

「外來人口變更新式統一證號」常見 Q&A Q&A for “Update of New UI No. for Foreigners”	
編號/No.	內容/Content
Q1	我已經到內政部移民署變更新式統一證號，但留存於 貴行的統一證號尚未更新，我該如何申請變更及應備那些文件呢？
Q1(English)	I have changed to the New UI No. with the National Immigration Agency, but my New UI No. have not been updated to the Far Eastern International Bank (“FEIB” or “the Bank”) yet. How should I proceed to update and what documents should I prepare?
A1	<p>親愛的客戶，您好：</p> <p>如您留存於本行之統一證號尚未變更為新式統一證號，您可透過下列任一方式辦理變更事宜：</p> <p>一、至本行官網下載「外來人口統一證號變更申請書」並填寫及檢附載有新式統一證號之證件影本後，以郵寄方式辦理資料變更。【註】</p> <p>【註】若您有申請本行網銀、電話語音、COMBO 卡等服務，因需換發 COMBO 卡或重新配發交易密碼，請您務必攜帶載有新式統一證號之證件、存摺（如有）及原留印鑑至本行任一分行臨櫃辦理。</p> <p>二、本人親持載有新式統一證號之證件、存摺（如有）及原留印鑑至本行任一分行臨櫃辦理。</p> <p>◆分行地址及電話可參閱本行網站>服務據點>分行據點。</p>
A1(English)	<p>Dear customer,</p> <p>If you have not updated your New UI No. with the Bank, you may proceed to update in any of the following ways :</p> <p>1. Visit the official website of the Bank, download the “New UI No. of Foreign Nationals Application Form (“Application Form”),” fill out the Application Form, and attach the copy of resident certificate which contains the New UI No., and send to the Bank by mail. [Note]</p> <p>[Note] If you have already applied for services such as the internet banking, telephone voice or COMBO card service of FEIB and require replacing your COMBO card or reissue your transaction PIN, please bring your resident certificate with your New UI No., passbook (if any) and the original registered specimen seal to any FEIB’s branch to handle matters related to the change of the New UI No..</p> <p>2. Please bring your resident certificate with your New UI No., passbook (if any) and the original registered specimen seal to any FEIB’s branch to handle matters related to the change of the New UI No..</p> <p>◆For information on the address and telephone number of the branches, visit the official website of the Bank >About FEIB > Branch Location.</p>

Q2	我已經到內政部移民署變更新式統一證號，但留存於 貴行的統一證號尚未更新，有哪些業務會受到影響？有變更期限嗎？可以委由他人代辦嗎？
Q2(English)	I have changed to the New UI No. with the National Immigration Administration, but my New UI No. have not been updated to the Bank yet, what kind of business will be affected? Is there a deadline for the update? Could I appoint a third party to update on my behalf?
A2	親愛的客戶，您好： 一、建議您辦理統一證號變更後，請您與有入 / 扣帳往來之相關單位（如：發薪雇主、公共事業費機關、證券公司或保險公司等）同步更新您的統一證號，以利後續順利辦理入帳或扣帳作業。 二、本行目前並無規定變更統一證號之期限。惟為維護您的權益，建議您撥冗向本行辦理變更事宜，以利您個人資料管理之一致性。 三、變更統一證號需由您本人辦理，無法委託他人代辦。您可以透過臨櫃或郵寄的方式辦理。
A2(English)	Dear Customer, 1. After the finish of the change of the New UI No., please also update your New UI No. with the relevant units where you have debit/credit transactions (e.g., payroll employers, public utilities service providers, securities companies or insurance companies) to facilitate the smooth processing of the subsequent debit and credit operations. 2. The Bank has not set a deadline for the update of UI No.. For the protection of your rights and privileges, you are advised to make time for the update with the Bank for the consistent management of our personal information. 3. You have to process the update the UI No. in person and cannot appoint a third party for this purpose. You may process the change at any of our branches or by mail delivery.
Q3	近日收到 貴行信用卡 ID 變更通知，我該如何處理？以及應具備哪些文件呢？
Q3(English)	I have received a notice from the Bank for the update of credit card ID recently, what should I do? What documents should I prepare?
A3	親愛的客戶，您好： 您可透過下列任一方式辦理變更事宜： 一、本人親持護照及載有新式統一證號之證件至本行任一分行臨櫃辦理。 ◆分行地址及電話可參閱本行網站>服務據點>分行據點。 二、檢附護照、載有新式統一證號之證件影本，並郵寄至「220 板橋郵政 6-9 號信箱」。 三、撥打本行客服專線(02-80731166/0800-261-732)，並傳真(02-82571800) 護照及載有新式統一證號之證件。

	<p>另提醒您：</p> <ol style="list-style-type: none"> 1.本行完成 ID 變更後將換發新卡，其相關代扣繳申請應需重新申請；為縮短办理流程，您可至本行官網(www.feib.com.tw)下載申請書或由本行郵寄申請書予您後，先行填寫資料，以節省您寶貴的時間。 2.臨櫃或郵寄者，本行會再另以電話通知。
A3(English)	<p>Dear Customer,</p> <p>You may proceed to update in any of the following ways：</p> <ol style="list-style-type: none"> 1. Please bring your passport and resident certificate with your New UI No., to any FEIB's branch to handle matters related to the change of the New UI No.. <ul style="list-style-type: none"> ◆Information on the address and telephone number of the branches of the Bank is available at the official website of the Bank >About FEIB >Branch Location. 2. Please send the copy of your passport and resident certificate which contains the New UI No., to "220 PO Box 6-9 Banqiao" by mail delivery. 3. Please call the customer service hotline of the Bank at (02-80731166/0800-261-732), and transmit your passport and resident certificate with your New UI No. by fax (02-82571800). <p>Friendly reminder：</p> <ol style="list-style-type: none"> 1. After the update of ID, the Bank will issue you new card(s). You should apply once again for related automatic preauthorized payment. For simplifying the process, you may download the Application Form from the official website of the Bank at http://www.feib.com.tw or the Bank could send you the Application Form to fill out before visiting the Bank for saving your valuable time. 2. The Bank will contact with you for processing at a branch or by mail.
Q4	請問外來人口舊式統一證號會停用嗎？
Q4(English)	Will the old UI No. for foreigners be phased out?
A4	<p>親愛的客戶，您好：</p> <p>依照內政部移民署的規劃，舊式統一證號預計自 2031 年 1 月 1 日起停用。</p>
A4(English)	<p>Dear Customer,</p> <p>According to the plan of the National Immigration Administration, the old UI No. will cease to be in force with effect on January 1 2031.</p>
Q5	請問我想知道更多「外來人口新式統一證號」的訊息，可以到哪裡查詢呢？
Q5(English)	I would like to get more information on "New UI No. Format for Foreign Nationals", where could I get such information?
A5	<p>親愛的客戶，您好：</p> <p>如您想知道更多「外來人口新式統一證號」訊息或更換新式統一證號資</p>

	<p>訊，可至內政部移民署網頁查詢 (https://www.immigration.gov.tw/5385/7445/238440/)，或撥打各服務 站電話、1996 內政服務熱線或外來人士在臺生活諮詢服務熱線 (0800- 024-111)，以得知更多訊息。</p>
A5(English)	<p>Dear Customer,</p> <p>If you prefer additional information on the “New UI No. Format for Foreign Nationals” or the process of replacement, you may visit the official website of the National Immigration Administration (https://www.immigration.gov.tw/5385/7445/238440/), or call the customer service locations, 1996 service hotline, or the foreigners service hotline in Taiwan (0800-024-111).</p>