

## Guide to EasyCard

1. This product is issued by the EasyCard Corporation (hereafter referred as EasyCard Corp.), is a registered electronic stored value card, which does not include deposit and the available amount is NT\$0. If the cardholder does not complete the register process, the card is considered as a bearer electronic stored value card and cannot be reported lost.

### 2. The new generation student EasyCard special privilege

When purchase the new generation student EasyCard, the cardholder will have the student discount for 20 days from the time using the card for the Taipei-Keelung metropolitan area bus ride (normal fare will be charged if exceed the time limit). Please register the card and complete the student validity setting within 5 days of purchase to carry on the student discount.

### 3. Top-up and usage of the EasyCard

(1.) The EasyCard can be top-up at all Taipei Metro stations and the appointed vendors, the maximum amount after top-up should not be exceed NT\$10,000. For the latest information on the top-up service, please go to the EasyCard official site at [www.easycard.com.tw](http://www.easycard.com.tw).

(2.) Full amount received for the EasyCard stored value has declared trust in full.

(3.) The EasyCard has a warranty period of one year from the date of purchase. In case of faulty manufacture or malfunction of the card after first use and during the warranty period, the EasyCard Corp. will refund or exchange the card without additional charge. The design of the replacement card cannot be specified and the old card should be returned.

(4.) When using the EasyCard to make micro-payments (at the convenience stores or supermarkets), the single transaction shall not exceed NT\$1,000, the cumulative transaction amount within one day shall not exceed NT\$3,000; the public transportation fee (including gondola and public bicycle), government fees and parking fee are not to subject to the restriction.

(5.) When using the EasyCard for public transportation charge by mileage and experience the deactivation of the card, the re-activation process of the card should follow the related regulations by the transportation company.

### 4. Obtaining transaction records

(1.) Cardholders may check the disposable value by using the "Easy Wallet" App and use its "Balance check" function or the appointed device (such as the automatic card

readers in every MRT station and the Multimedia Station/Kiosk in convenience stores) to check the balance for free.

(2.) The cardholders may apply with the EasyCard Corp. for their transaction records dating back up to five years with service charge.

#### 5. Refund of Stored Value

(1.) The cardholder will need to present the card to deactivate the card, and terminating usage of the card; once the card has been deactivated, it is not usable anymore. Refund the value or any part thereof held on the card can only be done when the EasyCard is terminated.

(2.) The cardholder may apply for refund of the EasyCard by below methods: EasyCard Corp. service center and any Taipei Metro information counter can process the cash refund. Any Taipei Metro information counter can process mail-in refund. Special pre-paid envelopes are available at 7-ELEVEN convenience stores throughout the country to facilitate postage of EasyCard to the EasyCard Corp. for refund processing.

(3.) When the refund application is not made in person, postage or fund transfer costs will be deducted from the refund amount. In the event that the refund was sought due to card malfunction not caused by damage attributable to the cardholder, these charges will be waived

(4.) If EasyCard has been damaged and the serial number printed on the card is not legible, the stored value cannot be refunded.

#### 6. Register process and policy

(1.) The cardholders can register the EasyCard by the following methods: at EasyCard Corp. service center, go to the EasyCard website at [www.easycard.com.tw](http://www.easycard.com.tw), download the "Easy Wallet" App onto the mobile device. Please note that the EasyCard Corp. reserves the right to authorize the application.

(2.) If the registered EasyCard has been out of your possession, please report the loss to the EasyCard Corp. service center at earliest. The cardholder is responsible for the lost within 3 hours after the report of the loss card. The EasyCard Corp. reserves the right to request the cardholder, within 10 days after received the lost report from the cardholder, to provide the lost report record from the police station within 3 days.

(3.) Once the EasyCard has been registered, it cannot be reverse back to bearer card nor transfer the possession of the card to a third party.

(4.) The cardholder owns the right to ask the EasyCard Corp. to delete one's personal data at any time, however the cardholder will need to present the card to deactivated the card, obtaining a refund, the value (or any part thereof) held on the

card and terminating usage of the card, once the card has been deactivated, it is not usable anymore.

#### 7. Dispose of Dispute Transaction

(1.) In the event of disputes regarding products or services paid for with the EasyCard, the cardholder should approach the vendor for redress first. The EasyCard Corp. will provide transaction details to assist in the resolution of such disputes. If investigation proves that fault is attributable to the cardholder, he or she will bear the cost.

(2.) The cardholder may not alter the EasyCard in any way, including removal of the IC chip, antenna or stored software or data, nor may a card that has been altered in anyway be purchased or otherwise obtained from a third-party, unless authorized by the EasyCard Corp.

(3.) If the cardholder uses a EasyCard that has been in anyway modified to conduct transactions with the EasyCard Corp. or transactions with an approved third party, EasyCard Corp. will not provide any related services and is not liable for the transition. If the cardholder complete the transaction with the previous said condition, one is not able to claim the invalidity of the transition charge

#### 8. EasyCard service charge

EasyCard Corp. will charge cardholder or obtaining fees from t stored value.

(1.) Termination handling fee: A NT\$20 handling fee for contract termination (deactivating EasyCard) will be charged for refund applications of the stored value. If the card has been used for five (incl.) transactions or more, and has been in possession for at least three months, this handling fee will be waived. (Example: Yoyo has decided she no longer wishes to use EasyCard. Her card has a stored value of NT\$100, and she requests that a refund notification be sent to her by registered mail. Her transaction record indicates that she has used the card on fewer than five occasions. The amount of her refund is therefore calculated as follows: Stored value NT\$100 - handling fee for contract termination NT\$20 - cost of registered mail NT\$25 = NT\$55.)

(2.) Transaction records fee: The cardholders may apply with the EasyCard Corp. for their transaction records dating back up to five years. This will be charged at a rate of NT\$20 for the first page of the transaction printout, and an additional charge of NT\$5 for each subsequent page.

(Example 1: Yoyo applies for her EasyCard transaction records for the period of 1-5 August. The printout is less than one page long, so the cost is NT\$20.

Example 2: Yoyo applies for her transaction records for the period between 1 August

and 25 December. The printout is three pages long, so she must pay the basic charge of NT\$20 + NT\$5 for the second and third pages, making the total charge NT\$30.)

(3.) Card loss reporting fee: when a registered EasyCard has been report loss or apply for refund, the cardholder will be charge NT\$20 for the card loss reporting fee. When EasyCard is deactivated, the contract with the EasyCard Corp. is terminated.

Cardholder should bear the cost of postage or the transaction fee for the refund.

(4.) Registration fee: charge of NT\$50 will incur when cardholder register the EasyCard.

## 9. Important Notes

(1.) Do not bend, scratch or cut the card, expose it to high temperatures or store it near metal product.

(2.) To avoid repeat deductions or defective contact, do not scan more than one EasyCard at a time.

## 10. Customer service and Consulting

(1.) 24-hour customer service line: +886-2-412-8880 (please add prefix 02 if calling from a mobile phone or from Kinmen and Matsu districts)

(2.) EasyCard customer service mail box: [service@easycard.com.tw](mailto:service@easycard.com.tw)

(3.) Website: [www.easycard.com.tw](http://www.easycard.com.tw)

(4.) Address: 13F, No. 3-1 Yuanqu St. (Nankang Software Park), Nankang Dist, Taipei City 115

11. For more information on cardholder rights, visit the EasyCard Corp. Website at [www.easycard.com](http://www.easycard.com) where the full regulations on EasyCard contracts is posted for your reference.