



## PRESS RELEASE

### **HK Electric Partners with AlipayHK to Offer a Convenient, Secure and Swift e-Wallet Payment Service for Customers**

***HK Electric customers who successfully register AlipayHK and settle electricity bills with AlipayHK during the promotion period are entitled to enjoy privilege welcome offer of HK\$ 50 coupons***

Hong Kong – 8 January, 2018 – HK Electric has joined hands with AlipayHK (offered by the joint venture between CK Hutchison and Ant Financial) to introduce to customers an innovative payment option - e-wallet - a brand new way for enhanced customer experience. HK Electric is also the first public utility in Hong Kong to offer customers with a secure, convenient and swift payment service via AlipayHK.

Customers of HK Electric who download AlipayHK App and successfully register AlipayHK during the promotion period between 8 January and 31 March 2018 will receive a welcome offer of HK\$50 in the form of five HK\$10 coupons where one coupon will be deducted automatically for each electricity bill payment. To help customers better manage their bills, AlipayHK will generate a monthly payment reminder for HK Electric customers who successfully register with AlipayHK. Simply by clicking the reminder will direct customers to view the bill balance on HK Electric website, giving them the convenience to make prompt payment.

**Raymond Choi, General Manager (Customer Services) of HK Electric**, said: “As a major public utility in Hong Kong, HK Electric’s core value is the pursuit of excellence. We strive to provide excellent services that exceed customers’ expectations, offering diversified channels for customers to manage their accounts and arrange bill payments. Through the partnership with AlipayHK, our customers could experience the convenience and security of an efficient e-wallet payment service.”

**Jennifer Tan, CEO of the joint venture between CK Hutchison and Ant Financial that offers AlipayHK**, said: “Since the launch in May 2017, AlipayHK has been actively increasing the local penetration by covering a wide range of services, including big retail chains, drugstores, restaurants, cosmetic shops, wet markets, taxis and even MTR ticketing counters. Collaborating with HK Electric signifies another big step forward for us. AlipayHK is not just an in-store mobile payment

alternative, it now also serves as a convenient channel for online bill payment with the first launch of HK Electric bill payment service. AlipayHK will continue to develop and evolve to become the e-wallet of choice among Hongkongers that caters for people's needs in daily lives."

CK Hutchison and Ant Financial first announced the strategic partnership in September 2017. The joint venture is expected to complete in the first quarter of 2018.

For more details on the privilege welcome offers, please download AlipayHK App.

For details of using AlipayHK to check electricity bill balance and arrange bill payment, please visit HK Electric's website: [www.hkelectric.com/en/customer-services/billing-payment-electricity-tariffs/pay-by-alipay](http://www.hkelectric.com/en/customer-services/billing-payment-electricity-tariffs/pay-by-alipay) or call HK Electric's customer service hotline at 2887 3411.

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**Photo caption:**

*Ms. Jennifer Tan, CEO of Alipay HK (left) and Mr. Raymond Choi, General Manager (Customer Services) of HK Electric (centre) explain to Mr. Chan Chit-kwai, Chairman of HK Electric's Customer Liaison Group (right) how e-wallet can enhance customer experience.*