Notes for Dial-a-Ride Service Users (Applicable to 4 or less Passengers (Small Group))

香港復康會
The Hong Kong Society for Rehabilitation
復康巴士
Rehabus

1) Overview

a) Rehabus Dial-a-Ride Service (DAR), by adopting the public transport concept, provides point-to-point special transport service for eligible persons with disabilities (PWDs)[Note i] who hold the Hong Kong Identity Cards and have difficulties in using public transport to receive medical treatment, to work, to attend schools/training institutions, and to participate in social, recreational and leisure activities. PWDs who need DAR service should be registered as users [Note ii] first.

b) To ensure effective use of resources and serve more users in need of the government-subsidized Rehabus service, service will be arranged based on the number of passengers (divided into "large group of 5 or more passengers" and "small group of 4 or less passengers") [Note iii], service times and places for bookings with large group, please refer to "Notes for Dial-a-Ride Service Users (applicable to 5 or more Passengers (Large Group))" (FED/LG/01e).

c) A maximum number of 3 carers per PwMI user per DAR trip will take effect for bookings made on or after 18 January 2025 (ratio as 1 PwMI:3 carers). If a user, for any reasonable reasons, has to exceed the set limit on the maximum number of carers per PwMI user ratio, e.g. the trip purpose as special appointments (such as funerals, court, banquets, gathering in Chinese New Year, entering or leaving Hong Kong for travelling, grave-sweeping, etc.), our organization will consider the request case by case.

d) Users must comply with the "Rules for Passengers" which is posted inside the compartments. We reserve the rights to terminate the services to any passenger who is causing disturbance or danger to our driver or other passenger(s), or if the passenger does not pay heed to our driver's warning and keep violating the "Rules for Passengers" without reasonable explanation.

2) Booking procedure for small group (SG)

a) Booking Period: 3 months (i.e. Customers can apply for services for a maximum duration of up to three months from the application date through different application methods. For example, if the application is made on 28 February 2024, the customer can apply for services up to 28 May 2024, or any date before that.)

b) Booking methods: applicants (i.e. registered "organization" or "individual" users or their representatives, please refer to the registration method set out in Note ii) should provide details of the registered users and the service requested by one of the following means for booking:

- Can be accessed anytime through the webpage or mobile application (hereinafter referred to as Web/App) of the "Rehabus・ICOMS" (ICOMS) system. Enter your request and details under "Service Application > Dial-a-ride Service". (Note: Only services beyond 5 days can be added via Web/App, i.e. the earliest service that can be applied for on 1 March 2024 is on 6 March 2024 via Web/App. Customers who wish to "add" a service within 5 days of the service date must call the service hotline during office hours to contact the staff).
- Contact our staff by calling our service hotline at 2824-6500 and select "Dial-a-Ride Service" according to the instructions of our voice response system. Office hours are 09:00 to 13:00 and 14:00 to 16:30 on Monday to Friday, and 09:00 to 12:00 on Saturday (no service on Sunday and public holiday). Calls will be connected to voicemail when the line is busy or after office hours. Users may leave the names, contact

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numbers and messages, we will return calls during office hours [Note v]. Users should pay attention to calls from telephone number 2824-6500 or 3143-8154.

Regardless of the method of service application mentioned above, the user will be informed of the "Service Application No." and "Trip No." The service status is "Pending Confirmation". (Note: In future, customers can follow up the service according to the "date of use" and "trip number".)

c) Notes to Applicants

- The latest development and functions of ICOMS, as well as instructions and notes on its use (e.g. "Guidelines on different examples and input fields for Call Service Application", etc.) are available on ICOMS webpage.
- The ICOMS system will categorize service request into "Large Group" or "Small Group" according to the number of users, and will also send system messages or emails to notify users for the details of the booking. In future, users can also login to the ICOMS account to enquire or change the booking.
- For reservations with two or more pick-up/drop-off locations (referred to as "multiple stations"), if the customer has not provided the precise itinerary at the time of application, they can select "To be determined" in the "Details of Multiple Stations" field. Additionally, to facilitate service scheduling, we recommend that customers enter and submit their "itinerary" at least one month prior to the vehicle usage date. Even if the customer is unable to provide an exact itinerary, they should still provide a preliminary draft, especially ensuring the accuracy of the starting and ending locations.
- The system will send a "Submit Itinerary Notification" to the user, based on their default notification preference, ten days before the vehicle usage date (D-10). The notification will remind the user to enter and submit their accurate "itinerary" through the website or mobile application, no later than seven calendar days before the vehicle usage date. The user must input all the details of the pick-up/drop-off locations directly into the system, allowing it to calculate the travel time, distance, and fare, replacing the previous method of submitting a "paper version itinerary" via fax or email. If the user has not entered and submitted the "itinerary" within seven calendar days before the vehicle usage date (D-7), it will affect the scheduling process, including fare quotation and estimated travel time. It may also result in the inability to successfully arrange the requested on-demand vehicle reservation, and the status of the application will be marked as "pending".
- If a user wishes to modify their itinerary, such as the travel time or location, it is recommended to make the changes at least five days before the vehicle usage date through the "Service Booking Inquiry" page on the website or mobile application. They can select the specific itinerary and enter the updated details. The status of the service application will be marked as "pending" during the modification process.
- If there is a need to make changes to a service reservation that has already been "successfully arranged" and the vehicle usage date is within five days, the customer must promptly send the modified information via fax or email, clearly indicating the "vehicle usage date" and "customer name" in the subject line. The request will be processed by the staff. After the modification, if it involves "recalculating the fare," which is indicated by the system displaying the "fare quotation layout" of the reservation, the status of the service application will be changed to "pending." If the availability of resources permits, our staff will make further service arrangements.
- Customers who successfully submit an "itinerary" can save it as an "itinerary template" for future use. This allows them to select and reuse the template when applying for services in the future or make edits and save it as a new itinerary if the upcoming itinerary is similar to a previously saved template.

d) Notification of result of service arrangement:

- Upon receipt of service application from the customer, we will notify the customer whether the service application is successfully arranged within seven calendar days (D-7) according to the customer's pre-set notification method (via (i) ICOMS (Web) / Mobile (App) or (ii) Interactive Voice Response System (IVRS-TTS). We will notify the customer that the reservation request has been "successfully arranged" and no response is required from the customer.
- If a user, whose reservation has been "successfully arranged," disagrees with the vehicle arrangement, they can make changes to the travel details by selecting the "Modify" button on the website (Web)/mobile

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application (App) at least five calendar days before the vehicle usage date (D-5). Alternatively, they can contact the service hotline during office hours to speak with a staff member. In either case, the status of their application will be changed to "pending."

- If a customer has not received the system's "successful arrangement notification" within seven calendar days before the scheduled vehicle usage date (D-7), it means that the service request has not been assigned a vehicle yet. We kindly ask the customer to be patient and wait for further updates. If by four calendar days before the vehicle usage date (D-4), we are still unable to arrange the vehicle, the customer will receive an SMS notification stating "Service Not Yet Assigned" to allow them to make alternative transportation arrangements in advance.
- If a customer's service request is successfully assigned a vehicle within four days before the scheduled vehicle usage date, our staff will contact the customer via phone to confirm the successful application and provide them with the vehicle details and fare information.
- For all on-demand service requests that were not able to be assigned a vehicle, the status of the application will remain as "pending." On the day following the vehicle usage date (D+1), the system will update the status to "unsuccessful arrangement."

e) Obtaining vehicle information (i.e., driver's name, contact phone number and license plate number): To facilitate direct communication between users and assigned drivers on the day of vehicle usage, if the reservation request of the user is successfully assigned for the vehicle, we will send a "Vehicle Information Notification" four calendar days before the vehicle usage date (D-4) at around 4:00 PM, based on the user's preferred notification method in the system. If there are any changes related to the driver or vehicle information, the user will receive a system notification titled "Notification of Driver and Vehicle Information Change" at about 4:00 PM one day before the date of use (D-1).
If we successfully assign a vehicle within four days before the requested date of use, our staff will contact the customer by phone to confirm the successful application and provide them with the vehicle information. Additionally, if there are any unforeseen circumstances on the date of use that require a change on the vehicle or driver, our staff will notify the customer via phone.

f) Change of booking: to minimize the impact on scheduling and the chances of other users enjoying the service, users should avoid making changes on booking after scheduling. For any subsequent changes of booking information (irrespective of bookings as “successfully arranged” or “pending”) due to particular reasons, users should inform us as soon as possible. The status of the bookings may change from “successfully arranged” to “pending” due to the change of booking information (such as trip time or number/location of boarding/alighting point) and refer to “Dial-a-Ride Service Surcharges and Waiving Mechanism” (FED/10e), surcharges may be levied.

- For “Successfully Arranged” / “Pending” service applications, customers can update the trip content via the Web / Mobile App not less than 5 days prior to the date of booking, The earliest service that can be edited is for the vehicle usage date of March 6, 2024. (Note: the service status will be changed to “Pending Confirmation” for any changes involving the time, location or fare of the trip). Customers may also contact our staff at 2824 6500.
- If there are any changes needed for a "pending" service request that involves on-demand service reservations within five days, customers must contact the service hotline during office hours to have the changes processed by the staff. After the changes are made, the status of the application will still remain as "pending."
- If there are any changes required for a "successfully arranged" service request that involve on-demand service reservations within five days, customers must contact the service hotline during office hours to communicate with staff and have the changes processed. After the changes are made, if there is any need for "fare recalculation" indicated by the system displaying the "fare quotation page" for the reservation, the status of the service request will be changed to "pending."
- If the itinerary is rearranged, the system will send another "Service Arrangement Notification" to the customer. The customer does not need to respond, and the status of their application will be changed to "successfully arranged." However, it is still important for the customer to carefully check the assigned vehicle's availability for the specified time.

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g) Cancellation of booking: regardless of the reasons for cancellation, users should make request to cancel the service booking through ICOMS. Please note the cancellation of booking may involve surcharges.

- Notification of cancellation before the service date: users can cancel the service via ICOMS (Web) / Mobile App (App) / Interactive Voice Response System (IVRS), or call the #service hotline at 2824 6500 to contact our staff.

  #If you would like to contact the service hotline, please dial 2824 6500. Follow the language selection prompt and choose "1" for Cantonese. If there are any special messages, please provide them. Then, select "2" for applying, changing, or canceling services, or updating account information. If you are a registered user, enter your 9-digit account number and press "#" to proceed. After the system checks and verifies your information, you can continue with the following menu options. Select "1" to apply for a service, select "2" to change a service, or select "3" to cancel a vehicle reservation or exit the service.
- If a cancellation involves the "Cancellation Fee for On-Demand Service" and "Cancellation Fee for Advanced Reservation" within the ""“Dial-a-Ride Service Surcharges and Waiving Mechanism”" (FED/10e), the additional fees will be charged to the customer by our organization.

3) Terms of SG arrangement

A certain number of vehicles will be reserved for shared-use arrangement in order to increase the successful rate of SG users' service requested during peak hours. Two or more SG bookings with similar trip times and route will be arranged as shared-use service based on the following principles:

a) Priority will be given to bookings for medical treatment [Note: the existing principle of honest reporting by users will continue to be followed. We would only require the users concerned to provide proofs for suspected cases if necessary];

b) With effect from the date of use on 1 December 2026, the travel time of short-haul trips will be arranged below:

- Short-haul trips* (with a travel time of 30 minutes or less), the travel time of the shared-use trips will not be more than 60 minutes.
- Short-to-medium-haul trips* (with a travel time of 31 minutes to 60 minutes or less), the travel time of the shared-use trips will not be more than 90 minutes.

c) For long trips (with a travel time of more than 60 minutes), the travel time of the trips will not be more than 120 minutes;

d) Under the shared-use arrangement, the arrival time of the outward trip will not be later than the latest alighting time requested by users (e.g. user will not be late for school or miss the medical appointment) and the pick-up time of the return trip will not be earlier than the earliest boarding time requested by users (e.g. users will not have to leave the class early or leave before the completion of medical treatment).

e) Other rules for service arrangement

- If the priority cannot be determined based on the purpose of trip provided, service will be arranged on a first-come-first-served basis according to the date of booking.
- Service will be arranged for SG bookings which are unable to be arranged as shared-use service if there are available resources (e.g. vehicles available after providing the scheduled route service).

f) Handling of special case:

- If the locations of both the origin and destination of a booking are within 200 meters (one-half of the inner lane of a 400-meter standard running track) of a hospital feeder bus stop, the users should use the hospital feeder service. However, if users have difficulties in using the hospital feeder service due to the lack of barrier-free access and facilities on the way from and to the feeder bus stops, they may submit written requests to us for our consideration.
- If it is unsuitable or impossible for a user to accept shared-use arrangement due to special reasons (e.g.

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illness of the user or safety problems of the user and other passengers caused by the health, hygienic or mental conditions of the user), the user must submit a written request signed by an authorized professional (including registered doctor, registered nurse, registered physiotherapist, registered occupational therapist, principal or registered social worker), and the user's condition and the reasons for using DAR service to the medical unit must be stated in the written request for our consideration.

4) Fares and surcharges for SG

Since Rehabus service is subsidized by the government, users should cherish public resources, plan carefully before booking, use services on time and settle service charges within the time frame. Users should also read through the Annex: Procedure for Handling Dial-a-Ride Service Charges (including Fares and Surcharges) and "Dial-a-Ride Service Surcharges and Waiving Mechanism" (FED/10e).

a) Users who have been arranged shared-use service can enjoy a 30% discount of the Standard Fare (please refer to paragraph 4c below for details).

b) Users will be notified of the Shared-use Fare together with the trip information after scheduling. Our driver will collect the Shared-use Fare as quoted by our staff from the user on the service day. However, for users who have been arranged shared-use service initially but use DAR service alone eventually for certain reason, fares should be paid according to paragraph 4d below.

c) Calculation of Shared-use Fare: The system has based on the itinerary provided by the customer, the kilometers traveled according to Google Map and the estimated time (This includes the system's estimated vehicle speed based on the ride time and road conditions, boarding and alighting time to the time when the driver assists passengers to board and alight passengers after arrival at the destination) to calculate the required time and provide an initial quotation for each on-demand vehicle reservation, different pricing may apply for the same trip when the ride time is different. After calculating the fare, a 30% discount is applied to the total amount and the customer shall pay the net amount.:

No. of Passengers	1 ~ 4
Hourly Charge (minimum 30 minutes) (HK$):	$12
After 30 minutes, charge for every 3 minutes or part thereof (HK$):	$1.2
Charge for every kilometer or part thereof (HK$):	$1.2
Service charge per booking (HK$):	$5

Plus parking charge and tunnel charge (if applicable, please refer to "Dial-a-Ride Service Passengers Toll Rates of Tunnels & Bridges" (FED/04) for details).

Example: The travel time for "small group" carpool users traveling alone is 52 minutes, covering a distance of 43 kilometers, and there is no parking and tunnel toll.
Therefore, the fare quoted is HK$: $12 x 1 (first 30 minutes) + $1.2 x 8 (22 minutes ÷ 3 = 7.33) + $1.2 x 43 (kilometers) + $5 (service charge) = $12 + $9.6 + $51.6 + $5 = $78.2, rounded to the nearest $78. The fare is $78 with 30% discount, final fare is $54 in whole.

d) Fare for SG (non-shared-use arrangement)

- For SG users who need not share the vehicle with others for whatever reason (e.g. use the vehicle alone due to the route, trip time, or the absence of other shared-use users on the service day), fares will be calculated according to the existing calculation method, i.e. fares are being charged on the number of passengers (1~4), travel time (minimum 30 minutes) and kilometers shown on the meter installed in each vehicle, plus a service charge of HK$5 per booking. No concession will be given to these users.

Attention: In the event that the user has boarded at the first pick-up point of a shared-use trip, but any users who should board at subsequent pick-up points have cancelled services while the driver is on the way to pick up them, or such users even cancel the services at the scheduled boarding points (i.e. Cancellation on the Spot), as the route was scheduled according to the shared-use arrangement (i.e. a shared-use route), Shared-use Fare is still applicable even if such user rides the vehicle alone.

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e) Should any special incident happen during a journey, we will try our best to arrange for other vehicle to pick up and transport the affected passengers. If the vehicle involved is providing shared-use DAR service for SG, the Shared-use Fare is still applicable; If the vehicle involved is not providing shared-use DAR service for SG, please refer to "Handling of Dial-a-Ride Service Fares Involving Special Incidents" (FED/12e). No fares will be charged if we fail to transport passengers to destinations due to incidents.

f) Surcharges and the waiver: please refer to "Dial-a-Ride Service Surcharges and Waiving Mechanism" (FED/10e) for details.

- To urge users to book our service prudently so as to avoid wasting the resources and affecting services to those in need, the three types of existing surcharges are still in use, which are Cancellation Charge, Charge for not providing/changing schedule and Forward Booking Cancellation Charge respectively.
- If users are eligible to apply for a waiver, applicants should submit a written application for waiving of surcharges together with the supporting documents required by the end of the month in which the payment notice is issued. Users may use "Application Form for Waiving of Dial-a-Ride Service Surcharge" (FED/07e). Late submission will not be considered.

5) Other notes for attention

a) For registered individual DAR service users who are recipients of Comprehensive Social Security Assistance, may apply for half-fare concession when applying for the service. The half-fare concession will be deducted from the initial quotation and the actual total fare, and customers are not required to pay the full amount before applying for a refund. Eligible customers must submit the application at least 5 days prior to the date of service booking to enjoy the half-fare concession, after which the application will not be accepted/processed by the system. Please refer to "Half Fare Concessionary Application Notice" (FEC/01e) for an application form with notes for application.

b) This notice and the booking application form are subject to change without prior notice. Please refer to the Rehabus website for the latest announcement.

6) Contact us

For enquiries, please contact our staff by visit our website at http://www.rehabsociety.org.hk (select [Our Services] [Transport & Travel] [Rehabus Service]).

- REHABUS · ICOMS (ICOMS)

Web：https://icoms.hksr.org.hk	Mobile Application (App)
	- Android version in Google Play Store - iOS version in App Store

ICOMS Web: https://www.rehabsociety.org.hk/transport/rehabus/rehabus-icoms-page/

- Service Hotline: 2824-6500
- E-mail Address: rbroutes@rehabsociety.org.hk (Users should not apply for or cancel the service here. The service will not be entertained.)
- Postal Address: Room 2, G/F, HKSR Lam Tin Complex, 7 Rehab Path, Lam Tin, Kowloon
  Note: Underpaid mail items are subject to surcharge by Hongkong Post. We will not accept underpaid mail items, which will be handled by the Hongkong Post. For proper delivery of your mail items to us, and to avoid unnecessary delivery delay (e.g. return to the sender), please ensure your mail items bear sufficient postage before posting.

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i. "Eligible PWD holding Hong Kong Identity Card" refers to:
   - any PWD who holds a Hong Kong Identity Card issued under the Registration of Persons Ordinance (Chapter 177), except those who obtained their Hong Kong Identity Card by virtue of a previous permission to land or remain in Hong Kong granted to them and for whom such permission has expired or ceased to be valid;
   - any child with disabilities who is a Hong Kong resident and under 11 years of age;
   - any PWD who holds Certificate of Exemption (http://www.immd.gov.hk/eng/services/hkid/appforcert.html).

ii. Registration procedure for DAR service:
   - Individual User: Eligible persons must successfully register as Rehabus customers before applying for the dial-a-ride service. Whether on the ICOMS Web, Mobile App or Application Form (Individual Customer Registration Form (FEG01)), the application will be processed within three working days upon receipt of all the required documents. The approval result will be sent by email to the registered email address or through phone by our customer service representative. Successful registration will be notified with "Customer Account Number" and a one-time login password for logging into ICOMS.
   - Organization User: Registered organizations in Hong Kong providing services to the mobility-handicapped can only apply for the dial-a-ride service if they have successfully registered as Rehabus customers. Organizations must apply for registration on the ICOMS Web or Mobile App of and the application will be processed within three working days. The approval result will be sent to the registered email address by email. Successful registration will be given a "Customer Account Number" and a one-time login password for logging into ICOMS.

iii. Mechanism for follow up with users of which the actual number of passengers not meeting the number of passengers when making the booking (i.e. SG users falsely claim themselves to be LG users):
   - If a user overstates the number of passengers for the first time within a specified one-year period^, a warning will be issued;
   - If the user commits the act for the second time within the specified one-year period^, except for the bookings for medical treatment, all other bookings (including bookings which are "accepted" or "to be confirmed" or any subsequent bookings) will be given lowest priority in service arrangement within the specified period.

     ^ A one-year period starting from the 1st day of the month after the month in which the first occurrence takes place. For example, the user's actual number of passengers not meeting the number of passengers when making the booking for the first time concerning the service on 23 February 2018. The one-year period will be from the first day of the next month till the end of the following 12 months, i.e. if the second occurrence takes place during a one-year period between 1 April 2024 and 31 March 2025, except for the bookings for medical treatment, all other DAR bookings for trips required on or before 31 March 2025 (including registered bookings or subsequent bookings) will be given lowest priority in service arrangement.

iv. According to the new requirement, organizations are required to handle the call services on their own through the ICOMS Web or Mobile App, including "Add", "Edit (Change)", "Enter itinerary [if any]" and "Cancel". It is the long-term hope that the Customer Service Hotline, apart from answering enquiries on Rehabus service, can focus on providing assistance to customers who cannot use the webpage or mobile phone. Thank you for your cooperation!

v. Our staff will contact users by phone during office hours according to the workflow. Please pay attention to the caller ID of 2824-6500 or 3143-8154 by Rehabus. Our staff will only contact the users for pick-up service arrangement or follow-up service charges, and no payment will be involved. Before verifying the identity of the caller. Users are reminded not to disclose any personal information without verifying the identity of the caller to avoid loss.

vi. Service Application Number" and "Trip Number" of the dial-a-ride service: The system will generate the "Service Application Number" according to the "Date of Use". The first 6 digits of DA are the date of use, followed by the last 4 digits of the application serial number (for round-trip booking, even the serial number is the same)". If you are applying for "this" service for multiple days with the same date of use, you will see the same number in the ICOMS itinerary column. If the service is applied for more than one day on the same date, the same input method is used in the ICOMS itinerary field, the system will generate different "Service Application Number" according to the different "Usage Date". The first 6 digits of the "Service Application Number" is the Usage Date, and the next 4 digits are the Application Serial Number". Therefore, if a customer applies for the same service on different dates, the first 6 digits of the "Service Application Number" DA will be the same, but the next 4 digits will be the different serial number. The first 6 digits of "Service Request Number" DA are the same, only the next 4 digits are different. The first 10 digits of the "Service Application Number" DA are the same, but the next 2 digits of the serial number are different to represent the trip number.

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Annex: Procedure for Handling Dial-a-Ride Service Charges (Including Fares and Surcharges)

Individual User:

a) Fares: Payment shall be made immediately by cash or by Octopus after receiving the service. On customer's request, our drivers will issue a receipt at once.

b) Surcharges: If the service involves surcharges, users will receive a payment notice for surcharges in the middle of the month following the service month. User should settle the payment before due date*

Organization User:

a) Fares: Payment can be made immediately by cash or by Octopus after receiving the service. On customer's request, our drivers will issue a receipt at once. For users who have applied for a monthly credit account, Organization user will receive a monthly invoice for the services of the whole month in the middle of the month following the service month. After receiving the invoice, user should settle the payment before the due date*.

b) Surcharges: If the service involves surcharges, user will receive a payment notice for surcharges (together with the monthly invoice) in the mid-month following the service month. User should settle the payment before due date*.

*** Work Flow of Handling Payment on Monthly Term and Surcharges:**

Deadline	Parties	Action
On or before mid-month following the service month	Finance Department	Send out (i) invoice and (ii) payment notice for surcharges to users. Any user who fails to pay the charges by the due date will have to pay a 10% overdue charge. (Postmark date on the envelope will be regarded as date of receipt).
Before the due date in the second month following the service month	Users[#]	• Payment by cash will be accepted at our office. • Post (i) a cheque together with (ii) the bottom part of the invoice or the payment notice for surcharges to the Finance Department at Rehabus. • Deposit the fare into our HSBC bank account.
	Finance Department	• Official receipt will be issued to user immediately after the cash payment is made. • For users who post a cheque for payment or send the deposit slip through the email, official receipt will be posted to those users after confirmation with the bank record.
On or before the third month following the service month	Finance Department	Users who fail to make payment will receive a reminder requesting for payment of fares, 10% overdue charge and surcharges concerned (if applicable), otherwise, all Rehabus services (including DAR, Scheduled Route and Pooled Dial-a-Ride services) to those users will be suspended starting from the 1st day of the following month.
By the end of the third month following the service month	Finance Department	Users who fail to make payment will receive Service Suspension Notices which notifying them of the suspension of all Rehabus services from the 1st day of the following month. The monthly credit accounts of such organization users will also be cancelled.
	Users	For users who settle the payment after suspension of services, once the Rehabus receives the payment and it has been processed, you can resume using the (ICOMS) system after the 10 working day.

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Important Notes:

a) Payment methods:

- By cash;
- By cheque (payable to "The Hong Kong Society for Rehabilitation"), mail to Account Department: Rm 2, G/F., Lam Tin Complex, 7 Rehab Path, Lam Tin, Kowloon;
- By direct bank deposit into our HSBC bank account: 652-555798-838. After making the deposit, please obtain the deposit slip and clearly state the invoice and file number and email to rbaccount@rehabsociety.org.hk.

b) Retain payment record: users should retain their own payment records and proofs of payment (e.g. cheque numbers and copies), as well as the receipts issued by us. Users may be required to provide payment record for confirmation of payment.

c) In the event that the invoice or payment notice for surcharges are not received before the 20th day of the second month after the month of using the service, or the receipt is not received within 1 month after payment, please contact our Finance Department by calling 2824-6500 or by sending email to rbaccount@rehabsociety.org.hk.

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