

Transport Department reminds vehicle owners to pay outstanding tolls

The Transport Department (TD) today (June 6) reminded that the HKeToll has been implemented at the Tsing Sha Control Area (TSCA) (Eagle's Nest Tunnel, Sha Tin Heights Tunnel and Tai Wai Tunnel), Shing Mun Tunnels and Lion Rock Tunnel. Vehicle owners who have used these tunnels without paying must pay the toll within 14 business days after passing through the tunnels.

For instance, the latest date for vehicle owners who used Shing Mun Tunnels on the commissioning date of the HKeToll (May 21) to pay the tunnel toll is June 9. The vehicle owner should immediately log on to the HKeToll website (hketoll.gov.hk) or mobile app to check and pay the outstanding toll, either by credit card, by following the instructions to generate a QR code to either pay via the Faster Payment System or at 7-Eleven convenience stores by cash. Payments of outstanding tolls can also be made at the four customer service centres and four service outlets.

Motorists should note that each count of late payment will incur an initial surcharge of \$175. If the vehicle owner does not pay the unpaid toll and the initial surcharge in full by the expiry of 21 calendar days after the date on which a surcharge notice is served, a further surcharge of \$350 will be imposed. The penalty for evading tolls is a fine of \$5,000 (per trip). The TD will also reject applications for licence renewals for the vehicles concerned.

If vehicle owners need assistance, they can browse the HKeToll website, call the 24-hour customer service hotline 3853 7333, or visit the four customer service centres, four service outlets, two car park service counters, and consultation counters located at designated MTR stations and Home Affairs Enquiry Centres in the New Territories District Offices. The locations and service hours of the above-mentioned facilities are shown at the Annex.

As of June 5, more than 760 000 vehicle tags had been issued, accounting for over 94 per cent of licensed vehicles in Hong Kong, of which about 82 per cent of vehicle owners had opened HKeToll accounts. The HKeToll collected tolls of about 200 000 vehicle trips on average per day at the TSCA, Shing Mun Tunnels and Lion Rock Tunnel.

With the progressive implementation of the HKeToll in Government tolled tunnels, the TD once again appeals to vehicle owners to complete the three steps for HKeToll service as soon as possible: (1) install a vehicle tag, (2) open an HKeToll account and (3) set up an automatic payment means, so as to fully enjoy the convenience of the HKeToll.