

Lost and Found Notice

1. According to letters dated 2014/06/13, and 2017/04/07 from the Taipei City Government, Taipei Rapid Transit Corporation (TRTC) is authorized to handle lost property. In order to protect the rights of those entitled to receive such property, TRTC records the names and ID numbers (passport or resident certificate numbers) of the claimants (owners of the lost property and finders of the lost property).
2. If the claimants are not willing to provide their personal information, the claims process cannot be completed (based on subparagraph 6, paragraph 1, Article 8 of the Personal Information Protection Act). TRTC will then send the lost property to the original authorizing authority, the Taipei City Government, generally within 7 working days. At this point, the claimants must visit the police agency in person to identify and claim their lost property.
3. If lost items are cell phones, the claimants must present documentation proving their identity as the authentic owner. If documentation is insufficient (e.g., unclear or shows inconsistencies) or cannot be provided, the claimants must record their personal information and mobile number before TRTC will return their cell phones to them.
4. If lost items are debit cards, credit cards, registered electronic stored value cards, or other items with information sufficient to identify the owner, TRTC will either contact the issuers of the items to notify the owner or send the items to the issuers for handling according to their regulations.
5. If lost items are personal or may contain private information, such as car keys, house keys, remote controls, smartphones, laptops, digital cameras, or flash drives, TRTC will not notify the person(s) who found such items to claim them after the deadline has expired, in accordance with a letter dated 2018/02/27 from the Taipei City Government.
6. When people who are entitled to receive lost property entrust others to claim items classified as valuable (e.g., cash, electronic stored value cards, securities, gold ornaments, jewelry, or items with an estimated value over NT\$5,000) or items that may bear personal information (e.g., electronic products, identification, debit cards, credit cards), the entrusted person(s) must present their own identification, identification of the authorizing person(s), and an authorization letter before proceeding with the claims process.
7. When claiming lost (found) items, the claimants (owners of lost property and people finding such property) and their representatives must abide by legal stipulations such as the Personal Information Protection Act and Articles 803 to 807-1 of the Civil Code. Those who falsely claim items or commit other violations shall bear legal liability.

