewards.com.hk by using Octopus PC Reader Service. An up-to-date list of the locations of the Octopus Rewards Stations is available on our website at www.octopusrewards.com.hk. Until you activate your Membership *Octopus*, you will not be entitled to the Benefits of the Programme.
- 4.3 The information with which you provide us when you register as a Member and when you use your Membership *Octopus* will help us to make carefully selected offers that we believe will be of interest and value to you.
- 4.4 Octopus Rewards Limited has the sole and absolute discretion to reject your registration as a Member. You understand that by being a Member you will not be entitled to the lost *Octopus* service provided by OCL under the Conditions of Issue. You will only be able to recover your Reward\$ if your Membership *Octopus* is provided with the Personalised Octopus service provided by OCL or you are a user of the Automatic Add Value Service.

5. Earn and Redeem Reward\$

- 5.1 The first Benefit Our Partners will reward you with is Reward\$.
- 5.2 Our Partners will reward you with Reward\$ irrespective of how you pay for goods or services (whether by *Octopus*, cash, credit card, debit card or cheque). The issuance of Reward\$ is therefore not limited to purchases made with Octopus (unlike credit card bonus point schemes where you only receive points if you pay with that credit card).
- 5.3 Our Partners will determine which purchases will be entitled to Reward\$ (and at what rate) and which goods and/or services will be eligible for redemption of Reward\$.
- 5.4 Reward\$ can be redeemed for certain goods and services at Our Redemption Partners. The goods and/or services provided for redemption are the sole responsibility of Our Redemption Partners and we have no responsibility whatsoever in respect of those redeemed goods and services.
- 5.5 Reward\$1 is exchangeable for goods or services at Our Redemption Partners' outlets at a rate of Reward\$1, which equals to not less than one Hong Kong dollar's worth of goods or services.
- 5.6 Reward\$ have no monetary value and cannot be exchanged or redeemed in any way for cash or other electronic value (such as value stored on the *Octopus*).
- 5.7 We cannot control each specific exchange in Our Partners' offers of Reward\$ issuance and/or redemption in the Octopus Rewards programme. Our Partners will give you clear information and explanation of the Benefits provided by them.
- 5.8 To earn or redeem Reward\$ at Our Partners' outlets, your Membership *Octopus* must be presented to Our Partners for issuance and redemption of Reward\$. In some cases, e.g. over the Internet, you may need to quote your Membership *Octopus* number to Our Partners.

- 5.9 In the event that your Membership Octopus is not used to earn or redeem Reward\$ for a specified period (currently, 1,000 days), we will, for your own and our protection, deem your Membership Octopus to be no longer in use, and we will deactivate your Membership Octopus.
- 5.10 As the Octopus Rewards programme operates through Our Partners' systems and also relies on communication networks, electricity networks etc. which are beyond our control, we cannot always ensure that the Programme operates at all times. However we will make all reasonable efforts to ensure our system supports Our Partners' operations in connection with the Programme.
- 5.11 Benefits, including Reward\$ issued during one-off promotions (e.g. during a partner's launch) will be governed by the rules of the specific promotion and may expire after the end of that promotion period.
- 5.12 Reward\$ or any benefits are personal to an individual Member and cannot be transferred or assigned to others. You should not transfer your Membership Octopus to another person once it is registered with the Programme.
- 5.13 Your Membership Octopus can store up to a current maximum amount of Reward\$1,000. Any changes to this maximum will be announced on our website, www.octopusrewards.com.hk. Once the maximum amount is reached, no further Reward\$ can be loaded on your Membership Octopus until Reward\$ are redeemed.
- 5.14 The latest Reward\$ balance on your Membership Octopus and any amounts earned/redeemed will be shown on your purchase receipts at Our Partners. Any questions relating to a particular transaction should be referred to the staff of Our Partners at the time of the relevant transaction. We are not able to provide you with Reward\$ related transaction records or history enquiries.

6. Personal Information Collection Statement relating to you (this "Notice") in accordance with the Personal Data (Privacy) Ordinance (the "Ordinance")

- 6.1 The Ordinance governs the collection, holding, processing and use of your personal data and other information that we may collect from time to time (the "Data"). This Data is to enable us to provide our services to you. Further information is set out in our Privacy Policy located at: www.octopusrewards.com.hk. If you do not provide your personal data to us, we may be unable to provide you with some of our services.
- 6.2 *Purpose:* You agree that your Data may be used by us for:
- (a) processing your registration for Membership Octopus;
 - (b) providing you with carefully selected offers, promotions and benefits by us, our subsidiaries, our affiliates (that is, our direct holding company and its subsidiaries), and/or Our Partners. We, our subsidiaries and/or our affiliates may need to carry out internal operational procedures to enable us:
 - (i) to better understand your characteristics and to provide other services better tailored to your needs (such as offering special promotions to you);

- (ii) to assist us in selecting goods and services that are likely to be of interest to you;
- (iii) to establish whether you already have a relationship with Our Partners; and
- (iv) to arrange marketing offers;
- (c) providing you with regular communications from us with details of the Programme and its Benefits;
- (d) the management, operation and maintenance of the Programme, including audit and exercising our and your rights under these Terms and Conditions;
- (e) designing new or improving existing services provided by us, our subsidiaries and/or our affiliates;
- (f) investigation of complaints, suspected suspicious transactions and research for service improvement;
- (g) prevention or detection of crime; and
- (h) disclosure as required by law, rules, regulations, codes or guidelines.

6.3 *Transfer*: Data will be kept confidential by us, but you agree that for the purpose(s) set out in Clause 6.2, we may transfer or disclose such information to the following parties within Hong Kong (except that the parties set out in Clause 6.3(a) below may be located outside Hong Kong):

- (a) our agents or contractors under a duty of confidentiality to us who provide administrative, telecommunications, computer, payment, data processing or other services to us in connection with the operation of our business (such as professional advisors, call centre service providers, gift redemption centres, or data entry companies);
- (b) our subsidiaries and/or our affiliates which owe a duty of confidentiality to us; and
- (c) any law enforcement agencies and/or regulatory bodies for compliance with applicable laws, rules, regulations, codes and/or guidelines and/or any person or entity to whom we, our subsidiaries and/or our affiliates are under a binding obligation to make disclosure under the requirements of any laws, rule, regulation, code and/or guideline and/or order of any competent court of law, law enforcement agencies and/or regulatory bodies, but such disclosure will only be made under proper authority.

6.4 *Access*: You have the right to:

- (a) check whether we hold your Data and to have access to that Data;
- (b) require us to correct any Data which is inaccurate;
- (c) ascertain our policies and practices in relation to the Data and to be informed of the kind of Data held by us; and
- (d) request us not to use your Data for direct marketing purposes as described in 6.2(b) above, in which case we will cease to do so at no cost to you.

6.5 Any Data access request should be made in writing to:

The Data Protection Officer
Octopus Rewards Limited
46/F, Manhattan Place
23 Wang Tai Road
Kowloon Bay
Kowloon
Hong Kong
Email: dpo@octopus.com.hk

We reserve the right to charge you a reasonable fee for complying with any request for access to your Data.

6.6 If you change any of your personal details or your Membership *Octopus*, or if at any time you do not want to receive direct marketing materials from us in the future, you may write to us at the above address or call Octopus Rewards Customer Service Hotline on 3690 1313 or opt out via our website at "Contact Us" at www.octopusrewards.com.hk.

6.7 Nothing in this Notice shall limit your rights under the Ordinance.

7. Malfunction / Loss of Membership *Octopus*

7.1 If your Membership *Octopus* malfunctions due to no fault of yours and you have not damaged or tampered with it in any way, you may recover any Benefits (including Reward\$) by returning your Membership *Octopus* to an OCL's Authorised Service Centre (an up-to-date list of which is available at www.octopus.com.hk) as described in the Conditions of Issue except if your Membership *Octopus* is a *Bank Issued Octopus*, you should contact the issuing bank or financial services company for replacement and transfer of any Benefits.

7.2 If your Membership *Octopus* is provided with Personalised Octopus service or you are a user of the Automatic Add Value Service and your Membership *Octopus* is lost or stolen, in addition to the lost *Octopus* service provided by OCL as described in the Conditions of Issue, you will be able to recover any remaining Reward\$ after the Notification Period as described in the Conditions of Issue by calling Octopus Rewards Customer Service Hotline at 3690 1313. You should also notify Lost *Octopus* Reporting Hotline immediately by calling 2266 2266 if your *Octopus* is lost or stolen except if your Membership *Octopus* is a *Bank Issued Octopus*, you should contact the issuing bank or financial services company.

7.3 In determining the remaining amount of Reward\$ to be transferred to your replacement Membership *Octopus*, the records held by us shall be treated as conclusive evidence of the amount of the remaining Reward\$ except for any manifest error on our part.

7.4 The recovered Reward\$ will only be transferred into the replacement Membership *Octopus* you select. If you do not select a replacement Membership *Octopus* for your own use, your Octopus Rewards programme Membership will be closed and your Reward\$ will be forfeited.

8. Return or Cancellation of your Membership Octopus

If you return (other than due to malfunction as described under Clause 7.1) or cancel your Membership *Octopus*, the Reward\$ as recorded on your Membership *Octopus* will be forfeited and your Octopus Rewards programme Membership will be closed.

9. New Services

We may provide you with new services associated with your Membership *Octopus* from time to time, and these new services will be governed by these Terms and Conditions and the terms and conditions of the respective new services.

10. Miscellaneous

- 10.1 If you breach or we have reasonable ground to believe that you have breached these Terms and Conditions and/or the Conditions of Issue, we may suspend or terminate your Membership *Octopus*, forfeit your Benefits including Reward\$ and seek to recover any damages that your breach may have caused to us, OCL and/or Our Partners.
- 10.2 You must not tamper with your *Octopus* (including, but not limited to, the software and the data recorded on the *Octopus*) in any way. Tampering with the data on *Octopus* may be a criminal offence. We shall not honour transactions and any Benefits, including Reward\$, if your *Octopus* has been tampered with.
- 10.3 We have the right to recover reasonable costs, expenses, losses and damages suffered or incurred by us (including all reasonable legal expenses) as a result of your altering or interfering, or allowing a third party to alter or interfere, with the data on your *Octopus*.
- 10.4 We may make changes to these Terms and Conditions from time to time. A copy of the latest version of these Terms and Conditions will be available on our website at www.octopusrewards.com.hk.
- 10.5 Save and except for the defined terms in these Terms and Conditions, all other terms shall follow the definition in the Conditions of Issue.

11. English Version Prevails

If there is any inconsistency or conflict between the English and Chinese versions, the English version shall prevail.

12. Governing Law

These Terms and Conditions shall be governed by the laws of Hong Kong.