

ETC Service Guide



10% off toll for all auto top-up via eTag Co-branded Cards

Plus NT\$600 Add-Value for free



Apply now to enjoy cardholders exclusive benefits



遠東商銀

0800-261-732



玉山銀行

0800-30-1313



台新銀行

0800-000-456



國泰世華銀行
Cathay United Bank

0800-818-001

All offers are subject to availability-please contact your bank for more information.

Inquiry • SMS notice • email Service

Inquiry

eTag Users

- Users may inquire the 1-hour-ago "real-time balance" in the account, and the toll amount does not include 10% discount preference of the toll.
- As a result that the mileage calculation accounting audit requires 2 days of operation, users may inquire the 3-day-ago "real balance" in the account, and this amount includes 10% discount preference of the toll.

Non-eTag Users

- Non-eTag users may inquire the toll payable on the 4th day from the date of passage.

Channel

1 ETC APP



Download



2 FETC Website www.fetc.net.tw

3 4 Main Convenient Stores, Far EasTone Multimedia Business Machine

4 Customer Service Voice Inquiry (02)7716-1998

SMS Notifications - eTag Customer Service

SMS for Low Balance

- When the real-time balance is less than NT \$120 (excluded), a SMS will be sent to remind you of the account balance.

SMS for Insufficient Balance

- When the account balance is insufficient, a SMS will be sent to remind you of completing top up as soon as possible.

* SMS will be sent to the designated cell phone number of eTag users, and if the number changes, please modify it on the personal account on FETC website, contact customer service or go to Far EasTone Service Center (regular).

Toll email Service

- The content comprises the toll amount (withholding or payable), eTag account balance recharging reminders, detailed inquiry links
- The email shall be received on the 4th day from the date of passage.
- SMS, regular mail and registered mail notifications will continue to be provided.

Account balance • Payment

Account balance – eTag Users Service

Automatic Deduct for Enough Account Balance

- When the account balance is sufficient to pay for the toll, 10% discount preference of the toll shall be provided.

Recharging account balance for Inefficient Account

- The account balance shall be recharged within 6 days from the date of passage, and 10% discount preference of the toll shall be provided.
- After the 7th day from the day of passage, if the account balance is recharged with the payment deadline informed in the registered letter, and if the account balance is enough, the toll and the registered operating processing fee (each for NT\$50) shall be auto deducted, but no discount preference shall be provided.
- Overdue tolls shall be deducted automatically from the account balance before the compulsory implementation, but NT\$300 each of the fine shall not be deducted.
- Before the application for eTag, the payable toll which has occurred shall be paid separately.

Channel

1 Top-up by using Credit Card or Demand Deposit Account

- When the account real-time balance is less than NT \$120 (not included), NT\$400 will be transferred automatically from the bank credit card / demand deposit account.
- Before the approval of the banks, please add at least NT\$100 in the card before using.



0800-261-732



0800-30-1313



0800-000-456



0800-818-001

Account balance • Payment

2 eTag卡 eTag Card over-the Counter top-up Service

- eTag cards are barcode identification card to add value and inquire the balance. Users may take the card to the 4 main convenient stores, FETC service center, a.mart stores, CPC regular stations, Simple mart, and the personnel at the counter may add value for you directly, and inquire the eTag account balance.

Front



Back



- eTag users may apply for an eTag card for the first time by the multimedia business machines in 4 main convenient stores, in FETC service center, a.mart stores.
- If a user's eTag card was lost or damaged, it may be re-issued by the multimedia business machines in 4 Main Convenient Stores. In response to the environmental protection, convenience stores shall charge a fee for each card.
- Barcodes may be downloaded on FETC APP for free, which are equivalent to eTag cards.

3 Convenient Store Kiosk Service

- Click on Electronic Toll Collection ETC
- Click on account balance
- Click and operate based on the instructions on the screen, and enter related information.
- Print the demand note, and pay at the counter with the note.



4 Other Payment Option

- Over-the-counter value stored by cash
Far EasTone stores, FETC service centers, a.mart stores
- e-Bill(Demand deposit account)
For the account transferred account balance amount of 400~10,000, each transaction shall be charged NT \$3 for the bank collection fees.
- The credit card account balance amount shall be limited to NT\$100, \$300 and \$500 on FETC website, FETC ETC APP, or calling to customer service, and each transaction shall be charged NT\$ 2~10 for the bank website collection processing fees.

Payment

Ordinary Mails

- After the auto payment period is passed, a "Toll payment notification" shall be sent every half a month.

Registered Mails

- After the period of ordinary mail notification is passed, the notifications of recharging toll and the disgorgement operating costs shall be sent every half a month, and NT\$50 of commision shall be charged.

Overdue

- After the registered payment period passes, the information shall be transferred to Freeway Bureau, and NT\$ 300 fine shall be sentenced in accordance with paragraph 1, Article 27 of Road Traffic Management and Penalty Act.

* eTag users' account balance shall be deducted automatically the overdue toll before the compulsory implementation together with the registered operating processing fee, but the fine of NT\$ 300 shall still be paid separately.

Channel

1 Ordinary Mail

- eTag user deposit automatic deduction for traffic fee payable.
- You can print payment slip via multimedia printer at convenience store or pay it via the following channels.
- For the payment by credit card on FETC website, FETC ETC APP or calling to customer service, if it is less than NT \$ 26, the collection processing fee shall be free; when the payable amount is more than NT\$ 26, 1.9% of the payable payment shall be paid separately to the banks.

2 Registered Mail

- Registered bills for eTag user account balance auto deducted ETC (including the registered operating processing fee NT\$ 50/each).
- Take the registered bills to the following channels for payment.
- Users without registered bill shall use the multimedia business machines to print payment slip or pay via the following channel.
- For the payment by credit card on FETC website, FETC ETC APP or calling to customer service, if it is less than NT \$ 26, the collection processing fee shall be free; when the payable amount is more than NT\$ 26, 1.9% of the payable payment shall be paid separately to the banks.

Channel Service Fee

NT \$ 5 shall be charged for each transaction:



Channels for free service fee:




Account balance•Payment

Prepay•Payment Period

eTag Users

Sufficient Account 10% discount off all tolls


Inefficient Account

7/1Date of passage	7/2	7/3	7/4 After 00:00	7/5	7/6 After 23:59	7/7-7/29	7/30-8/25	8/26-9/25	After 9/26 and before the compulsory implementation
						eTag users may still recharge the account balance without any discount		Recharge the account balance without any discount (Note1)	
Recharge account balance	10% discount preference offered		Recharge account balance	10% discount preference offered(3 days more)		Auto payment period	Ordinary mail to notify the payment period	Registered mail to notify the payment period	Overdue

Note 1: Overdue tolls and registered operating processing fee shall be deducted automatically from the account balance before the compulsory implementation, but NT \$300 of the fine shall not be deducted.

Non-eTag

No Prepay Account

7/1Date of passage	7/2	7/3	7/4 After 00:00	7/5	7/6 After 23:59	7/7-7/29	7/30-8/25	8/26-9/25	After 9/26 and before the compulsory implementation
									
Processing period of license plate recognition, car owners and account			10% discount will be offered automatically during the period(3 days)			Auto payment period	Ordinary mail to notify the payment period	Registered mail to notify the payment period	Overdue

* Tolls shall be paid by deadline. Tolls occur on the 1st day to the 15th day of each month shall be paid before the 25th day of the next two months ,and tolls occur on the 16st day of each month shall be paid before the 10th day of the next three months. However, the actual payment deadline shall still be based on the date printed on the bill.

* Ordinary and registered mail notifications shall be sent to the “mailing address”. If there are no results for the mailing address, then the notifications shall be sent to the “resident address”, and if the resident address is not available, then the notifications shall be sent to the “vehicle record address”.



FETC has won the personal information management certification of British Standards Institution
FETC has won SGS service dual certification of the world's first electronic toll industry

User Guide&Product Warranty

Service Location/Service Content

eTag Transfer Vehicle Ownership

Just call: ☎ (02)7716-1998 #13

Sale

- eTag does not need to be removed
- Call the Customer Services to return the stored value

Buy

- eTag does not need to be removed
- Call the customer services to start eTag

- **Bank automatic stored value:** It shall be re-applied to the banks.
- **eTag card:** It may not be used anymore, new owner shall re-collect a new one.
- **Other Service Channels:**
 - ▶ Old owners (apply for a refund)
ETC Customer Service, FETC Website.
 - *Service channels above can transfer or refund to your bank account.
 - ▶ New owners (Restart an eTag)
ETC Customer Service

- **Same car with different license plate:** You can continue using it without removing eTag.
- **Bank automatic add value:** It shall be re-applied to the banks.
- **eTag card :** It can be used without renewing the new eTag card.

- **Other service channel:** ETC Customer Service

























































































































































User Guide&Product Warranty

- A 3-year warranty is provided for products, please note that man-made impairment, natural disaster, or the impairment and malfunction caused by the modification or dismantling with at the authorization of the company are not included in the scope of our warranties.
The application fee for each eTag is NT\$99.
- This product complies with the international standard ISO 18000-6C and insured the product liability insurance of NT \$15 million, you can use this product with confidence.

Notice

- Do not scratch or fold the surface of eTag, and do not use strong detergent to wipe the surface.
- The eTag shall be at least 10cm away from the electronic products.
- When sticking the eTag, do not press hard on the middle black area.
- When sticking the eTag, do not cover other additional screen protector paste on it, such as stickers and car window films.
- In order to make sure the adhesive and stays stuck, please wait for at least 4 hours of washing your car within sticking the eTag.
- If the eTag needs to be changed, please contact the Customer Service of FETC. Tel:02-77161998

Service Location/Availability

eTag Users:  Non-eTag Users: 		Inquiry			Add value			Payment <small>Overdue Payments Automatically withheld of the eTag Users Add Value</small>			Transaction				
		Account Balance	Payable Toll dues	Website Account Application	Bank automatic add value	Add Value for eTag card	Multimedia Business Machine	Value Add	Automatic Payment Period Notice or by ordinary mail	With Registration Bill	Without Registration Bill	Transfer of Vehicle Ownership			
												Account Setting	Account Termination	The same car with different car license plate	
Depot	TOYOTA、LEXUS														
	NISSAN														
Convenient stores	7-ELEVEN								 	 	 				
	Family Mart								 	 	 				
	Hi-Life								 	 	 				
	OK								 	 	 	 			
Bank	 遠東商銀														
	 玉山銀行														
	 台新銀行														
	 國泰世華銀行														
Telecom	FET net								 	 	 				
CPC Regular Station									 		 				
a.mart															
Post Office									 	 	 				
e-Bill															
Simple mart									 	 	 				
FETC Customer Service	Franchise Store			 					 	 	 				
	Regular Store			 					 	 	 				
	Application Center			 											
FETC	APP								 		 				
	Website								 		 				
	Customer Service								 		 				

Service Fee for Top up

- 4 major convenient stores will continue providing the top up service with the multimedia business machines without charging the service fee in 2017.
- It will be charged NT\$3 per transaction for top up on e-Bill.
- It will be charged NT\$2~\$10 per transaction for top up on FETC website, FETC APP and contact FETC Customer Service for top up with credit card.

Opening hours &Service point

- Opening Hours of FETC Customer Service:
Stores in downtown areas: 10:00AM~07:00PM, service point: 09:00~06:00PM
- FETC service is not provided in FET net stores in a.mart, Far Eastern Department Stores, FE BigCity, RT-MART, and Taiwan Taoyuan International Airport.

Service Fee for Payment

- NT\$5 service fee shall be charged for each payment in 7-ELEVEN, Family Mart, OK convenient stores with the multimedia business machines.
- When the amount of the payment is within NT \$ 26, collection processing fee is free on FETC website, FETC APP or by calling Customer Service to pay with credit card. When the payable amount is more than NT\$ 26, 1.9% of the payable payment shall be paid separately to the banks.
- Service fee of payment shall be charged in accordance with the provisions of each channel(Channels with free service fee: Hi-Life FET net, post offices, FETC Customer Service)

How shall I know if I have outstanding toll?

Please feel at ease that when the balance of the account is not enough to be deducted, a message notice which indicates that the balance is not enough will be sent to the eTag user to remind the user to add value as soon as possible; users may also inquire the details on FETC Website, FETC ETC APP, designated channels and customer service. We recommend users to confirm whether the balance in the account is enough before going on freeway to make sure the 10% discount preference of the toll approved by the government is entitled.

Why is there no 10% discount in the real-time balance while I was inquiring?

Real-time balance trial is an amount deducted information which FETC reminds automatically. The actual deducted amount of the toll counts the total mileage of a day, and when FETC confirms that the information is correct, it will determine whether your account is deducted with the toll preference if your pre-paid account contains enough balance from the 4th day from the day of passage. Therefore, the trial amount is the initially estimated amount just for reference. If you still have any doubt about the trial amount, you may confirm after the 4th day from the day of passage, or please contact customer service (02)7716-1998.

FETC Privacy Policy

I. Collection of Personal Information

Besides the information provided in Article 6 of Personal Information Protection Act, the catalog which complies with "the catalog of the specific purpose and personal information of Personal Information Protection Act", and the personal information related to business management, including the natural person's name, contact information, ID number, license plate number, the electromagnetic record when vehicles pass the electronic toll equipment, and any other legally collected personal information which may be identified directly or indirectly, etc.

II. Purpose of Collecting Personal Information

(1) The business approved by the management or purpose business competent authority and provided by business registration project or constitution, including the business of national freeway electronic toll collection service, etc.

(2) The collection, process, and usage of the personal information based on the laws, regulations and requirement, the statutory obligations, contracts, similar contracts or other legal relationship, etc.

(3) Other "Specific purpose" of the "catalog of the specific purpose and personal information of Personal Information Protection Act" which comply with the amended announcement of Ministry of Justice, including public and private transportation, public Transportation and public works (029); contract, similar contracts or other legal relationships affairs (069); consumers, customer management and service (090); consumer protection (091) , etc.; other operating business applicable to the business provided in the business registration projects or the constitution of the association(181).

III. Disclosure Personal Information

(1) Period: The existence period of the specific purpose of personal information collected, or the conservation period required in accordance with the related laws and regulations or the business executed (the ones longer than the period provided by the regulations), or the conservation period provided by the conservation provided in accordance with the old information of individual contract.

(2) Objects: The person whose personal related information is required to be collected, processed and used by FETC, the outsourcing agencies, other business-related agencies authorized to handle affairs by FETC (e.g., Customer Service Center), the competent authority, authorities having investigative powers in accordance with laws and other government agencies or other trading counterpart of FETC.

(3) Areas: The domestic locations of the above objects.

(4) Approach: Collection, process and usage by automatic machines or other non-automatic manners which comply with the relevant laws and regulations of personal information (e.g., using electronic documents or other appropriate means which is available for the science and technology at that time).

IV. Based on the provisions of Article 3 of Personal Information Protection Act, you may perform the following rights subject to your own personal information in accordance with the relevant provisions of Personal Information Protection Act:

(1)Inquire or quest to read or request to copy the electromagnetic information, FETC shall charge a small amount of required reasonable fee based on the laws.

(2)Request to complement or ammend, provided that it shall be interpreted properly according to the laws.

(3) For the requirement that you request to stop collecting, processing, using or deleting your personal information, the Company shall stop the use of the information as you terminate the service. However, the electronic toll transaction information which is produced by Taiwan Area National Freeway Bureau, MOTC R.O.C for authorizing to handle the business execution based on the proviso provisions of paragraph 3, Article 11 of Personal Information Protection Act may not be deleted.

(4) For the claim of the above rights, you shall interpret properly with laws or it may influence the services provided by the Company. Besides the mails, bills or communications about the business you apply, if you refuse to receive other marketing mails or communications, you may contact FETC service line (02)77161998 to process by designated personnel.

V. If you refuse to provide relevant personal information, the Company will not be able to process operations and other related services. Company may refuse to accept your business dealings and the application of other related matters.

VI.Using electronic toll service means you agree the Company to collect your license plate number, ID numbers, mobile phone numbers and other related information (including the required application materials in the electronic payment service application, and the personal information you provide is conserved by the transportation authority for the use of electronic toll service).

VII.You agree FETC has the right to amend this informed statement, and agree that FETC may inform you the main points of the amendment and the designated webpages after the amendment by words, written form, telephone, SMS, email, fax, electronic files or other methods enable you to know (including but not limited to the sitelink which provides and sets forth in detail the content of the notice & agreement). By then, please read the contents on the designated webpages.