

23 February 2005

Mr Edward Hasbrouch
1130 Treat Avenue, San Francisco,
CA 94110
USA

Ref. : PS-L328/2005-mc

Dear Mr Hasbrouch,

Thank you for your letter of 17 January 2005 which we received on 15 February. We are sorry to learn of the unhappy experience you encountered with the Airport Express Round Trip Ticket.

Free MTR connection is one of the complimentary services offered exclusively for Airport Express passengers using an Octopus card to travel on the MTR and Airport Express within one hour of each other. This is made possible by the Octopus card technology. A different benefit is offered to Non-Octopus card holders who can enjoy a 10% discount on the normal single journey fare if they purchase round trip magnetic tickets.

Nevertheless we have passed your suggestions on the information provided in the "Airport Express Service Guide" leaflet and the possibility of extending the free MTR connection to all types of Airport Express tickets to the department concerned.

In addition, we would like to thank you for your commendation of our staff at North Point Station. We are glad that we were able to help. I am pleased to advise that we have forwarded your comments to the relevant department.

Providing our customers with efficient and helpful services always rank top priority with the Corporation. Compliments are rare but are most treasured. Your kind words are greatly appreciated by the staff involved.

I wish to thank you for bringing this matter to our attention. It is through the valuable feedback from customers that allows us to improve our services. Thank you for using the Airport Express and MTR during your visit to Hong Kong.

Yours sincerely,



May Wong
Corporate Relations Manager

KW/mc