

Taiwan Railway Corporation, Ltd. Regulations Governing Usage of Multi Electronic Stored Value Cards for Taking Train Transportation

Letter Tie-Dao-Ying-Zi No.1143501309 issued by the Railway Bureau, MOTC, on April 21, 2025 for Reference

- I. The terms used in these Regulations are defined as follows:
 - (I) Electronic Stored Value Card: Refers to cards issued or co-branded by EasyCard, iPASS and icash.
 - (II) Discount Card: Refers to the discount electronic stored value cards applied for in accordance with the law by those meeting the following requirements:
 1. Senior Card (applicable to ROC citizens aged 65 and above).
 2. Children's Discount Card (ages 6 to 12).
 3. Charity Card and Charity Companion Card (for persons holding a disability identification and (or) certificate issued by the competent authority and their necessary companions).
 - (III) Regular Card: Refers to electronic stored value cards other than the special cards mentioned in the previous Paragraph. (The amount shown refer to the fare of regular/adult tickets)
- II. Scope of Train Transportation the Electronic Stored Value Cards are Applicable to
Electronic Stored Value Cards can be used to board all Taiwan Railway Corporation, Ltd. (hereinafter referred to as the Company) stations at round-island line and branch lines (Pingxi Line, Shen'ao Line, Neiwan Line, Liujia Line, Jiji Line and Shalun Line), and except for sightseeing trains, group travel trains, Taroko trains, Puyuma trains, Tze-Chiang (3000) Express, special trains, business cars, family cars and other designated trains of the Company (exclusive trains and trains that do not sell unreserved tickets), there is no restriction on the type of trains 1 take. If taking a train with a designated train number, no separate seat reservation is required.
- III. The fare for regular cardholders is calculated according to the following standards; the fare for discount cardholders is half the fare as follows:
 - (I) Passengers taking Chu-Kuang Express and local trains: The local train fare is based on the departure and arrival stations.
 - (II) Passengers taking Tze-Chiang Express:
 1. For traveling within 50 kilometers, the fare will be calculated based on the local train fare between the departure and arrival stations.
 2. For traveling for more than 50 kilometers, the fare calculation will be divided into the following 2 stages and then added up to the total fare:
Stage 1: The first 50 km is calculated based on the local train fare.
Section 2: For part distance exceeding 50 km, the excess mileage will be calculated based on the mileage level of the Tze-Chiang Express fare (starting from NT\$2.98).
 - (III) Recognition for traveling with Tze-Chiang Express within 50 km:
It does not refer to a traveling distance of 50 km accumulated from the start of taking Tzu Chiang Express, but the total mileage of all levels of trains and transfers within 50 kilometers, and the local train fare will be charged. If the total mileage from departure to arrival stations exceeds 50 km (including all transfers) when arriving at the arrival station, the difference between Tze-Chiang Express and the local train will be added to the mileage exceeding the threshold. No additional fee will be charged for trains below the level of Chu-Kuang Express.
- IV. Procedure for Accessing the Stations using Electronic Stored Value Cards
 - (I) When passengers use electronic stored value cards to board the train, they shall swipe the cards when entering and exiting the station, and pay attention to the lights, sounds and messages displayed on the screen of the card inspection equipment at the entrance and exit (including the deduction amount) to complete the correct entry and exit procedures.

- (II) If passengers need to transfer, they shall complete the card swiping procedure at the transfer station. However, if it is unable to complete the card swiping process at the transfer station for any certain reason, please go to the ticket booth with the ticket and card to complete the re-registration transaction before exiting the station.
- V. If using the electronic stored value card and finding out that there is no entry record during ticket verification or exit, please apply for re-registration of ticket (the fare payable for traveling from the departure station to the arrival station) and the card discount will not apply. If the passenger cannot prove the actual departure station, the fare will be supplemented according to the regulations for traveling without purchasing the ticket, and an additional 50% of the fare for the distance traveled may be charged.
If it is unable to enter the station again due to a previous transaction without exit record when using an electronic stored value card which is not due factors attributable to Company, it will be required to make a retroactive transaction in accordance with Point 7 and it will not be able to request a refund after the retroactive transaction.
- VI. Anyone using the electronic stored value card to enter or exit the paid areas of stations of the Company for a period exceeding the reasonable time limit, the fare will be calculated in accordance with the following provisions, unless the reason for staying for an excessive time period is attributable to the Company:
- (I) Within 1 hour, the minimum ticket fare of NT\$22 will be charged.
 - (II) More than 1 hour but less than 3 hours, a fare of NT\$161 will be charged.
 - (III) If more than 3 hours, a fare of NT\$933 will be charged at stations from Taipei to Kaohsiung.
- VII. If using the electronic stored value card to enter and exit different stations beyond the following reasonable time limits, it will be charged according to Point 3 based on the actual travel distance, unless the reason for staying for an excessive time period is attributable to the Company:
- (I) Not exceeding 70 km: The time limit between entering and exiting the station shall not exceed 3 hours.
 - (II) 70 but not exceeding 200 km: The time limit between entering and exiting the station shall not exceed 8 hours.
 - (III) Exceeding 200 km: The time limit between entering and exiting the station shall not exceed 12 hours.
- Any passenger exiting the station beyond the time limit in the preceding Paragraph due to reasons not attributable to the Company, the Tze-Chiang Express fare shall be calculated based on the actual travel distance.
- VIII. Restrictions on Usage of Discount Cards
- (I) The discount card can only be used by the holder him/herself.
 - (II) When boarding a train with a discount card, please cooperate with the ticket inspector to check the ID document. If using an ineligible discount card, it will be deemed as using an invalid card, and the actual fare for the train from the departure to the arrival stations will be payable. If there is no justifiable reason, an additional 50% of the fare for the distance traveled may be charged. Please keep the ticket re-registration receipt and change the discount card before leaving the station to make up for the NT\$0 exit record.
 - (III) The Charity Companion Card shall be used right after the Charity Card on the same ticket checking machine to enjoy the discount rate. If it is not used continuously or there are other electronic card transactions during the period, it will be charged as a regular card.
 - (IV) If a child is over 12 years old on the day of travel, he/she is not allowed to board the train with a child discount card. Anyone violating the provisions will be deemed to be taking the train with an invalid card and will be required to pay the full fare.
- IX. If the delay in passenger transportation meets the standards of “Compensation Rules for Passenger Train Delays of the Company”, the passenger may visit the arrival station with the

electronic stored value card on the day of travel to ask the station staff (please ask the management station for unmanned stations) to process a NT\$0 exit. If the delay refund procedure is not processed on the day of travel, please submit an electronic card refund application to the station within 1 year after the date of travel and visit either the departure or arrival station from the date of travel, and print out the travel transaction details by yourself.

- X. If using an electronic stored value card to board a train that is prohibited from boarding as listed in Point 2 (Scope of Train Transportation the Electronic Stored Value Cards are Applicable to), it will be deemed to have traveled without a ticket and will be required to pay the fare, plus 50% of the fare for the distance traveled.
- XI. Station staff and ticket inspectors of the Company may require passengers to present their electronic stored value cards for inspection in the paid areas of the stations, and may also require passengers holding discount cards to present their ID documents; those who refuse to cooperate in presenting their IDs will be deemed to have traveled without a ticket and will be required to purchase a new ticket. Anyone without any valid reason will be charged for an additional 50% fare for the distance traveled.
- XII. Passengers using electronic stored value cards are not subject to the Company's regulations regarding wrong boarding.
- XIII. If the train conductor checks the entry record of any passenger using an electronic card and the date does not match that of the day (except for overnight trains), and the entry time is obviously unreasonable with the boarding time, or the entry record is in the opposite traveling direction of the train, the passenger will be charged the actual fare from the departure to the arrival stations of the train according to the Company's current fare supplement method for passengers without a ticket. If the passenger cannot prove his or her departure/arrival stations, the fare will be calculated from the departure station or the last station where the ticket was inspected to the arrival station of the train. In addition, the passenger shall handle the abnormal entry of the electronic card at the time of exiting the station and deduct the fare before releasing the card to maintain the normal use of the electronic stored value card.
Passengers using electronic stored value cards to board trains and if the train conductor finds out that there is no record of them entering the station with cards, they will be charged the fare for the actual travel distance from the departure to the arrival stations in accordance with the Company's current supplement ticket fare charging rules. If the passenger cannot prove his/her departure station, the fare shall be calculated from the departure station or the last station where ticket inspection was completed to the arrival station of the train, and a 50% fare may be charged also.
- XIV. Negative balances are allowed on electronic stored value cards
 - (I) EasyCard: The card allows a negative value once when exiting the station, but shall not be lower than NT\$-60.
 - (II) iPass: The card allows a negative value once when exiting the station, but shall not be lower than NT\$-65.
 - (III) Icash 2.0: The card allows a negative value once when exiting the station, but shall not be lower than NT\$-65.
- XV. Passengers holding electronic stored value cards boarding or alighting at any of the following stations on the Company's branch lines and transfer at designated stations will be charged the fare for the shortest distance of local train:
 - (I) Liujia/Neiwan Line: Between Qianjia=Liujia=Neiwan, transfer to Taipei-bound train at Hsinchu Station (designated station).
 - (II) Pingxi Line: Between Dahua=Jingtong, transfer to Yilan-bound train at Ruifang Station (designated station).
 - (III) Shalun Line: Between Shalun=Zhongzhou, transfer to Tainan-bound train at Zhongzhou Station (designated station).
- XVI. If requiring to add value to the electronic stored value card, it may do so at the Company's station ticket sale windows, ticket re-registration office or automatic ticket vending machine.

The minimum top-up amount of each electronic stored value card shall not be less than NT\$100, and the total top-up amount shall not exceed NT\$10,000 in accordance with the regulations of the Financial Supervisory Commission of Executive Yuan.

- XVII. If passengers need travel records, they may visit the Company's official site to download travel records within 3 months of the inquiry date. For travel records over 3 months, please contact the company managing each of the electronic stored value cards.
- XVIII. Any passenger who has already made supplement payment for the ticket or has purchased a ticket but mistakenly swiped the electronic card shall take the electronic stored value card and the ticket to the ticket re-registration office to release the electronic card or re-register the electronic card before exiting the station. Any passenger swiping the card to exit the station directly cannot request a refund.
- XIX. Miscellaneous
Any matters not covered herein will be handled in accordance with relevant government laws and station announcements.