



Enhancement of Tap & Go process

HKT (SEHK: 6823) – HONG KONG, August 3, 2021 – We wish to sincerely apologize for the inconvenience that our customers have experienced in using their Consumption Vouchers via our platform due to system issues. We greatly treasure each of our customers and have been using our best endeavours to identify the causes and take remedial actions.

For customers who have experienced erroneous deductions of funds from their Tap & Go accounts in connection with the usage of Consumption Vouchers, we will arrange appropriate refunds to them in no more seven days and inform them once the refund process is completed.

In respect of the system issues we have identified, we are working with Fiserv, our payment processing service provider, to implement appropriate remedial measures. We will continue to proactively monitor this matter and take such further follow-up actions as may be necessary.

Please accept our sincere apologies and, together with Fiserv, we strive to improve our operations for delivering an optimal payment experience on Tap & Go. Our system has resumed normal operation, and we will continue to closely monitor.

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完善拍住賞流程

香港電訊（股份代號：6823）【香港·2021年8月3日】對於客戶透過我們的平台使用消費券時，因為系統問題而遇到不便，我們真誠地致歉。我們非常珍惜每一位客戶，並盡最大努力找出問題源由及採取相應的補救措施。

就客戶透過「拍住賞」賬戶使用消費券時被錯誤扣款，我們將在不多於七天內安排退款，並會在退款程序完成後通知他們。

此外，我們正與我們的支付處理服務供應商 **Fiserv** 緊密合作，就我們所發現的系統問題採取適當的補救措施。我們會繼續主動監察情況，並在有需要時採取進一步的跟進行動。

請接受我們的真誠致歉。我們希望能與 **Fiserv** 一起完善運作流程，務求令「拍住賞」提供更佳的支付體驗。我們的系統現已恢復正常運作，我們亦會繼續密切監察情況。

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