

1. This product is issued by the EasyCard Corporation (hereafter referred as EasyCard Corp.) and is an EasyCard which can be registered. This does not include a deposit and the available amount is NT\$0. If the user does not complete the registration process, the EasyCard is considered an unregistered EasyCard and cannot be reported as lost.

2. The new generation student EasyCard and SuperCard special privileges

(1.) When purchasing the new generation student EasyCard, the user will have the student ticket discount fare for 20 days from the first time using the student EasyCard for the Taipei-New Taipei-Keelung City bus ride. Please register the student EasyCard and complete the student ticket discount fare validity setting within the operation schedule described below. The user must complete the registration/discount application and student status discount validity setting to continue having the student discount ticket. When the student ticket discount fare application period expires, the student ticket discount fare will be charged as the ordinary ticket fare.

※Operation schedule description: The user shall apply for registration/discount ticket fare at least 10 days before the expiration of the 20-day student ticket discount fare application period. The EasyCard Corp. will notify the user after reviewing and confirming that the application is eligible. The user shall complete the student status discount ticket fare validity setting before the expiration of the 20-day student ticket discount fare application period to continue having the student discount ticket fare. (e.g., Yo takes a bus in Taipei-New Taipei-Keelung City bus for the first time on October 10th with a student EasyCard, she can have the student discount ticket fare for 20 days until October 30th. Yo shall apply for registration/discount ticket fare 10 days before the expiration of the discount fare application period, which means Yo must complete the application before October 20th and received the EasyCard Corp.'s notification for approval of Yo's eligibility, she will then continue having the student ticket discount fare.)

(2.) The SuperCard issued by the EasyCard Corp. with the "悠遊卡 SUPER CARD" trademark can use the "Easy Wallet" APP to top-up value, purchase periodic tickets, check the balance, and view real-time transaction records.

3. Top-up and usage of EasyCard

(1.) The balance of the EasyCard before being stored is NT\$0. Users can top-up the card at convenience stores, Taipei Metro stations and appointed vendors. The

SuperCard with the "  " trademark can be topped-up by using the "Easy Wallet" APP, and the maximum top-up amount shall not exceed NT\$10,000. For the latest information on the top-up service, please visit the EasyCard official website at www.easycard.com.tw.

- (2.) All funds received for the EasyCard stored value are declared as Trust.
- (3.) The EasyCard has a warranty period for one (1) year from the date of purchase (attached purchase invoice). In case of the EasyCard has an inherent defect or malfunction during the warranty period, EasyCard Corp. will refund or exchange the EasyCard without additional charges. Users cannot specify the replacement card, and the defective or malfunctioning EasyCard shall be returned.
- (4.) When using the EasyCard to make micro-payments (at the convenience stores or supermarkets), the single transaction amount limit shall not exceed NT\$1,500, and the cumulative transaction amount limit within one day shall not exceed NT\$3,000.

The SuperCard with the "  " trademark is not subject to the above restrictions.

- (5.) If the EasyCard is blocked by card reader during public transportation use, the re-activation process of the EasyCard should follow the related regulations set by the public transportation company.

4. Checking the transaction records

- (1.) User may use the "Easy Wallet" App or the appointed devices (such as the automatic card readers at Taipei Metro stations and the Multimedia Station/Kiosks in convenience stores) to check the balance and transaction records for free.
- (2.) User may apply to EasyCard Corp. for their transaction records from application date dating back up to five (5) years with service charge.

5. Refund of stored value

- (1.) User shall present the EasyCard to EasyCard Corp. to block it and user cannot use it after it blocked.
- (2.) User may apply for a refund of the EasyCard at the EasyCard Corp. service center or designated institutions (such as Taipei Metro stations) in person or send out to be processed for a refund. Refunds can also be processed by mail, with user required to send the EasyCard by a registered mail to EasyCard Corp, including the applicant's name, phone number, and bank name, branch name, and account number for the wire transfer.
- (3.) User apply for the balance refund, the handling fee shall be deducted from the

refund amount; if off-site refund application is not made in person, postage or fund transfer costs shall be deducted from the refund amount.

6. Registration application rights and interests

(1.) User can register the EasyCard at EasyCard Corp.'s service center, the EasyCard website at www.easycard.com.tw, or by using the "Easy Wallet" App. EasyCard Corp. reserves the right to approve the application.

(2.) If the registered EasyCard is lost or stolen, user shall notify EasyCard Corp. or its designated institutions by phone or through the service website as soon as possible to report the loss and cancel the EasyCard. Relevant fees shall be paid according to the EasyCard Corp. user agreement. When EasyCard Corp. discovers that the card is suspected of fraud, money laundering or other illegal activities, it will notify the user within ten (10) days from the date of receiving the loss report and require the user to file a report at the local police authority within five (5) days after receiving of the notification. In case of force majeure (such as natural disasters, accidents, etc.), the notification period shall be counted from the end of the force majeure event.

(3.) The registered EasyCard user who has completed the loss report by phone or on the official website in accordance with the provisions of the preceding paragraph shall be deemed to have completed the loss report. Any losses incurred by fraudulent use or theft after completing the loss report procedure shall be borne by the EasyCard Corp.. However, the user is responsible for the loss of the offline real-time transactions are fraudulently used within 3 hours after the loss report.

(4.) Registered EasyCard cannot be reversed back to unregistered card or transferred to a third party for registration or use.

7. User obligations

(1.) User are not allowed to forge, alter, or change the original appearance or shape of the EasyCard in any way issued by the EasyCard Corp., including but not limited to dismantling the EasyCard to remove the chip, antenna, stored software or data, or removing the front chip, antenna, and other data, and then add, process, use or apply them; or purchase or obtain an EasyCard from other third parties not authorized by the EasyCard Corp. that is forged, altered or change the original appearance without authorization.

(2.) User is not allowed to use the EasyCard that has been forged, altered or changed the original appearance, or transfer the registered EasyCard to a third party in any way for use. If user violate the preceding paragraph or the provision abovementioned, EasyCard Corp. has the right not to provide relevant services and assumes no responsibility. If user violates the preceding paragraph or the provision

abovementioned and still completes the transaction, user shall not claim that the amount deduction for completing the transaction is invalid.

8. Service charges

EasyCard Corp. may charge from user or deduction from EasyCard stored value as below:

(1.) Termination handling fee: A NT\$20 handling fee may be charged for refund applications of the balance. If the EasyCard has been used for at least five (5) (incl.) transactions or more, and held for at least three (3) months (incl.), this termination handling fee will be waived.

(e.g., Yo has decided to terminate the EasyCard Corp. user agreement. Her EasyCard has a balance of NT\$100, her transaction record indicates that she has used the EasyCard on fewer than five (5) times. The amount of her refund is therefore calculated as follows: balance NT\$100 - termination handling fee NT\$20 - cost of registered mail NT\$28 = NT\$52.) (Postage is subject to the postal unit notice)

(2.) Transaction records fee: In addition to free inquiry of the recent six transaction records and stored value balance of the EasyCard at the automated service machine provided by the EasyCard Company, User may apply with EasyCard Corp. for their transaction records from application date dating back up to five (5) 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: Yo applies for her transaction records for the period between August 1st and December 25th. The printout is three (3) pages long, so she shall pay the basic charge of NT\$20 + NT\$5 for the second and third pages, making the total charge NT\$30.)

(3.) EasyCard loss report fee: when the EasyCard has been reported loss or applied for refund, user shall be charged NT\$20 for the card loss report fee. When the EasyCard is blocked, the EasyCard Corp. user agreement shall be terminated. User shall bear the cost of postage or the remittance fee for the refund.

(4.) Registration fee: charge of NT\$50 will apply when user registers their 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 use more than one EasyCard at a time.

(3) EasyCard Corp. considers the physical characteristics of the EasyCard (such as life cycle) and originally set the validity period of the EasyCard to 20 years; unless the EasyCard is damaged or cannot be sensed properly, if the EasyCard displays expired,

user can still go to the EasyCard Corp. designated location to extend the EasyCard validity period. For the details on extension methods and locations, please refer to the official website of the EasyCard Corp. > What is EasyCard > How to deal with the card that has expired after 20 years. The EasyCard Corp. may consider the business needs or to protect the rights and interests of user, and reserve the right to extend the period or change it to other supporting methods. (Including but not limited to: When the specified time limit expires, user shall follow the instructions of the EasyCard Corp. to replace the EasyCard with a new one or terminate the EasyCard Corp. user agreement and return the balance to replace the expired EasyCard to protect the user's rights and interests. In addition to the cost of purchasing a new card, which is borne by the user, other costs incurred due to the EasyCard replacement process will be borne by the EasyCard Corp..).

10. Service for consulting and disputes

(1.) 24-hour customer service line: +886-2-412-8880 or AI customer service platform <https://reurl.cc/02MZ0o>

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

(3.) Website: www.easycard.com.tw

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

11. The rights and obligations for detail, please find the EasyCard Corp. user agreement posted on the EasyCard Corp. website at www.easycard.com.