

THE UNIVERSITY OF HONG KONG

Online Application for a Replacement of Student Registration Card

If your Student Registration Card has been lost or is damaged, you should apply for a replacement of Student Registration Card via HKU Portal (<https://hkuportal.hku.hk/>) > SIS Menu > Self Services > Report Lost/ Damaged Card. A **replacement fee of HK\$150** will be charged for the application.

Please read the instructions carefully online before submitting the application. **Once you have submitted the application and paid the fee, the application cannot be cancelled and no refund can be made under any circumstances.**

Payment Method

Please choose ONE of the methods below and follow the steps carefully:

Option 1: Credit Card

Please follow the steps in the online application system to pay the replacement fee with your credit card.

Option 2: Through Automatic Teller Machine (ATM) or online banking*

ATM cardholder may make the payment through the following types of ATM:

- a. JETCO ATM with 'JET Payment Service' logo; or
- b. HSBC / Hang Seng Bank ATM with 'Bill Payment Service' logo

Please follow the steps:

- Select 'Bill payment', 'Education', then 'The University of Hong Kong'.
- Enter the 'bill type' – '06' Other Fees.
- Enter the 14-digit 'bill account no.' composed of your University No. and a suffix of '4006' (e.g. 30300000004006).
- Key in the payment amount (HK\$150).
- Print out the ATM transaction advice / acknowledgement of successful online transaction.

Option 3: Cash payment through Bank of East Asia (BEA) bank counter*

If you cannot make the payment via ATMs or online banking, you may pay cash through BEA bank counter to HKU bank account no. '015-514-40-59222-6'. Please remind the bank teller to input a 14-digit payment reference composed of your University No. and a suffix of '4006' (e.g. 30300000004006), and correctly print on the BEA pay-in slip.

- * If you paid the replacement fee with option 2 or 3, scan the ATM transaction advice / acknowledgement of successful online transaction / BEA pay-in slip and upload the file as proof of payment as instructed in the online application system. The file should be in PDF or JPG format with maximum file size of 5MB, and should be in clear resolution. Incomplete or unclear details may delay the processing time of the application.

The processing time will normally take 5 working days. An email notification will be sent to your HKU email account to inform you of the collection when your replacement card is ready.