

綠綠賞
GREEN\$

X



Carbon Wallet

綠綠賞積分兌換
CW分教學

Guide for GREEN\$ to
CW Points Redemption



於Carbon Wallet兌換
免費港鐵車程指南

Guide for Free MTR Ride Redemption
on Carbon Wallet App



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綠綠賞積分轉換 Carbon Wallet CW分 常見問題

FAQ for GREEN\$ Points conversion to Carbon Wallet CW Points

	問題 Question	答案 Answer
綠綠賞 X Carbon Wallet合作試驗計劃 GREEN\$ X Carbon Wallet Collaboration Pilot Program		
1	Carbon Wallet 是什麼平台？	Carbon Wallet 是港鐵旗下的一站式減碳獎賞平台，透過遊戲化體驗去推廣低碳生活；用戶可以藉六大減碳行動賺取獎賞，包括：乘搭港鐵車程、步行、回收、享用素食、選用植物奶和環保購物。CW分可兌換可持續商戶的獎賞。
	What is Carbon Wallet?	Carbon Wallet is a Hong Kong's One-stop Green Lifestyle Reward Platform, which is also an MTR-backed social innovation venture. It promotes a low-carbon lifestyle through gamified experiences. Users can earn CW Points to redeem rewards by taking six major carbon reduction actions, including taking low-carbon MTR rides, walking, recycling, consuming vegetarian meals, opting for plant-based milk, and eco-friendly shopping. The CW Points can redeem rewards from sustainable merchants.
2	綠綠賞和 Carbon Wallet 的合作計劃是甚麼？	綠綠賞將定期推出以CW分電子禮券形式（數量有限，換完即止），供綠綠賞手機應用程式用戶以綠綠賞積分兌換，讓綠綠賞會員可輕鬆以 CW分換取 Carbon Wallet 平台提供的綠色商戶獎賞。綠綠賞用戶可使用綠綠賞手機應用程式的「換券」功能，兌換 CW分電子禮券，並將電子禮券兌換成 CW分，在 Carbon Wallet 平台上兌換綠色獎賞。
	What is the collaboration pilot program between GREEN\$ and Carbon Wallet?	GREEN\$ will periodically issue CW Points in the form of electronic coupons (limited in quantity) for GREEN\$ mobile application users to redeem with GREEN\$ points. GREEN\$ users can easily redeem rewards provided by green merchants on the Carbon Wallet platform with CW Points. GREEN\$ users can use the "Redeem" function in the GREEN\$ mobile application to redeem CW Points in the form of electronic coupons, and then convert the coupons into CW Points for green rewards redemption on Carbon Wallet platform.

綠綠賞積分與CW分的兌換		
GREEN\$ and CW Points Conversion		
3	如果我希望將綠綠賞積分兌換成CW分，需要甚麼準備？	綠綠賞手機應用程式用戶只需預先下載 Carbon Wallet 手機應用程式，註冊成 Carbon Wallet用戶，並保持登入狀態，即可在綠綠賞手機應用程式將已兌換的CW分電子禮券轉換成 Carbon Wallet 平台上的積分。
	What do I need to prepare if I wish to convert GREEN\$ to CW Points?	GREEN\$ mobile application user has to install Carbon Wallet mobile application and register as Carbon Wallet user before converting GREEN\$ Points into CW Points. After installing Carbon Wallet mobile application and registration of membership, keep the user account logged in and convert GREEN\$ Points to CW Points through electronic coupon in GREEN\$ mobile application.
4	如何兌換CW分電子禮券？如何使用CW分電子禮券換取CW分及Carbon Wallet 平台提供的獎賞？	用戶可以參考以下教學： https://bit.ly/45G2vxZ
	How to redeem CW Points e-coupon? How to use CW Points e-coupon to redeem CW Points and rewards on Carbon Wallet platform?	Please reference to the following user guide: https://bit.ly/45G2vxZ
5	下載 Carbon Wallet 手機應用程式的系統要求是什麼？	Carbon Wallet 應用程式支援符合以下要求的手機： <ul style="list-style-type: none"> ● 安卓 Android：運行 Android OS 7.0 或更高版本；或 ● 蘋果 iOS：運行 iOS 13.0 或更高版本；或 ● 華為鴻蒙 HarmonyOS：運行 4.3 或以下版本；及 ● 手機在註冊過程中能夠接收短訊進行驗證 如欲了解更多詳情或下載 Carbon Wallet 應用程式，請瀏覽 Carbon Wallet 官方網站。

	<p>What are the system requirements for downloading Carbon Wallet mobile application?</p>	<p>Carbon Wallet mobile application is compatible for mobile devices that meet the following requirements:</p> <ul style="list-style-type: none"> • Android: running OS 7.0 or newer; or • Apple iOS: running OS 13.0 or newer; or • Huawei HarmonyOS: Running version 4.3 or earlier; and • Device is able to receive SMS during the verification process in registration <p>For more details or to download Carbon Wallet mobile application, please visit the Carbon Wallet official website.</p>
6	<p>如果我是綠綠賞實體會員卡用戶，可以使用綠綠賞積分兌換成 CW分 嗎？</p>	<p>CW分的電子禮券暫時只供綠綠賞手機用戶於手機應用程式內兌換。綠綠賞實體卡用戶如欲將帳號轉換至綠綠賞手機應用程式，可前往各綠在區區社區回收點，在職員協助下將綠綠賞實體卡帳戶轉移至手機應用程式。</p> <p>請注意，在進行積分結餘轉移至手機應用程式後，實體卡的積分結餘會即時清零，職員亦會即時收回實體卡。</p>
	<p>Can I redeem CW Points with GREEN\$ if I am GREEN\$ physical card user?</p>	<p>The electronic coupons for CW Points redemption are currently available at GREEN\$ mobile application only. GREEN\$ physical card users who wish to transfer their accounts and accumulated points to the GREEN\$ mobile application can visit GREEN@COMMUNITY recycling points. With the assistance of GREEN@COMMUNITY staffs, points in GREEN\$ physical card account can be transferred to GREEN\$ mobile application.</p> <p>Please note that after transferring the points balance to the GREEN\$ mobile application, the points balance on the physical card will be immediately reset to zero, and the staff will also immediately collect the physical card.</p>

7	已使用綠綠賞積分兌換的CW分電子禮券，是否可以退還，以及退回相應的綠綠賞積分？	除非在兌換 CW分時出現技術問題，否則 CW分電子禮券一經兌換，不設退回。如果優惠券已經在 Carbon Wallet 中兌換成 CW分，則在任何情況下都不會提供退款。請用戶於兌換前仔細考慮。
	Can the CW Points e-coupon redeemed with GREEN\$ be returned, so that the corresponding GREEN\$ be refunded?	Unless there is a technical issue during the redemption of CW Points e-coupon, otherwise the e-coupon cannot be returned nor refunded once they are redeemed. If the e-coupon has been converted to CW Points in Carbon Wallet platform, no returns nor refund will be provided under any circumstances. Users are advised to consider carefully before proceeding with the redemption.
8	我能否將 CW分兌換成綠綠賞積分？	不可以。綠綠賞和 Carbon Wallet 的合作只支持將綠綠賞積分兌換成 CW分。
	Can I convert CW Points to GREEN\$?	No. The collaboration between GREEN\$ and Carbon Wallet supports only the conversion of GREEN\$ to CW Points.
Carbon Wallet 的獎賞 Rewards on Carbon Wallet		
9	我可以用CW分兌換哪些獎賞？在哪裡可以瀏覽可兌換的獎品？	CW分可以用來兌換各種綠色獎賞，例如免費港鐵車程、手搖或咖啡、個人護理產品或素食產品優惠券等。可兌換獎賞將不定時更新，詳情請參閱 Carbon Wallet 手機應用程式的獎賞頁面。
	What rewards can be redeemed with CW Points? Where can I browse the rewards available for redemption?	CW Points can be used to redeem various green rewards, including Free MTR Rides, bubble tea or coffee, personal care products, vegetarian food vouchers, and more. The rewards will be updated from time to time. For more information, please refer to "Rewards" page in Carbon Wallet mobile application.

10	<p>如何使用或領取我在 Carbon Wallet 兌換的獎賞？</p>	<p>Carbon Wallet 兌換的獎品在使用或領取流程可能因每個獎賞而有所不同。這可能包括線上商店兌換或自行領取等選項。我們建議用戶參考優惠券詳細頁面上的具體細節。該頁面將提供有關如何使用或領取兌換的獎品的指示。</p>
	<p>How to use or collect the rewards I redeemed in Carbon Wallet?</p>	<p>The process for using or collecting different rewards redeemed in Carbon Wallet may vary for each individual item. It may include online redemption or collection at physical location.</p> <p>Users are recommended to read to the redemption details on coupon page. The coupon page will provide instructions on usage or collection of the redeemed reward.</p>
<p>有關Carbon Wallet的常見問題</p> <p>FAQ of Carbon Wallet</p>		
11	<p>CW分設有使用期限嗎？</p>	<p>有。Carbon Wallet將於2026年第四季度加入MTR Mobile, 整合成MTR Mobile其下之減碳賺分專區。Carbon Wallet 應用程式上的CW分到期日亦因而已作以下修訂：</p> <ul style="list-style-type: none"> 2026年下半年（7月1日至12月31日）賺取之CW分到期日為2027年1月10日。用戶須於2027年1月10日或之前，於現有 Carbon Wallet 應用程式內使用期間所賺取的CW分換領優惠券。 <p>過期的CW分將自動作廢，並不設補償。詳情請參閱 Carbon Wallet 手機應用程式「我的CW分」頁面。</p> <p>如欲了解更多有關Carbon Wallet整合至MTR Mobile的資訊，請參閱Carbon Wallet官方網站： https://bit.ly/4uDhZOV。</p>
	<p>Does CW Points have an expiry date?</p>	<p>Yes. Carbon Wallet will be integrated into MTR Mobile in Q4 2026 as a dedicated point-earning carbon-saving zone. Consequently, the expiry dates for CW Points on Carbon Wallet mobile application have been revised as follows:</p> <ul style="list-style-type: none"> CW Points earned in 2nd half of 2026 (1 July to 31 December): The expiry date will be 10 January 2027. Users must use the CW Points to redeem coupons within the existing Carbon Wallet mobile application on or before January 10, 2027. <p>Expired CW Points will automatically be forfeited and will</p>

		<p>not be compensated. For more details, please refer to "My CW Points" feature in Carbon Wallet mobile application.</p> <p>To learn more about Carbon Wallet integration into MTR Mobile, please refer to Carbon Wallet official website: https://bit.ly/3RTC3hq.</p>
12	<p>如果使用CW分時遇到的問題可以如何求助？</p>	<p>如用戶於兌換CW分電子禮券時遇到問題，請檢查有關禮券於綠綠賞的使用狀態。如果禮券已被標記為「已用」，請聯絡Carbon Wallet的客戶服務（「我」頁面 > 幫助中心 > 聯絡客戶服務）；否則請電郵致 enquiry@epd.gov.hk 查詢。</p>
	<p>How to seek assistance if there is any issue encountered while using CW Points?</p>	<p>In case users encounter issues while redeeming this e-coupon, please check the coupon status in GREEN\$ App. If the coupon is marked as "used", please contact the customer support from Carbon Wallet ("ME" page > Customer Support Center > Customer Support). Otherwise, please email enquiry@epd.gov.hk for assistance.</p>
13	<p>當我在綠在區區回收時，我能否同時在綠綠賞和 Carbon Wallet賺分？</p>	<p>在獲取平台積分方面，綠綠賞、Carbon Wallet或其他積分平台有各自不同的機制。市民應留意獲取平台積分同時，盡量避免影響綠在區區回收的運作。</p>
	<p>Can I earn points in both GREEN\$ and Carbon Wallet at the same time when I recycle at GREEN@COMMUNITY?</p>	<p>Regarding the acquisition of reward points, GREEN\$, Carbon Wallet or other reward platforms may have their own different mechanisms. Please pay attention to the different mechanisms while obtaining the rewards points, and avoid affecting the operation of the GREEN@COMMUNITY facilities as far as possible.</p>
14	<p>我能否轉移我的CW分至其他Carbon Wallet帳戶？</p>	<p>不可以。CW分只能在成功賺取或兌換的帳戶內使用。</p>
	<p>Can I transfer my CW Points to other Carbon Wallet accounts?</p>	<p>No. CW Points can only be used in the account with points earned or converted successfully.</p>

有關 Carbon Wallet 整合至 MTR Mobile 的安排		
Integration of Carbon Wallet into MTR Mobile		
15	Carbon Wallet將於2026年第四季度加入MTR Mobile，整合成MTR Mobile旗下之減碳賺分專區。這會影響現有綠綠賞積分兌換成CW分的安排嗎？	現有的綠綠賞積分兌換CW分機制將不受影響。於2026年第四季度Carbon Wallet整合至MTR Mobile後，「綠綠賞」會員仍可繼續將綠綠賞積分轉換為CW分，唯相關功能將移至整合後MTR Mobile應用程式內的Carbon Wallet專區進行。 其後，你可以在MTR Mobile內以CW分兌換成MTR分，並以MTR分換領更多元化的出行或生活獎賞。
	Carbon Wallet will be integrated into MTR Mobile in Q4 2026 as a dedicated point-earning carbon-saving zone. Will this affect the existing GREEN\$ and CW Points conversion arrangement?	The existing GREEN\$ to CW Points conversion mechanism will remain unaffected. Following the integration of Carbon Wallet into MTR Mobile in Q4 of 2026, GREEN\$ members can continue to convert their GREEN\$ into CW Points; however, this function will be relocated to the Carbon Wallet zone within the MTR Mobile App after integration. You can then convert CW Points to MTR Points within MTR Mobile, which can be used to redeem various travel or lifestyle rewards.
16	我的Carbon Wallet帳戶，及帳戶內的紀錄或CW分（包括以綠綠賞積分兌換之CW分），會在整合後自動轉移至MTR Mobile內的Carbon Wallet專區嗎？	為保障你的個人資料安全，Carbon Wallet帳戶及帳戶內的紀錄或CW分，均不會轉移到MTR Mobile。
	Will my Carbon Wallet account, along with its records or CW Points (including those converted from GREEN\$), automatically transfer to the Carbon Wallet zone within MTR Mobile after the integration?	To ensure the security of your personal data, the Carbon Wallet account along with its records or CW Points will not be transferred to MTR Mobile.
17	為了迎接是次服務整合，「綠綠賞」用戶現在需要做什麼準備？	為確保服務無縫銜接，建議用戶採取以下行動： <ul style="list-style-type: none"> • 下載MTR Mobile及登記成為會員：儘快下載MTR Mobile並登記成為會員，以便在2026年第四季度Carbon Wallet專區啟用後順利銜接。詳情請參考

		<p>以下教學：https://bit.ly/3QOGVDX</p> <ul style="list-style-type: none"> 儘快使用 Carbon Wallet 應用程式內剩餘 CW 分：在 2026 年下半年賺取之 CW 分最後到期日（2027 年 1 月 10 日）或之前儘快以 CW 分換領及使用獎賞
	What preparations should GREEN\$ users make now for this service integration?	<p>To ensure a seamless service transition, users are advised to take the following steps:</p> <ul style="list-style-type: none"> Download MTR Mobile and register as a member: Download MTR Mobile and register as a member as soon as possible to ensure a smooth transition when the Carbon Wallet zone launches in the Q4 2026. Please refer to the following tutorial for details: https://bit.ly/4apKpnF Redeem and use your rewards with CW Points on Carbon Wallet mobile application as soon as possible: This must be done on or before the final expiry date for CW Points (10 January 2027) earned in the 2nd half of 2026.
18	我可以從哪裡了解更多關於Carbon Wallet服務整合的重要日期及最新資訊？	<p>有關Carbon Wallet整合至 MTR Mobile的重要日期、詳細資訊及安排，請參閱Carbon Wallet官方網站：https://bit.ly/4uDhZOV。</p>
	Where can I find more detailed information, important dates, and the latest updates regarding the Carbon Wallet integration?	<p>For important dates, detailed information, and arrangements concerning the integration of Carbon Wallet into MTR Mobile, please refer to Carbon Wallet official website: https://bit.ly/3RTC3hq.</p>

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