

# Assistance Request Form for Digital Student ID Card Problems

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Email: p3509@i-pass.com.tw

Fax: iPass Corporation (04-7288793)

Tel: 07-793-3000 ext. 508、509、529、539

Customer Service: 07-791-2000

School Name: \_\_\_\_\_

Date of Application: \_\_\_\_/\_\_\_\_/\_\_\_\_(y/m/d)

Staffer-in-charge: \_\_\_\_\_

Tel: \_\_\_\_\_

Student No. / Faculty (Staff) ID No.	Name	Contact Phone No.	Version		Original Card No. (11 digits)
			<input type="checkbox"/> Student <input type="checkbox"/> Faculty/Staff		
Reason of Application	<input type="checkbox"/> Loss <input type="checkbox"/> Man-made Damage (Note 3) <input type="checkbox"/> No defect but malfunctioning <input type="checkbox"/> Refund <input type="checkbox"/> Others _____				
<b>Refund (Note 4)</b> ※ Cheque by Post: Mail to the reported address and cashed by the card holder in person (the registered postage of NT\$28 will be deducted from the remaining balance) ※ Bank Transfer: transferred into the personal account of the card holder (a transfer fee of NT\$10 will be deducted from the remaining balance)	<input type="checkbox"/> Cheque by Post	Address:			
	<input type="checkbox"/> Bank Transfer	Name of Beneficiary			
		Bank Name		Bank Code (3 digits)	
		Branch		Branch Code (3 digits)	
		A/C No.			
	<input type="checkbox"/> Refund at iPass Corporation (3F., No. 1, Zhong'an Rd., Qianzhen Dist., Kaohsiung City)				
Note					
<p>■ I agree to provide the personal information above for the purpose of reporting the loss of my registered iPass card with iPass Corporation. The application will not be considered by iPass Corporation until signed.</p> <p style="text-align: right;">Signature: _____</p>					

## Notes:

- Pursuant to the Personal Information Protection Act, to provide card holders with quality services relating to registered iPass cards, iPass Corporation will keep card holders' personal information for the purpose of handling electronic stored-value cards and reporting loss. Moreover, a personal information protection notification has been announced at [www.i-pass.com.tw](http://www.i-pass.com.tw). In case of any further questions or concerns, please call Customer Service at 07-791-2000.
- iPass Corporation is responsible only for the function of paying public transportation fares. For all the other functions of a digital student ID card, please contact the staffer-in-charge at your school for more information.
- Man-made damage includes obvious scratches, breakage, truncation, punching, and gluing on the card (except gluing approved by iPass Corporation) or anointment, the protrusion of chips, breaks, bending, and other conditions considered by iPass Corporation to make an iPass card no longer usable.
- If a card holder applies for a refund, **the refund method will depend on the request of the card holder**. The card holder should be held fully liable for any damage or loss resulting from incorrect refund information. In addition, the card holder is required to pay a bank transfer fee (NT\$10) or the postage (NT\$28), and the fee (postage) will be deducted from the remaining balance. Please note that no refund will be made if the remaining balance is less than the bank transfer fee or the postage.