

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

HK\$150 replacement fee will be charged for lost or damaged card.

Once you have paid the replacement fee and submitted the application, no refund can be made under any circumstances.

Payment Method

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

Option 1: Credit Card (*It must be your own credit card*)

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

Option 2: Through ATM or Cash payment through the bank counter and upload a clear copy of the receipt as proof of payment:

a) Through Automatic Teller Machine (ATM)

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

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

Select 'Bill payment', 'Education', then 'The University of Hong Kong'.

Enter the 'bill type' - '06' Other Fees.

Enter the 'bill account no.' [i.e. your University No. with a suffix of '4006' (14 digits)].

Key in the payment amount.

Print out the ATM transaction advice.

Scan or take a photo of the transaction advice so that it is ready for upload. The file should be PDF or JPG format with clear resolution. Please follow the steps in the online application system when you are ready to upload the ATM advice and proceed with the application.

b) Cash payment through Bank of East Asia (BEA) bank counter

If you cannot make the payment via ATMs, you may pay cash through Bank of East Asia (BEA) counter to HKU bank account no. '015-514-40-59222-6'.

Please remind the bank teller to input a 14-digits payment reference, i.e. your University No. with a suffix of '4006', and correctly print on the BEA pay-in slip.

Scan or take a photo of the pay-in slip/ receipt so that it is ready for upload. The file should be PDF or JPG format with clear resolution. Please follow the steps in the online application system when you are ready to upload the pay-in slip/ receipt and proceed with the application.

Please read the instructions carefully online and once you have submitted the application, the fees paid will not be refunded. An acknowledgement email will be sent to your HKU email account after you have submitted 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 date and venue.