

TO : CLP Power Hong Kong Limited

**FORM L**

APPLICATION FOR :

Refund of Deposit /  
Transfer of Deposit /  
Refund of Credit Balances /  
Refund of Miscellaneous Charges**CONFIDENTIAL** '✓' please tick as appropriate

I/We would like to apply for  REFUND  TRANSFER to my/our account stated in Schedule B below of the total amount set out in Schedule A below, the relevant deposit receipt(s) and /or receipted electricity bill(s) having been stolen or lost or defaced :

<b>SCHEDULE A</b>	ACCOUNT NO. ( * )	IN NAME OF( * )				DATE A/C TERMINATED
	SUPPLY ADDRESS( * )					
	DATE OF PAYMENT	RECEIPT NO.	AMOUNT \$	OUTSTANDING CHARGES \$	CREDIT BALANCE \$	REFUND AMOUNT \$
				REMARKS (FOR OFFICE USE ONLY)		
	<b>TOTAL</b>					
<b>SCHEDULE B</b>	ACCOUNT NO. ( * )	IN NAME OF( * )				

IN SUPPORT OF MY/OUR APPLICATION FOR REFUND OR TRANSFER OF THE TOTAL AMOUNT STATED IN SCHEDULE A ABOVE,

- (1) I/We attach for your record the following copy documents proving my/our entitlement to the said amount, the original documents or certified true copies thereof having been shown to your staff :-
- Passport(s)/Identity card(s) of the registered customer and applicant/bearer of this application form (if different from the registered customer(s));
  - Relevant bills (electricity, water, gas, rates, property tax, etc.) and title deeds or tenancy agreement relating to the supply address stated in schedule A;
  - (For a firm) An up-to-date Application for Business Registration Form, certified by the Business Registration Office, relating to the supply address stated in Schedule A;
  - (For a corporation) A certified true copy of the latest Form AR1 (Annual Return) filed with the Companies Registry;
  - (Where this application is made in person other than by the registered customer) A letter of authorization from the registered customer, its proprietor, partner or chairman/director authorizing the bearer of this letter to receive the refund on behalf of the registered customer.
- (2) I/We agree to enter into the indemnity in Schedule C below, if this application is approved by you.
- (3) I hereby authorize CLP, in accordance with the Personal Data (Privacy) Ordinance, to use any information for the purpose of application processing.

NAME OF APPLICANT( * )	DATE OF APPLICATION
I.D. CARD / B.R.C. NO. ( * ) (Please enclose a copy of I.D. Card or present I.D. Card at our Customer Service Centre for verification)	TELEPHONE NO. ( * )
MAILING ADDRESS( * )	

<b>SCHEDULE C INDEMNITY</b>	In consideration of your agreeing at my/our request to refund or transfer the total amount stated in Schedule A, I/we hereby undertake at all times to indemnify you and keep you indemnified against all costs, losses, damages, claims & proceedings against you in consequence of the aforesaid refund or transfer.	SIGNATURE & CHOP OF APPLICANT*
		*With company chop if an applicant is a firm /corporation

**Note:** Please return the form to CLP Power Hong Kong Limited, Billing & Credit Control Branch, 3/F., 8 Laguna Verde Avenue, Hung Hom, Kowloon, or submitted to any of our Customer Service Centre.  
(This address is our back office operation centre, not a Customer Service Centre, please do NOT visit in person)

### **Personal Information Collection Statement**

CLP may use the personal data collected (such as your name, credit card account and address) for processing your application of refund / transfer of deposit or credit balances / miscellaneous charges and any directly related purposes.

You are not required to provide the personal data requested. The provision of personal data in this form is voluntary. However, personal data marked with (\*) on this form are necessary for CLP to process your application. CLP may not be able to process your application unless you provide the personal data marked with (\*).

### **Transfer of Personal Data**

If necessary for any of the purposes stated above, CLP may transfer the personal data to third parties, including:

- banks, credit card companies and payment platforms which are offering payment services to CLP for facilitating CLP's services that you have received;
- agents, service providers, merchants (including but not limited to service providers outside Hong Kong, mailing houses, telecommunication companies, call centres, data processing companies and cloud service providers) engaged by CLP for any of the purposes stated above.

CLP will disclose data when required to do so by law and may also disclose such data in response to requests from law enforcement agencies or other government and regulatory authorities.

### **Access and Correction of Personal Data**

You have a right to request access to, the correction and erasure of, your personal data in accordance with, where applicable, the provisions of the Personal Data (Privacy) Ordinance (Cap. 486), and any other data protection law as applicable. Requests for access, correction and/ or erasure of personal data, as well as withdrawal of consent, where applicable, should be made by email and addressed to the Data Protection Officer of CLP at [csd@clp.com.hk](mailto:csd@clp.com.hk).

### **Privacy Policy Statement**

You can find out more about CLP's policies on privacy and personal data protection by accessing our privacy policy statement available on the CLP website at <https://www.clp.com.hk/en/privacy-policy>.

Unless specified otherwise, reference to "CLP" shall mean CLP Power Hong Kong Limited.