



Room Key Card Replacement Procedure

1. Resident College student members losing the key card for any reason must report the loss as soon as possible to the General Office (or to report loss at the Security Counter during non-office hour) and go through the replacement procedure in office hour.
2. The replacement procedure includes:
 - a) Resident College student members approach to the Office during office hours and fill out the application form for key card replacement;
 - b) The Office will verify the identity of the Resident College student member before issuing a new key card;
 - c) For key card replacement, MOP 20 will be charged for the first time and MOP 50 will be charged for the second time and subsequent occasions via the designated payment method, such as via the UM Campus Kiosk;
 - d) The student will immediately receive the key card while the function of old key card will be inactivated.

Remark:

** Any charge paid for key card replacement is non-refundable in all circumstances.