

Online Application

Applicants who satisfy the following requirements may apply for a Senior Citizen Card online :

- aged 65 or above
- holder of Hong Kong Smart Identity Card

(However, applicants cannot use this service for replacement of passport application due to loss, damage or change of personal particulars.)

To view, fill and print this electronic form, please click [here](#) to refer to the system requirements for the GovHK Form System.

Documentary Requirements

Before you upload your application, you should prepare and save the following documents :

- a completed online application form
- your recent colour photograph in plain background that can meet the standard requirements;••
- a copy of your Hong Kong Smart Identity Card

Acceptable File Format of Digital Photograph for Online Application

Image type: JPG, JPEG

File size: 600Kbytes or below

Acceptable dimension:

- Captured by scanner (600dpi) - Photograph size: 40 mm(W) x 50 mm(H)
- Captured by digital camera - Image size: 1200 px(W) x 1600 px(H)

An application with a substandard photograph will not be processed and will be returned to the applicant.

Acceptable File Format of Supporting Document Copies for Online Application

Image type: JPG, JPEG

File size: 3Mbytes or below for each file

You are strongly recommended to submit the application with your personal computer to minimise the chance of exposing your personal information to unauthorised person.

During the process of online submission, you are required to save your application form in the computer. If you are not using your personal computer to submit the application, please be reminded that you should delete the application form that was saved in the computer.

Processing Time

Processing an application for a Senior Citizen Card normally takes 7 working days (i.e. Monday to Friday excluding General Holidays) after all necessary documents and photograph have been received. If the applications are submitted after 12 noon, the date of receipt will be counted as the next working day.

For applicants who have reached 65 years old, they will receive Senior Citizen Cards by post after their applications have been submitted online. For those who have not reached 65 years old, they will receive acknowledgement letters. An online application without a standard photograph and full supporting documents will not be processed.

Assistance and Further Information

If you need assistance in using the online service, you can call the Senior Citizen Card Office Hotline at (852) 3583 2959 between 8:45 am to 1:00 pm and 2 pm to 6:00 pm daily.