

FAQs of Facilitation Measures on Entry and Exit between Hong Kong and Macao

1. What kind of document should eligible Macao permanent residents possess to enter and exit the Hong Kong SAR starting from 10 December 2009?

Ans: Starting from 10 December 2009, eligible Macao permanent residents possessing a valid electronic Macao SAR Permanent Resident Identity Card can enter and exit the Hong Kong SAR as visitors **without producing any other travel documents or filling in the “Declaration Form for Holders of Macao Special Administrative Region Permanent Resident Identity Card to Hong Kong Special Administrative Region”.**

2. **In what way** can eligible Macao SAR Permanent Resident Identity Card holders enter and exit the Hong Kong SAR starting from 10 December 2009?

Ans: Starting from 10 December 2009, eligible Macao SAR Permanent Resident Identity Card holders can enter and exit the Hong Kong SAR through the immigration counters designated for “Macao Residents”. Those aged eleven or above, can use the Automated Passenger Clearance System (e-Channel) to enter and exit the Hong Kong SAR after prior enrollment.

(*Note:* For further details about the prior enrollment for using the Hong Kong Automated Passenger Clearance System (e-Channel), please visit the official website of the Identification Services Bureau (www.dsi.gov.mo) or get advertising materials at the Identification Services Bureau.)

3. Who can use the Hong Kong Automated Passenger Clearance System (e-Channel)?

Ans: Eligible Macao SAR Permanent Resident Identity Card holders, aged eleven or above, can voluntarily enrol in advance for using the Automated Passenger Clearance System (e-Channel) to enter and exit the Hong Kong SAR with their valid Electronic Macao SAR Permanent Resident Identity Card. Other travel documents and declaration form are not required.

4. How can **eligible Macao SAR Permanent Resident Identity Card holders, aged eleven to under eighteen,** register for using the Hong Kong Automated Passenger Clearance System (e-Channel)?

Ans: They must make their application in person with their parent, guardian or legal representative at the following enrollment offices (Service Hours: Monday to Sunday 10:00 am to 6:00 pm), applicants can enter and exit Hong Kong by using e-Channel in 15 minutes after successful enrollment.

- Hong Kong Immigration Department located at Hong Kong-Macao Ferry Terminal in Sheung Wan (the arrival hall area **before** going through the immigration);
- Hong Kong Immigration Department located at China-Hong Kong Ferry Terminal in Tsim Sha Shui (the arrival hall area **after** going through the immigration);
- Immigration duty office on arrival and departure levels of Tuen Mun Ferry Terminal.

The **original copy** of the following documents must be presented at the time of application:

1. Identification documents of the applicant and the parent/guardian/legal representative;
2. Valid birth certificate of the applicant; *persons born in Macao* must present a “Birth Certificate – Descriptive Statement (for the purpose of identity card application)” or a complete certified copy of the Birth Certificate issued by the Civil Registration Bureau of the Macao SAR.
3. Documentary proof of parenting right or guardianship execution if the applicant enrolls with a guardian (in case the original document is written in Portuguese, a Chinese/English translation has to be provided).

5. How can **eligible Macao SAR Permanent Residents Identity Card holders, aged eighteen or above**, register for using the Hong Kong Automated Passenger Clearance System (e-Channel)?

Ans: Eligible Macao SAR Permanent Residents Identity Card holders, aged eighteen or above, can make their application in person at the following enrollment offices (Service Hours: Monday to Sunday 10:00 am to 6:00 pm), applicants can enter and exit Hong Kong by using e-Channel in 15 minutes after successful enrollment.

- Hong Kong Immigration Department located at Hong Kong-Macao Ferry Terminal in Sheung Wan (the arrival hall area before going through the immigration);
- Hong Kong Immigration Department located at China-Hong Kong Ferry Terminal in Tsim Sha Shui (the arrival hall area after going through the immigration);
- Immigration duty office on arrival and departure levels of Tuen Mun Ferry Terminal.

. To facilitate the enrollment, self-service kiosks for prior enrollment are installed at the following locations:

- ground floor of China Plaza;
- departure hall of Macao Ferry Terminal;
- departure hall of Taipa Temporary Ferry Terminal; and
- the Macao SAR Government Service Center.

6. When can residents enter and exit Hong Kong by using e-Channel after successful enrollment?

Ans: (1) Normally, residents can enter and exit the HKSAR by using e-Channel three working days after successful enrollment;

(2) Residents can enter and exit Hong Kong by using e-Channel in 15 minutes after successful enrollment at the enrollment office of the Hong Kong Immigration Department located at Hong Kong-Macao Ferry Terminal in Sheung Wan (the arrival hall area before going through the immigration), or China-Hong Kong Ferry Terminal in Tsim Sha Tsui (the arrival hall area after going through the immigration) or

Immigration duty office on arrival and departure levels of Tuen Mun Ferry Terminal..

7. Can Macao SAR Non-Permanent Resident Identity Card holders enter and exit Hong Kong by using e-Channel?

Ans: No, they cannot. Macao SAR non-permanent residents can only enter and exit Hong Kong through traditional counter with valid travel documents.

8. Can residents, who have successfully registered for using e-Channel, enter and exit Hong Kong through traditional counter?

Ans: Yes, they can. Residents who have successfully registered for using e-Channel are still free to choose to enter and exit Hong Kong through counters designated for “Macao Residents” or e-Channel. Neither of them will require travel documents and arrival/departure card.

9. How can Macao residents enter and exit Hong Kong if the chip of Macao SAR Resident Identity Card flakes off?

Ans: Residents should replace their Macao SAR Resident Identity Card at the Identification Services Bureau if the chip flakes off. They can enter or exit Hong Kong after their identity card is replaced. Residents can also apply for a “Visit Permit for Residents of Macao SAR to Hong Kong SAR” at the Identification Services Bureau if they need to go to Hong Kong before their identity card is replaced.

10. Can Macao residents enter Hong Kong with a damaged Macao SAR Permanent Resident Identity Card (e.g. chip falls off) or a valid Macao SAR e-Passport?

Ans: Macao residents who are holding a damaged Macao SAR Permanent Resident Identity Card (e.g. chip falls off) or a valid Macao SAR e-Passport are not permitted to enter Hong Kong. Therefore, residents are advised to replace the damaged identity card at the Identification Services Bureau at once in order to enter Hong Kong. However, residents can also apply for a “Visit Permit for Residents of Macao SAR to Hong Kong SAR” at Identification Services Bureau if they need to go to Hong Kong SAR before their identity card is replaced.

11. Can the registered residents verify their identity with any fingerprint when they enter and exit Hong Kong?

Ans: The fingerprint that used for identity verification when entering and exiting Hong Kong through e-Channel must be **equivalent to the fingerprint collected at the time of successful enrollment for using e-Channel.**

12. What can the registered residents do if their fingerprint cannot be verified when they enter and exit Hong Kong?

Ans: They should request for assistance from the duty officers of the Hong Kong SAR

Immigration Department.

13. How long can eligible Macao SAR Permanent Resident Identity Card holders stay in Hong Kong as visitors?

Ans: 180 days.

14. Can the registered residents enter and exit Hong Kong using e-channels at all Hong Kong ports?

Ans: No, they cannot. At the preliminary stage, Macao residents can only use e-Channel at the following Hong Kong immigration control points: (1) Hong Kong-Macao Ferry Terminal in Sheung Wan, Hong Kong; (2) China-Hong Kong Ferry Terminal in Tsim Sha Tsui; (3) Tuen Mun Ferry Terminal; (4) Lo Wu; (5) Shenzhen Bay; (6) Lok Ma Chau Spur Line and (7) Hong Kong International Airport after successful enrollment. For further details about using e-Channel at Hong Kong immigration control points, please visit the website of GovHK at <http://www.gov.hk/en/residents/immigration/control/echannel.htm>

15. Do eligible Macao SAR Permanent Resident Identity Card holders, aged eleven to under eighteen, have to be accompanied by parent or guardian when using e-Channel after successful enrollment?

Ans: They can use e-Channel on their own without being accompanied by parent or guardian.

16. What kind of documentary proof of entry will be given to Macao SAR Permanent Resident Identity Card holders when entering Hong Kong?

Ans: Starting from 10 December 2009, eligible Macao SAR permanent residents will be given a printed entry record when entering Hong Kong, no matter they enter Hong Kong through immigration counters designated for “Macao Residents” or e-Channel. The record should be properly kept and be produced upon the request of law enforcement officials of the Hong Kong SAR.

17. What should be done when the entry record is lost?

Ans: The loss of such record will not affect the conditions and period of stay in Hong Kong or the departure. If a person needs to reprint the record, he/she can proceed to the Extension Section of the Hong Kong Immigration Department located at Wanchai.

18. Under what circumstances are Macao Residents not able to enter and exit Hong Kong through e-Channel?

Ans: Under the following circumstances, Macao residents cannot enter or exit Hong Kong through e-Channel:

- (1) Re-issuance of Macao SAR Resident Identity Card for loss;

- (2) Modification of name or date of birth;
- (3) Expiration of Macao SAR Resident Identity Card;
- (4) Modification of nationality, in which such national requires visa to enter Hong Kong and the approval has not yet been approved by the Hong Kong SAR Government;
- (5) Failure of fingerprint identification;
- (6) Subject to the decision of the Immigration Department of the Hong Kong SAR.

For items (1) and (2) mentioned above, applicants must register again before using the e-Channel.

19. Do Macao residents need to register again for using e-Channel after replacement of identity card?

Ans: Macao residents do not need to register again for using e-Channel after normal replacement of identity card. However, if it is re-issuance of identity card for loss and modification of identity card information (i.e. name, date of birth etc.), residents must register again before using the e-Channel.

20. How can **enrolled** Macao residents re-register for using e-Channel?

Ans: They should lodge their application for re-registration at the Identification Services Bureau's Information Counter located on 1st floor of China Plaza, Macao.

21. How can Macao residents cancel the enrollment for using e-Channel?

Ans: For cancellation of the enrollment for using e-Channel, Macao residents have to lodge their application at the entry and exit port of the Hong Kong SAR.

22. How can Macao residents who have cancelled the enrollment re-register for using e-Channel?

Ans: Re-registration can be made at the self-service kiosks in Macao and at the enrollment office of the Hong Kong Immigration Department located at Hong Kong-Macao Ferry Terminal in Sheung Wan (the arrival hall area before going through the immigration) or China-Hong Kong Ferry Terminal in Tsim Sha Tsui (the arrival hall area after going through the immigration) or Immigration duty office on arrival and departure levels of Tuen Mun Ferry Terminal.

23. Can eligible Macao permanent residents use the Automated Passenger Clearance System of Macao and Hong Kong during the identity card renewal period?

Ans: When renewing identity cards, applicants can enter or exit Macao with their former identity card and the receipt of application provided that their former identity card is still valid. Moreover, the Identification Services Bureau will automatically update the information of the e-Channel for every renewal of identity card (except those

who replace their identity card due to document loss or alteration of personal data). The updating process will take approximately 3 working days by the date of collecting the new identity card. If there is a need to go to Hong Kong, applicants are advised to use traditional immigration counters of the Hong Kong Immigration Department to enter or exit Hong Kong during the renewal period. In case the former identity card is expired or lost, applicants cannot visit Hong Kong during the document renewal process. However, they can apply for the Visit Permit to Hong Kong if needed.

24. If the Macao SAR Permanent Resident Identity Card is expired or lost, can applicants use the Automated Passenger Clearance System of Macao and Hong Kong?

Ans: If the Macao SAR Permanent Resident Identity Card is expired, applicants have to present the receipt of application as well as their former identity card when entering or exiting Macao. In case of loss of identity card, applicants can use traditional counters to enter or exit Macao with the receipt of application. In addition, applicants under the above two circumstances cannot visit Hong Kong during the identity card renewal process. However, they can apply for the Visit Permit to Hong Kong if needed.

Prior Enrollment of Hong Kong Residents for using Macao Automated Passenger Clearance System

25. Can Hong Kong residents register for using Macao Automated Passenger Clearance System in Macao?

Ans: Yes, Hong Kong Permanent Resident Identity Card holders, aged eleven or above, or Hong Kong residents holding identity card with symbol “*”, “***” or “R” can register at Macao Ferry Terminal and Taipa Temporary Ferry Terminal (in the arrival hall area before going through the immigration from 8a.m. to 12p.m.). Starting from 1 March 2010, registration can also be made at the Border Gate Check Point (in the departure hall before going through the immigration from 9a.m. to 5:30p.m. Registration will not be accepted on Saturdays, Sundays and public holidays).

Eligible Hong Kong residents, aged eleven to seventeen, are required to register with their parent and guardian in Macao and present the original copy of the following documentary proof of relationship:

- (1) Identification documents of the applicant and the parent/guardian/legal representative;
- (2) Birth certificate of the applicant;
- (3) Documentary proof of parenting right or guardianship execution if the applicant enrolls with a guardian (such as court verdict.).

26. How can enrolled Hong Kong residents, **aged eighteen or above**, cancel the enrollment for using Macao Automated Passenger Clearance System?

Ans: Hong Kong residents must submit the application form for cancelling the enrollment in person to the duty officers of the Immigration Department at the Macao SAR border control point.

27. How can enrolled Hong Kong residents, **aged eleven to under eighteen**, cancel the enrollment for using Macao Automated Passenger Clearance System?

Ans: They must submit the application for cancelling the enrollment in person with their parent or guardian to the duty officers of the Immigration Department at the Macao SAR border control point. The application form has to be completed by their parent or guardian. The applicant's birth certification or documentary proof of guardianship and Hong Kong Permanent Resident Identity Card or Hong Kong SAR Passport for identity verification should also be presented.