

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



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

※ According to CTBC Bank's (中國信託) Eligibility & Requirement, the eTag Account Link Service is only open to Credit Card Primary Card Owners. This service is not open to Foreigners, Credit Card Secondary Card Owners, Charging Debit Card Owners, Corporate Credit Card Owners. Please contact your bank customer service should you need further assistance.

Customer Service (02)7716-1998 www.fetc.net.tw

Version of December 2023

Transfer of Vehicle , User Guide & Product Warranty

Transfer of Vehicle Ownership and eTag

Just call: (02)7716-1998 #3

Transfer of Vehicle Ownership

Sale

- Log in the FETC Official Website or contact customer service for refund

[more](#)

Buy

- Contact customer service to activate eTag

[more](#)

• Bank auto Top-up: It shall be re-applied to the banks.

Same vehicle with different license plate

- Bank auto Top-up: It shall be re-applied to the banks.
- Other service channel: ETC Customer Service

User Guide & Product Warranty

- This product complies with the international standard ISO 18000-6C and insured the product liability insurance of NT \$15 million, please use it with ease.
- 3-year product warranty is provided other than man-made damage, natural disasters and the damage and malfunction caused by the modification and disassembly without the authorization of the Company, which are not included in the scope of warranty. In such event, you will need to pay for eTag application fee.
- eTag products need to be fitted properly followed by the SOP of detection.

Notice

- eTag shall be at least 10cm away from peripheral electronic products including GPS and dashboard camera.
- Do not scratch or fold the surface of eTag impairment, and do not use strong detergent to wipe the surface.
- When sticking eTag, do not press hard on the central black area.
- After eTag is stuck, do not cover other additional protective film such as stickers, headlight protection film and sheathing paper.
- After eTag is stuck on headlights, it shall wait for at least 4 hours before washing the car to make sure the adhesive effect.
- ※ If eTag needs to be changed, please contact ETC Customer Service.

The above product description shall comply with the notice on the website

How shall I know if I have outstanding tolls?

Please feel with 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 after the 4th day from the day of passage. We recommend users to confirm whether the balance in the account is sufficient before going on freeway to make sure the 10 % preference of the toll approved by the government is entitled.

Q & A

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

Real-time trial amount 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 without any error, it will determine whether your account is entitled with the toll preference if your pre-stored 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 and Personal Data Protection Policy

Far Eastern Electronic Toll Collection Co., Ltd. ("FETC") is entrusted by the Freeway Bureau of the Ministry of Transportation and Communications to operate freeway electronic toll collection business; therefore FETC needs to collect your personal data. To comply with the Personal Data Protection Act, before you provide us with your personal data, FETC hereby informs you of the following items:

I. Purpose of Collecting Personal Data

Pursuant to the "The Specific Purpose and the Classification of Personal Data of the Personal Data Protection Act" promulgated by the Ministry of Justice, FETC collects your personal data for the following purposes:

- public and private transportation, public transportation and public construction (029)
- contract, contract-like or other legal relation matters (069)
- consumers, customer management and service (090)
- consumer protection (091)
- non-government agency's collection and process of personal data in accordance with its legal obligations (063), etc.

II. Classification of Personal Data Collection

Pursuant to "The Specific Purpose and the Classification of Personal Data of the Personal Data Protection Act", your personal data that FETC collects falls within the following classification:

"Identifiable Information":

- C001 Personally identifiable information such as: name, vehicle owner's address, mailing address, residential address, resident's phone number, mobile phone number, account and password for website or FETC ETC APP application, mailing and residential address, photo, email, electronic signature, record providing internet identity authentication or inquiry application service record as well as any other data which can identify an individual.
- C002 Personally identifiable financial information, such as: the account number and account name of an account opened with a financial institution, the number of credit card or debit card, and any other number or stored-value account of an individual.
- C003 Personally identifiable information from government data such as: ROC Identification Certification Number, ROC Uniform Number, and license plate number.

"Other Information"

- C131 Search of written documents, such as: index or code of written documents which is not processed by automatic mechanism.
- C132 Unclassified data, such as: mails, files, reports or e-mails that are unable to be classified.

III. Duration, Area, Recipients, and Manner with regard to the Use of Personal Data

- (1) Duration: The effective period of the Service Agreement between you and FETC, the period that the personal data is required to be retained in accordance with the relevant laws and regulations, or the required retention period for the execution of the electronic toll collection business (if longer than the period required by the relevant laws and regulations).
- (2) Recipients: Those that have the necessity to collect, process and use the personal data, including FETC, the suppliers in relation to the electronic toll collection service agreements and who bear confidential obligations to FETC, and the third parties to whom the personal data shall be disclosed under the laws and regulations.
- (3) Areas: The territorial jurisdiction of Taiwan, the Republic of China
- (4) Manner: Collection, processing and use by automatic mechanism or other non-automatic methods which comply with the relevant laws and regulations in respect of personal data protection.

IV. You may exercise the following right over the personal data possessed by FETC under Article 3 of the Personal Data Protection Act:

- (1) Inquire or request to review or make copies of the electromagnetic information. FETC may charge a fee for FETC's reasonable cost in accordance with the laws.
- (2) Request to supplement or correct, provided that you shall clearly specify the said request.
- (3) Request FETC to discontinue the collection, processing or use, or to delete your personal data. FETC will stop using the information immediately upon your termination of FETC's service. However, when the information is necessary for FETC to execute the electronic toll collection business, FETC may refuse your aforementioned request in accordance with the provision of Article 11.2 and 11.3 of the Personal Data Protection Act.
- (4) If you want to exercise the rights stipulated in Article 3 of Personal Data Protection Act, please contact FETC hotline (02)7716-1998. Our customer service team will be at your service.
- (5) To exercise the above rights, you shall clarify properly in accordance with the laws or it may affect FETC's provision of the freeway electronic toll collection service to you.

V. FETC will use your personal data within the scope of providing electronic toll collection service pursuant to the laws and regulations concerning personal data protection. You may choose not to receive marketing messages on electronic toll collection business by contacting FETC service line at (02)77161998.

VI. If you choose not to provide relevant personal data, FETC will not be able to proceed with the freeway electronic toll collection business operations and other related services. Hence, FETC may refuse to handle or to accept your request on the freeway electronic toll collection business matters between you and us and such other related matters.

VII. FETC reserves the right to amend this policy and may inform you of the amendments by providing you with a link to the website setting forth the details concerning this policy via methods including without limitation to oral communications, written document, phone calls, SMS, emails, fax, electronic document, or any other manners that will or may enable you to be aware of the above. By then, please read the contents on the designated webpages carefully.

Inquiry · SMS notice · email Service

Inquiry

eTag Users

- Users may inquire the 1-hour-ago "real-time balance" in the account, and the trial amount does not include 10% discount preference of the toll.
- Since 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

- Toll payable shall be inquired on the 4th day from the date of passage.



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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 to be charged, a SMS will be sent to remind you of completing the account balance as soon as possible.

Toll email Service

- The content comprises the toll amount (withheld or payable), eTag account balance recharging reminders, detailed inquiry links.
- The email shall be received on the 4th day from the date of passage.
- We will notify the outstanding toll through SMS, regular mail and registered mail.



eTag Users

Payment Users

Freeway Tolls E-bill

- You shall top up your account and pay tolls on time. Apply for electronic bill and go green and save green!
- Learn your outstanding tolls by receiving monthly e-bill. (E-bill Delivery date: when you apply for bill in first half of month, you will receive bill on 12th of the next month; if you apply for bill in the second half of month, you will receive bill on 27th of the next month.)
- Access to passage details anytime and anywhere without disclosing your personal information.



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FETC ETC APP

- Please download the official mobile APP - FETC ETC to prevent internet fraud and leakage of personal information.

- ☒ Inquiry at a glance.
- ☒ Easy access to information of multiple motor vehicles
- ☒ eTag users can enjoy a variety of benefits and rewards

Step >

1. Enter member account and password or vehicle owner's Personal ID to log in

2. Click on the benefits and then click on "redeem the reward"

3. Click on "submit license plate number"

4. Redeem the chosen reward following the instructions



APP Inquiry




Download

Schematic Diagram of the Top-Up · Payment Period

eTag Users

Enough Account Balance Auto 10% discount preference shall be provided

Inefficient Account Balance

7/1 Date of passage	7/2	7/3	7/4	7/5	7/6	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 stored-value without any discount		Recharge the stored-value without any discount (Note)	
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 stored-value before the compulsory enforcement.

※ Ordinary Mail Notification Period: Toll shall be paid by deadline. Toll occurs on the 1st day to the 15th day of each month shall be paid before the 25th day of the next month. Toll occurs on the 16th day to the last day of each month shall be paid before the 10th day of the next two months. However, the actual payment deadline shall be the date printed on the bill.

※ Registered Mail Notification Period: Toll shall be paid by deadline. Toll occurs on the 1st day to the 15th day of each month shall be paid before the 25th day of the next two months. Toll occurs on the 16th day to the last day of each month shall be paid before the 10th day of the next three months. However, the actual payment deadline shall be the date printed on the bill.

※ Ordinary mail and registered mail notification shall be sent to the "mailing address". If there are no records of mailing address, the notifications shall be sent to the "vehicle record address".

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 Balance

- 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 until the registered letter is sent, 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 shall be auto deducted, but no discount preference shall be provided.



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Channel

1 Auto Value Stored Service for Bank Credit Card / Demand Deposit Account

- 10 % discount preference of the toll is automatically deducted from 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.
- Pay tolls with credit card bills to prevent delay or arrears of toll payment.
- Please add at least NT\$100 to account at convenient stores before using.



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2 over-the-counter Top-up Service

- Users may log in the FETC ETC APP, choose the inquired license plate number and click on "add value" to present the eTag barcode identification to personnel at 4 main convenient stores, FET service points, FETC service centers, a.mart stores or Simple Mart stores to add value directly, and inquire the eTag account balance.



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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, the notifications of recharging toll and the disgorgement operating costs shall be sent every half a month, and registered operating processing fee shall be charged.

Overdue

- After the day of registered payment period, the road user shall be charged with the registered operating processed fee. If one doesn't pay the unpaid amount, he shall be charged for unpaid toll fees and registered operating processing fee as well as a fine of NT\$300 per day.