

I-SHOU UNIVERSITY

Notices about the Use and Reissue Due to Loss of Digital Student ID Cards

I. General Rules:

1. The digital student ID card must be used only by the card holder. No alteration, counterfeiting or forgery is allowed.
2. A photocopy of the digital student ID card can be used as a certificate of enrollment when stamped by the Registration Section. Please present the digital student ID card and a photocopy to the Registration Section for further processing.
3. Please use and keep the digital student ID card with care, prevent it from being damaged or scratched, and keep it from the heat, metal objects or foreign objects.
4. The period of validity:
 - a. The period of validity of a digital student ID card is consistent with the prescribed duration of study [4 years for undergraduate programs (5 years for the School of Chinese Medicine for Post Baccalaureate), 2 years for master's programs, and 3 years for PhD programs]. If any student wants to have the period of validity extended due to suspension of schooling, an extension of graduation, etc., he/she should apply to the Registration Section by presenting his/her digital student ID card within two weeks of the first day of classes. Once the validity expires, the card holder will no longer be entitled to discounts for students, and his/her card will be regarded as an anonymous general card.
 - b. After a student has graduated, withdrawn or been expelled from the University, he/she can continue using the digital student ID card to take the Kaohsiung Metro, but he/she will no longer be entitled to discounts for students, and his/her card will be regarded as an anonymous general card.
 - c. During the period of suspension of schooling, the digital student ID card can still be used as an electronic stored-value card, and the card holder is still entitled to discounts for students when taking the Kaohsiung Metro.

5. Refund:

If any student wants to cancel the digital student ID card after graduation, withdrawal or expulsion from the University, he/she may take the card to any of the KMRT stations for a refund. Once cancelled, the digital student ID card can no longer be used as an electronic stored-value card.

II. Report of Loss:

1. When a digital student ID card is in its validity, the card holder is entitled to report the loss, request a replacement and a refund. If a digital student ID card was lost after its card holder has graduated, withdrawn or been expelled from the University, the card will be regarded as an anonymous general card, and therefore no service of reporting the loss and requesting a replacement is available.
2. If a digital student ID card was lost while its card holder is studying at the University, he/she should first report the loss to iPass Corporation (<https://www.i-pass.com.tw/>), print out the

loss report, and finally complete an Application for Documents of Current Students at the Registration Section and pay a reissuing fee of NT\$200. If the card holder intends not to request a replacement, he/she will still be required to pay a reporting fee of NT\$20 at the Registration Section. The reporting process will not be considered completed until the said reporting fee has been paid. No cancellation is permitted after the digital student ID card has been reported lost. In addition, the card holder has to bear the loss resulting from fraudulent use within 3 hours of reporting the loss.

3. After checking the remaining balance of the lost card, iPass Corporation will make a refund to the card holder in cheque or by bank transfer after deducting the registered postage or transfer charges.

III. Card Problems and Others:

1. Malfunctioning cards:

- a. If an digital student ID card cannot work normally, the card holder should submit the card to the Registration Section and complete an Assistance Request Form for Digital Student ID Card Problems (see the attachment), and the University will send the card to iPass Corporation for further processing. iPass Corporation will deduct the registered postage or transfer charges from the remaining balance and make a refund to the card holder in cheque or by bank transfer within 14 working days of receipt of the request.
- b. If a digital student ID card is no longer usable due to man-made damage [such as obvious scratches, breakage, truncation, punching, and gluing on the card (except gluing approved by iPass Corporation) or anointment, the protrusion of chips, breaks, undistinguishable card surface or card number, and other conditions considered by the University to be man-made damage], the card holder may directly apply to the Registration Section for a replacement.
- c. If it is not possible to be sure whether a digital student ID card has been damaged by misuse, the University will send the card to iPass Corporation for professional judgment. Once the card is proved to no longer be usable, iPass Corporation will send the result and the card back to the University, and the card holder can retrieve his/her card from the Registration Section and apply for a replacement.
- d. If a card holder is right at the paid area of any KMRT station when his/her digital student ID card malfunctions, he/she is required to pay the fare in cash. If he/she has no enough cash for payment, the station staffer will give him/her a request form for the fare not paid yet, and he/she is required to make up the payment later.

2. Unauthorized digital student ID cards:

If a student doesn't sign the Notification of Personal Information Processing for Digital Student ID Cards or refuses to provide personal information, his/her digital student ID card cannot be used to add value, make small payments or pay public transportation fares as an electronic stored-value card does. If the card holder wants to sign the said Notification or make a change in authorization to unlock the card, he/she is required to sign the said Notification in person at the Registration Section and pay NT\$69 for unlocking the card and

registration.

3. Others:

Other guidelines about the use of iPass cards are subject to the Notices about the Issue and Use of iPass Cards and relevant announcements made by iPass Corporation as well as any amendments thereof.