

Part C: Top-up

1. Faster Payment Service (FPS) Instant Bank Transfer

Add mobile / email in FPS

- Tap 'Setting'.
- Select 'FPS Setting – Registration'.
- Select your mobile number and/or email to add in your Tap & Go wallet
- Receive the one-time password via SMS.
- Enter the password and press "Next".
- Your mobile number or(and) email is(are) added to FPS.

Set up electronic direct debit authorisation (eDDA)

- Tap 'Top-up'.
- Select 'FPS'.
- Select your bank and enter your bank account number.
- Verify the details then tap 'Next'.
- You have to complete credit transfer verification or approve the set up via your online banking platform before the designated deadline.
(If you cannot verify before the deadline, the setup of electronic Direct Debit Authorization will be canceled.)
- You will be notified once the set-up is completed.

On demand top-up

- Tap 'Top-up'.
- Select 'Instant Bank Transfer' and 'On-demand Top-up'.
- Enter or select the top-up amount.
- Verify the details then tap 'Confirm' to proceed.
- Enter PIN.
- The amount will be transferred to your Tap & Go account instantly.

Scheduled top-up

- Tap 'Top-up'.
- Select 'Instant Bank Transfer' and 'Scheduled Top-up'.
- Enter or select the top-up amount and frequency.
- Verify the details then tap 'Confirm' to proceed.
- Enter PIN.
- The schedule top-up instruction will be effective on the schedule date.

Auto top-up

- Tap 'Top-up'.
- Select 'Instant Bank Transfer' and 'Auto top-up'.
- Select the threshold amount and the top-up amount.
- Verify the details then tap 'Confirm' to proceed.
- Enter PIN.
- Setting is completed

2. Cash top-up

i. Top-up at 7-Eleven, Circle K or any designated outlets

- Tap 'Top-up'.
- Select 'Cash'.
- Show the QR code to the cashier for scanning.
- Pay cash to the cashier.
- You will receive a sales memo from the cashier. You will also receive a notification when the top-up is completed.

ii. Top-up at an HKT, 1010 or csl outlets

- If you are using Tap & Go SIM, simply tap the phone on the Tap & Go reader.
- If you are using a Tap & Go Card, simply tap the card on a Tap & Go reader.
- Pay cash to the cashier.
- You will receive a notification when the top-up is completed.

iii. Top-up at a HEYCOINS kiosk

- Visit any HEYCOINS kiosk.
- Select 'E-Wallets' and 'Tap & Go'.
- Tap 'Accept' after reading the Terms & Conditions.
- Pour the coins.
- Tap "Confirm" if the amount is correct, or tap 'Cancel transaction' to retrieve the coins.
- Open your Tap & Go wallet.
- Select 'Top-up' and choose 'Cash'
- Present the QR code to the scanner.
- Wait for a "bimp" sound to complete the transaction.
- The amount has been transferred to your Tap & Go account.

iv. Top-up at Hong Kong Monetary Authority Coin Cart

- Visit any Hong Kong Monetary Authority Coin Cart.
- Pass the coins to the staff.
- Staffs pour the coins to the machine for counting and give you a receipt.
- Present the receipt at cashier.
- Open the Tap & Go wallet and tap 'Top-up' and 'Cash'.

- Present the QR code to the scanner.
- Wait for a “bimp” sound to complete the transaction.
- The amount has been transferred to your Tap & Go account.

3. Financial Institution

i. Bank of China (Hong Kong)

- Tap “Top-up”.
- Select “Instant Bank Transfer” and “Bank of China (Hong Kong)”.
- Enter or select the Top-up amount.
- Tap “Next” to divert to Bank of China (Hong Kong) website.
- Enter user name and password.
- Tap “Submit” to process your top-up request.
- Verify the details, then tap “Confirm” to proceed.
- Your wallet will be topped up immediately.
- Your handset will receive notification after topping up.

ii. Dah Sing Bank credit card

Set up

- Tap “Top-up”.
- Select “Instant Bank Transfer” and “Dah Sing Bank (Credit Card)”.
- Enter or select the top-up amount and frequency.
- Enter the credit card number, expiry date and CVC2 code.
- Receive the OTP via SMS.
- Enter the OTP and press “Continue”.
- The process takes around two days and you will receive an SMS to confirm the arrangement.

Top-up

- Tap “Top-up”.
- Select “Instant Bank Transfer” and “Dah Sing Bank (credit card)”.
- Enter the top-up amount.
- Enter PIN.
- Verify the details, then tap “Confirm” to proceed.
- Your wallet will be topped up immediately.
- Your handset will receive notification after topping up.

iii. HSBC

Online Banking

- Visit www.hsbc.com.hk
- Select “Bill Payment & eBill Service”.
- Select “Add New Merchant”.
- Select “Category: Finance Company” > “Merchant: TAP N GO”.
- Enter your Tap & Go account number
- Enter top-up amount.
- The amount will be transferred to your Tap & Go account after two working days.

Phone Banking

- Call HSBC hotline:
HSBC Premier customers (852) 2233 3322
HSBC Advance customers (852) 2748 8333
Other customers (852) 2233 3000
- Select “Bill Payment” > “Banking, finance and insurance companies” > “Tap & Go”.
- Enter your Tap & Go account number.
- Enter top-up amount.
- The amount will be transferred to your Tap & Go account after two working days.

ATM

- Visit any HSBC/Hang Seng Bank ATM.
- Select “Bill Payment”.
- Select “Other companies”>“Tap & Go”.
- Enter your Tap & Go account number.
- Enter top-up amount.
- The amount will be transferred to your Tap & Go account after two working days.

iv. Hang Seng Bank

Personal e-Banking

- A one-time registration is required. Please download the form [here](#).
- Visit www.hangseng.com
- Logon to “Personal e-Banking”.
- Select “Bills and Payment”.
- Select “Other” > “Tap & Go”.
- Enter your Tap & Go account number.
- Enter top-up amount.
- The amount will be transferred to your Tap & Go account after two working days.

Phone Banking

- A one-time registration is required. Please download the form [here](#).
- Call Hang Seng Bank hotline:
 - Prestige Banking (852) 2998 9188
 - Preferred Banking (852) 2822 8228
 - Integrated Account (852) 2912 3456
- Select “Bill Payment” > “99 Others> “#0110 Tap & Go”.
- Enter your Tap & Go account number.
- Enter top-up amount.
- The amount will be transferred to your Tap & Go account after two working days.

ATM

- Visit any Hang Seng Bank / HSBC ATM.
- Select “Bill Payment”.
- Select “Other companies”>“Tap & Go”.
- Enter your Tap & Go account number.
- Enter top-up amount.
- The amount will be transferred to your Tap & Go account after two working days.

v. Top-up via FWD “Online Withdrawal”

FWD has partnered with Tap & Go to provide you with a convenient platform for efficient online withdrawal. Customers holding a Savie or Provie Insurance Plan can now enjoy the service for free. For details, please refer to FWD website.