

Collection and Verification of E-Contact Means

8 November 2024 Frequently Asked Questions

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1. What is E-Contact Means (ECM)?

- All registered vehicle owners, holders of vehicle licence, various types of licence and permit (hereinafter “Applicant”) are required to provide a Hong Kong Mobile Phone Number or an Email Address when they need to apply for or renew a licence and permit, as the ECM. The relevant ECM must be verified via Transport Department (TD)’s online service or designated online platform for verification three months before submission of application by One-time Password (OTP), so that TD could process the application.
- If Applicants have provided both the Hong Kong Mobile Phone Number and Email Address on the application form, Hong Kong Mobile Phone Number will be used as ECM. The TD, Hong Kong Police Force (HKPF), other Government departments, bureaux and Toll Service Provider may issue electronic notification to you through the ECM provided by you, either by SMS or email, as and when necessary, including the matters of tunnel toll submission and Electronic Traffic Enforcement.
- Applicant should provide a frequently used and can be contacted through the contact means as the ECM. If the Applicant uses an agent to assist in the application, they must also comply with the above requirements.
- If Applicants submit licence application through online service, the ECM will be verified in the application process using the OTP instantly. If the Applicants submit the licence applications in paper form, they are required to verify ECM via TD’s designated online platform within three months before the submission of application forms using the OTP.

2. Why TD needs collect and verify ECM?

- To facilitate the implementation of Electronic Traffic Enforcement by the HKPF, with effect from 18 November 2024, TD will collect and verify the ECM from the registered vehicle owner, holders of driving licence, various type of licence and permit. HKPF will use ECM to execute the matters related to traffic ordinance and regulation including but not limited to issuance of Electronic

Fixed Penalty Notice, Electronic Demand Notice and Notice Requiring Identification of Driver.

3. What types of Licensing Application does the requirement of Collection and Verification of ECM apply to?

The requirement of Collection and Verification of ECM apply to the below Licensing Applications:

1. Registration and Licensing of a Vehicle [TD 22]
2. Renewal of Vehicle Licence [TD 558]
3. Change of Personal or Vehicle Particulars [TD 559]
4. Transfer of Ownership of a Vehicle (except Taxi) [TD 25]
5. Transfer of Ownership of a Taxi [TD 25A]
6. Duplicate of Vehicle Registration Document / Vehicle Licence [TD 151]
7. Movement Permit for a Vehicle [TD 298]
8. Movement Permit for a Classic Car [TD 371A]
9. Issue of Trade Licence [TD 24]
10. Duplicate of Movement Permit / Trade Licence [TD 309]
11. International Circulation Permit [TD 54]
12. International Circulation Permit (Mainland vehicles) [TD 54A]
13. International Circulation Permit (Macao vehicles) [TD 54B]
14. Application for Direct Issue of HK Full Driving Licence [TD 63A]
15. Application for New Issue, Renewal & Addition of Full Driving Licence & Driving Instructor's Licence [TD 557]
16. Application for International Driving Permit [TD 51]
17. Application for Learner's Driving Licence (Private Car, Light Goods Vehicle, Motor Cycle & Motor Tricycle) [TD 555]
18. Application for Learner's Driving Licence (Commercial Vehicles) [TD 556]
19. Application for a Duplicate Driving Licence / Driving Instructor's Licence [TD 106]
20. Application for Issue / Extension of Temporary Driving Licence [TD 181]
21. Application for New Issue, Renewal & Addition Probationary Driving Licence [TD 590]

4. Will TD update the system record instantly when the Applicant has completed the ECM verification via the designated online platform?

- No. Please note that verification of ECM does not mean your record in TD has been updated. The verified ECM will only be updated to your records of driving, all vehicle(s) registered under your name, various types of licence and permit (if applicable) after approval of the application concerned to ensure that it is accurately updated.

5. Do Applicant need to verify the ECM for each submission and before the submission of application each time? How TD assist the Applicant for verification?

- The record of verified ECM is valid for three months. It can be used for more than one licensing application within the validity period. If applicants provide and verify different ECMs at different time, upon approval of the Licence and Permit Application, the latest record will replace the old one and apply to your driving licence, all vehicle(s) registered under your name, various types of licence and permit (if applicable), and the original ECM will become invalid.
- Service Ambassadors will be available in the four Licencing Offices under TD to assist the Applicant to verify the ECM.

6. If Applicant possess more than one vehicle, can they provide different ECM for each vehicle?

- No. When Applicant provide or update ECM to TD, the relevant information will be used to update to Applicant's ECM record of driving licences and all registered vehicles under his/her name.

7. If Applicant has provided the ECM during the Vehicle Licence Renewal to TD, and wish to change afterwards?

- If you have a change of ECM, please notify the TD within 72 hours of the change. The channels for provision or change of ECM are as follows:
 - A. Use the GovHK's Change of Address / ECM online service to submit the online application, the ECM will be verified using the OTP during the application process instantly, which is fast and convenient.
 - B. If you use paper form (TD559) to submit application, Applicants should first verify the ECM through the online platform, and then submit the application form to TD.

8. If Applicant cannot provide the verified ECM, will TD process the relevant application?

- No. With effect from 18 November 2024, Applicants are required to provide one Hong Kong Mobile Number or Email Address as the ECM when submitting the above-mentioned 21 types (please see Q3) of licence applications. The relevant ECM must be verified via TD's online service or designated online platform for verification three months before submission of application. The application will not be processed if Applicant could not comply with the above requirement (including the submission via counters, drop-in boxes, by post and online submission).
- If Applicant do not have a Hong Kong Mobile Phone Number or Email Address, TD suggests Applicant can create a free Email Address account to process the relevant licence application.

9. Can Applicant provide more than one ECM to receive the electronic messages through different channels?

- No. Applicant only need to provide one Hong Kong Mobile Phone Number or Email Address as the ECM. If Applicants have provided both the Hong Kong Mobile Phone Number and Email Address on the application form, Hong Kong Mobile Phone Number will be used as ECM, the relevant information will be used for updating our records of your driving licences and/ or all registered vehicles under your name for the ECM record.

10. Do Applicant need to provide proof for ECM for TD's verification?

- The relevant ECM must be verified using OTP. If Applicants submit licence application through online service, the ECM will be verified in the application process using the OTP instantly. If the Applicants submit the licence applications in paper form, they are required to verify ECM through the designated online platform within three months before the submission of application forms.
- TD will not accept proof of other format (including phone bill).

11. If Registered vehicle owners have submitted and verified the ECM to HKeToll, are they exempted from the relevant verification requirement?

- The Hong Kong mobile phone number or email address provided during the creation and management of the HKeToll account at the HKeToll website or mobile app, will only be used for managing your HKeToll account. It will not update your ECM record in the TD. You must verify your ECM using the online service for licence application or designated online platform when submitting your licensing application(s).

12. If the Hong Kong Mobile Phone Number is not Applicant's registered number (eg. registered by a spouse or family member), can it be used to be Applicant's ECM?

- Yes. However, ECM is very important, we encourage the Applicants to provide and verify a most frequently used contact means as the ECM, to ensure electronic messages from HKPF and TD could be received, including the e-Tickets and tunnel toll notification.
- If Applicants provide an incorrect or not frequently used ECM to TD and could not receive HKPF and TD's notification, which may cause delay in settling the e-Traffic Ticket or tunnel toll, they will then need to bear the legal responsibilities, such as a penalty or a surcharge.