



## **Bank of Communications Credit Card Octopus Automatic Add Value Service(AAVS) Promotion Program**

Cardholder who successfully applies for Octopus Automatic Add Value Service (AAVS) and makes AAVS transactions during the promotional period can enjoy below benefits:

### **Benefit 1: Application Offer for AAVS**

Cardholder who successfully applies for AAVS via our credit card **at first time** can enjoy **HK\$20 cash rebates or 5,000 bonus points reward**.

### **Benefit 2: Extra Welcome Gift for AAVS Application**

Upon successfully application of AAVS during promotion period, cardholder can entitle an extra fabulous “NICI Cup” (Original Price HK\$59) or “NICI Umbrella” (Original Price HK\$119).

Customer Services Hotline: 22 699 699



## Terms and Conditions for Bank of Communications Credit Card Octopus Automatic Add Value Service Promotion Program

1. Bank of Communications Credit Card Octopus Automatic Add Value Service Promotion Program (“Promotion Program”) is applicable to principal and supplementary cardholders of Bank of Communications Platinum Credit Card, Pacific Credit Card, Go-Goal Credit Card, MI Credit Card and Co-branded Credit Card issued by Bank of Communications Co., Ltd. Hong Kong Branch (“the Bank”), and such other cardholders as may be designated by the Bank from time to time (“Cardholder”).
2. The Promotion Period of the Promotion Program is valid from now to 31 December 2010 (based on application dates of AAVS) and both dates are inclusive (“Promotion Period”).
3. Cardholder can earn HK\$20 cash rebate or 5,000 bonus points **for the first-time** successful application of AAVS via our credit card (based on each Octopus number). Cash rebate or bonus point reward will depend on the reward program of the card type. Cash rebate or bonus point will be credited to the principal credit card account within 4 weeks after Cardholder successfully applies for AAVS.
4. Cardholder can be entitled to 1 unit of “NICI Cup” or “NICI Umbrella” for successful application of AAVS via our credit card (based on each Octopus number) during the Promotion Period and can only be entitled to the gift once for each Octopus number.
5. The gift redemption letter of “NICI Cup” or “NICI Umbrella” will be mailed to principal credit cardholder within 6 weeks after the approval of AAVS application. Principal credit cardholder is required to redeem the gift at the designated merchant outlets. Lost, stolen or damaged gift redemption letter will not be re-issued.
6. If Cardholder cancels his/her AAVS within 6 months upon successful application of AAVS during the Promotion Period, the Bank reserves the right to charge an administrative fee of HK\$100 from the principal cardholder's credit card account without prior notice.
7. Any fraudulent transactions, unauthorized transactions, cancelled and refunded transactions are counted as invalid transactions and will not be eligible for Promotion Program.
8. The eligibility of AAVS transactions will be based on Bank's recorded transaction date.
9. The cash rebate of Promotion Program cannot be withdrawn as cash and are non-transferable. The cash rebate is valid for credit card spending only and invalid for card payment.
10. The Bank reserves the right to charge each Cardholder an administrative fee of HK\$600 if the Cardholder redeems the gift or get the cash rebate/bonus point rewards to which he/she is not entitled, makes duplicate gift redemption, uses ineligible transactions (as determined by the Bank) to redeem his/her gift or get the cash rebate/bonus point rewards, or commits any fraud or abuse in relation to Promotion Program. The fee will be debited from principal card account.
11. The offer of Promotion Program is applicable only to Cardholder who maintains good credit status and whose principal credit card account is valid at the time of gift redemption and crediting cash rebate/bonus point.
12. The gift of Promotion Program is supplied by the merchant. The Bank accepts no liability for any matters relating to any such products and/or services provided by the merchant. Cardholder should contact the related merchants directly if there is any complaint or argument.
13. There is no application fee for first time Applicants for the AAVS. For existing users of the AAVS, there is a non-refundable handling fee of HK\$20 charged by Octopus Cards Limited for transferring the AAVS from one bank to another, or reactivation of the AAVS following suspension. The cost associated with obtaining a Personalized Octopus is HK\$100 which includes HK\$50 deposit, HK\$30 initial stored value and HK\$20 administrative fee for the issue of the Personalized Octopus. Such fee(s) will be charged to the AAVS credit card account by the Bank.
14. The amount for each AAVS reload will be set as HK\$250 or HK\$500. Each Octopus linked with the AAVS can be reloaded automatically once per day at maximum.
15. The application time for AAVS is around 2 to 3 weeks. The Bank and Octopus Cards Limited reserve the right to approve the application or not.
16. The use of AAVS is required to be bounded by the Terms of Application and Octopus Automatic



Add Value Agreement announced by Octopus Cards Limited from time to time.

17. The Bank reserves the right to stop or change Promotion Program without prior notice to Cardholder. In case of any dispute, the decision of the Bank shall be final.
18. In case of discrepancy between the Chinese and English versions of these terms and conditions, the Chinese version shall prevail.

+ Should applicants who opt for auto-reloading HK\$500 per transaction want to switch to another bank that only provides the option of auto-reloading HK\$250 per transaction thereafter, applicants should either change the auto-reloading amount to HK\$250 or cancel the AAVS before switching to another bank. Applicants are required to pay Octopus Cards Limited a non-refundable handling fee.



## BANK OF COMMUNICATIONS CREDIT CARD OCTOPUS AUTOMATIC ADD VALUE SERVICE AND PERSONALISED OCTOPUS APPLICATION FORM

Please read the Introduction and Terms of Application below carefully before filling in this application form. Please return the completed form to the branch or sub-branches of Bank of Communications Co., Ltd. Hong Kong Branch (the "Bank") or by mail to GPO Box 6085 Hong Kong or by fax to 2591 9968 together with HKID card/passport copies of all Applicants in Section B (documents supplied including this application form will not be returned).

### Introduction

1. This application form for the Octopus Automatic Add Value Service and Personalized Octopus shall be used for the application of linking one or more Octopus cards or products (collectively referred to as "Octopus") to the Automatic Add Value Service (the "AAVS"), and for the application of a Personalized Octopus.
2. With the AAVS, a designated amount will be automatically added to your Octopus if the remaining value reaches a zero or negative balance, or when the remaining value plus the maximum negative value is not sufficient to settle the intended payment. The value will in turn be charged automatically against the AAVS Account and listed on the AAVS Account Holder's credit card statement.
3. Each Octopus linked with the AAVS can only be reloaded automatically once per day.

### Terms of Application

#### 1. Definitions of "AAVS Account", "AAVS Account Holder" and "Octopus Holder"

For the purposes of the Octopus Automatic Add Value Agreement ("AAVS Agreement") and this application form:-

"AAVS Account" means the credit card account specified in Section A of this application or such other credit card account notified to us, Octopus Cards Limited by the Bank or the AAVS Account Holder from time to time;

"AAVS Account Holder" means the person specified in Section A of this application form; and

"Octopus Holder" means any one of the persons specified in Section B of this application form.

#### 2. Eligibility

- (a) If you are a Bank of Communications credit card holder aged 18 or above, you may apply for AAVS to be linked to an Octopus belonging to you, up to a maximum of three Octopus. However, each Octopus must be linked to a different financial institution. In addition, you can also apply for AAVS to be linked to an Octopus belonging to your family members, friends or relatives aged over 12 (you and such other persons together are referred to as the "Applicants"), up to a maximum of three Octopus in aggregate.

If an Octopus Holder applies for AAVS with another Octopus, this must be through a different financial institution. Furthermore, each Octopus can be linked to only one AAVS.

- (b) In using this application form, each of the Applicants must either apply for the AAVS with an existing Octopus or to apply for the AAVS and a Personalized Octopus at the same time. All value added to the designated Octopus or Personalized Octopus of the Applicants through the AAVS will be charged to the AAVS Account.

#### 3. Application for AAVS and Personalized Octopus

- (a) If an Applicant has an existing Octopus and does not wish to apply for a Personalized Octopus, the Applicant should fill in the 8- or 9-digit serial number of his/her Octopus in this application form and complete the application form as required. Once this application is approved by us, the Octopus will be registered under the Applicant's name and linked to the AAVS Account, and the Applicant will be notified of such approval. If the AAVS function is not yet activated, the Applicant is required to activate the function at designated locations.
- (b) If any Applicant would like to apply for a Personalized Octopus (other than one with the student status recorded on it), he/she can apply for one by ticking the appropriate box in this application form.
- (c) All Octopus linked with AAVS and Personalized Octopus should not be transferred to or used by a person other than the relevant Octopus Holders.
- (d) For an Applicant who already has a Personalized Octopus with his/her student status recorded on it, the Applicant may use this application form to apply for the AAVS. To apply for a Personalized Octopus with a student status, the Applicant should apply for such Personalized Octopus through



his/her school or the Customer Service Centres of the Service Providers which offer the student status (such as customer service centres of MTR at designated stations).

- (e) We reserve the right to reject any application for AAVS and/or Personalized Octopus at our sole and absolute discretion.

**4. Fee**

- (a) There is no application fee for first-time Applicants for the AAVS. Where an Octopus already has or used to have AAVS linked to it, there is a non-refundable handling fee of HK\$20 charged for transferring the AAVS from one financial institution to another, or reactivation of AAVS following suspension or cancellation. Such fee(s) will be charged to the AAVS Account.
- (b) If you are currently using AAVS on your Octopus and would like to apply for AAVS to be linked to a second or third Octopus whose AAVS function has never been enabled, there will be no fee for such application(s).
- (c) If you are applying for AAVS and a Personalized Octopus, the cost associated with obtaining a Personalized Octopus is HK\$100 which includes a HK\$50 deposit, HK\$30 initial stored value and HK\$20 administrative fee for the issue of the Personalized Octopus. The application cost will be charged to the AAVS Account.
- (d) As the AAVS Account Holder, you agree to pay us all costs and fees associated with the application of AAVS and/or Personalized Octopus by all the Applicants in section B of this application form.

**5. Conditions of Issue of Octopus and Octopus Automatic Add Value Agreement**

The use of an Octopus and the AAVS are subject to the terms of the Conditions of Issue of Octopus (the “Conditions of Issue”) and the AAVS Agreement we publish (as amended from time to time), and these terms of application (“Terms”). If there is any inconsistency between the Conditions of Issue, the AAVS Agreement and these Terms, these Terms shall prevail.

By signing this application form, each of the Applicants agrees to observe and be bound by the Conditions of Issue, the AAVS Agreement and these Terms. Copies of the AAVS Agreement are distributed to the Applicants together with this application form. Copies of the Conditions of Issue can be obtained from us or downloaded from our website at [www.octopuscards.com.hk](http://www.octopuscards.com.hk).

**6. Card Loss**

You agree that if you lose your Octopus linked with AAVS or your Personalized Octopus, you shall report such loss to us immediately by calling the Octopus Lost-card Hotline (2266 2266). You, as the AAVS Account Holder or the relevant Octopus Holder, shall be liable for the aggregate value added to the lost Octopus by the AAVS within 6 hours after the loss report, but such liability shall be limited to the daily maximum automatic add value amount as stipulated by us from time to time.

**7. Return of Personalized Octopus**

You agree that we are entitled to deduct HK\$10.00 (or such other reasonable amount as we may determine from time to time) as the refund handling fee from the deposit when you return your Personalized Octopus to us.

**8. Uncollected Personalized Octopus**

- (a) Following the approval of your application for a Personalized Octopus and AAVS, you will be notified how to collect your Personalized Octopus.
- (b) If you do not collect the Personalized Octopus within six months from the notification, we shall destroy your Personalized Octopus, and forfeit the deposit and any remaining value stored in your Personalized Octopus.

**9. Personal Data**

It is necessary for each of the Applicants to provide his/her personal data to us in connection with obtaining the AAVS and the Personalized Octopus. If any Applicant fails to provide any information required in this application form, we may not be able to make available the AAVS or issue a Personalized Octopus for his/her use.

By signing this application form, each of the Applicants agrees that he/she has read, understood and agreed with the notice relating to the Personal Data (Privacy) Ordinance contained in clauses 33 to 40 of the AAVS Agreement.

**10. English Version Prevails**

In case of any discrepancy between the English and Chinese versions of this Terms of Application, the English version shall prevail.

**Should applicants who opt for auto-reloading HK\$500 per transaction want to switch to another bank that**







### **Octopus Automatic Add Value Agreement**

1. This Agreement is effective from 3 November 2008.

#### **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, key ring 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 Personalized 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; “Authorized Service Centre” is an entity that we have authorized 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 authorized 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 organizations participating in the Octopus Payment System whose goods and services may be paid for through the *Octopus*; and “value” means the electronic value recognized 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 minimize 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 authorize 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 Authorized 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 Authorized 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 at the end of the Notification Period. We may charge 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 payable by the Octopus Holder.

### Personal Data

Notice (this “Notice”) relating to the Personal Data (Privacy) Ordinance (the “Ordinance”)

33. It is necessary for each of the AAVS Account Holder and the Octopus Holder to provide his/her personal data to us from time to time in connection with obtaining or continuing to use the Automatic Add Value Service.
34. If the AAVS Account Holder and/or the Octopus Holder is unable or unwilling to provide such correct data, we may be unable to provide the AAVS Account Holder and/or the Octopus Holder with the Automatic Add Value Service.
35. Each of the AAVS Account Holder and the Octopus Holder agrees that his / her personal data provided to us relating to the application for and the use of the Automatic Add Value Service 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 the Octopus Holder, whether from the



- AAVS Account or otherwise;
- (c) verifying any financial, credit and other information and records relating to the AAVS Account Holder and the Octopus Holder;
  - (d) enforcing and exercising our rights under this Agreement;
  - (e) the normal management, operation and maintenance of the Octopus Payment System, including audit;
  - (f) designing new or improving existing services provided by us, our subsidiaries and our affiliates (that is, any other entity which directly or indirectly controls us, is controlled by us, or is under common control with us) for customers' use;
  - (g) marketing of goods and/or services by us, our subsidiaries, our affiliates or any of our selected business partners. We, our subsidiaries, our affiliates or any of our selected business partners may need to carry out matching procedure (as defined in the Ordinance) to enable us to better understand characteristics of the AAVS Account Holder and/or the Octopus Holder, and to provide other services better tailored to their needs (such as offering special birthday promotions to them), to assist us in selecting goods and services that are likely to be of interest to the AAVS Account Holder and/or the Octopus Holder and to establish whether they already have a relationship with our selected business partners;
  - (h) communication by us to the AAVS Account Holder and/or the Octopus Holder;
  - (i) investigation of complaints, suspected suspicious transactions and research for service improvement;
  - (j) prevention or detection of crime;
  - (k) disclosure as required by law;
  - (l) as a source of information and data for transport and other services in general; and
  - (m) other related purposes.
36. Data held by us relating to the AAVS Account Holder/Octopus Holder is kept confidential by us, but each of the AAVS Account Holder and Octopus Holder agrees that for the purposes set out in Clause 35 above, we may transfer or disclose such information to the following parties (whether within or outside the Hong Kong Special Administrative Region ("Hong Kong")):
- (a) any relevant Service Providers under a duty of confidentiality to us;
  - (b) any agent, contractor or third party service provider (under a duty of confidentiality to us) who provides administrative, telecommunications, computer, payment, data processing or other services in connection with the operation of our business (such as debt collection agencies or credit reference agencies);
  - (c) any other person under a duty of confidentiality to us including our subsidiaries, affiliates or business partners; and
  - (d) any person to whom we, our subsidiaries, affiliates or business partners in (c) above, is under a binding obligation to make disclosure under the requirements of any law, rule and regulation, including those of countries outside of Hong Kong for data transferred to those countries, but such disclosure will only be made under proper authority.
37. Each of the AAVS Account Holder and the Octopus Holder has the right to:
- (a) check whether we hold data about the AAVS Account Holder/Octopus Holder and to have access to that data;
  - (b) require us to correct any data relating to the AAVS Account Holder/Octopus Holder which is inaccurate;
  - (c) ascertain our policies and practices in relation to personal data and to be informed of the kind of personal data held by us; and
  - (d) request us not to use the personal data of the AAVS Account Holder/Octopus Holder for direct marketing purposes, which we will cease to do at no cost to the AAVS Account Holder/Octopus Holder.
38. We reserve the right to charge the AAVS Account Holder/Octopus Holder a reasonable fee for processing any request for access to his/her personal data.
39. Any request for access to data or correction of data or for information regarding our policies and practices and kinds of data held by us should be made in writing addressed to:
- The Data Protection Officer, Octopus Cards Limited, PO Box 38170, Hing Fat Street Post Office, Hong Kong
- If you do not want to receive marketing materials from us in the future, you may write to us at the above address or call Octopus Customer Hotline on 2266 2222.



40. Nothing in this Notice shall limit the rights of the AAVS Account Holder/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 Hotline: 2266 2222

Octopus Cards Limited