

# Regulations Governing All Pass Ticket Use

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## I. Basis of Distribution

Pursuant to Official Letter No. 1093026363 issued by the Taipei City Government's Department of Transportation on April 6, 2020, the Taipei Rapid Transit Corporation (TRTC) shall authorize approved public transportation operators, such as companies operating bus routes and YouBike services in the Greater Taipei area, as well as the Danhai LRT, to distribute All Pass Tickets.

## II. All Pass Ticket & Description

The All Pass Ticket is a commuter ticket that allows for unlimited trips on nearly all public

transportation in Greater Taipei in a 30-day period. It is issued on the EasyCard or Easy Wallet and costs NT\$1280. With the All Pass Ticket, one may travel as far and as often as they like on the Taipei Metro (MRT), all buses (except on buses charging by distance) in the Greater Taipei area, and the Danhai LRT. One also enjoys the first 30 minutes of any YouBike rental session (a public bicycle sharing service) within the Greater Taipei area for free.

### **III. Purchase and Extension of the Ticket**

A. Tickets can be stored in:

1. EasyCards: All general physical EasyCards, including Adult EasyCards, Co-Branded EasyCards, EasyCard Debit Cards, Samsung Pay EasyCards, Student Cards, and Student

ID EasyCards (issued by county/city governments or schools to students over 12 years old). The remaining validity of Co-Branded EasyCards and EasyCard Debit Cards must be no less than 60 days.

2. Easy Wallet: A mobile payment app authorized by the EasyCard Corp. (only for Android devices). Easy Wallet cannot be used on the Danhai LRT.

#### B. Methods of Purchase:

1. EasyCards: Bring your EasyCard to any Taipei Metro station.

Samsung Pay EasyCard holders may also purchase tickets through the Samsung Pay App.

2. Easy Wallet: Purchase through the EasyCard Corp. authorized app.

### C. Methods of Extension:

1. EasyCards: One may extend the All Pass Ticket on one's original card by topping it up at any Taipei Metro station in the 10-day period before the ticket expires.

Samsung Pay EasyCard holders may also extend their tickets through the Samsung Pay App.

2. Easy Wallet: One may extend one's card through the authorized app in the 10-day period before the ticket expires.

D. When purchasing an All Pass Ticket, fees will be automatically deducted from the balance

of the EasyCard or Easy Wallet used to store the ticket. In the event of an insufficient balance, one must deposit sufficient funds into one's account before the transaction can be completed.

## **IV. Activation and Validity Period**

### **A. Activation**

1. The All Pass Ticket is stored on an EasyCard or smart phone (on the EasyCard Corp. authorized app). To activate the ticket, place it over the automatic payment sensor at the gates of any Taipei Metro station, the Danhai LRT, or on buses before entering. The All Pass Ticket must be activated within the period of 30 days after the date of purchase.

2. If the All Pass Ticket is still valid when one purchases an extension, the extension period will automatically begin one day after the original All Pass Ticket expires. If the ticket has already expired when you purchase an extension, the ticket is activated on the first day of use after the ticket expires (the ticket must be activated within the period of 30 days after the date of purchase).
3. The All Pass Ticket cannot be activated at YouBike kiosks. Ticket holders must first activate their card by riding on the Taipei Metro or bus, then register as a YouBike member and link their EasyCard number to their account if they wish to rent a YouBike.

Upon completing registration, one will be eligible to enjoy the first 30 minutes of any YouBike rental session within the Greater Taipei area for free.

B. Validity Period: Lasts for a period of 30 days beginning from the date of activation (inclusive).

## V. Refunds and Lost Cards

### A. Refunds

1. No refunds can be issued once an activated All Pass Ticket has expired:

(1) EasyCards: Activated All Pass Tickets can be refunded at any Taipei Metro station information counter within its validity period. Any refunded credit will be

reimbursed to one's EasyCard.

(2) Easy Wallet: Activated All Pass Tickets can be refunded through the authorized app within its validity period. Any refunded credit will be reimbursed to one's digital wallet.

2. To obtain a refund for an EasyCard with an active All Pass Ticket on it, bring the card to any Taipei Metro station information counter to refund the leftover balance for the All Pass Ticket, then apply for a refund of the money stored on one's EasyCard.

3. All Pass Tickets which have not been activated within 30 days of purchase can be refunded:

(1) EasyCards: At any Taipei Metro station information counter.

(2) Easy Wallet: Through the authorized app.

4. Refunds are calculated as follows: The original ticket price minus (daily amount x number of days) minus an NT\$20 handling fee. The daily amount is NT\$180 for the first day and NT\$130 for every subsequent day. If the refund amount is negative, no refund will be given.

5. The number of days is calculated as follows: From the day of activation (inclusive) to the day of refund (inclusive). For cards that have not been activated, the number of days is 0. If the All Pass Ticket has been activated, the day of refund is included in the number of

days subtracted from the amount refunded.

## B. Lost cards

1. Unregistered EasyCards cannot be reported as lost.
2. If your EasyCard is registered by ID number and has been lost, stolen, robbed, swindled, or is otherwise held by another person, please contact the EasyCard Customer Service at +886-2-412-8880 (for co-branded EasyCards, please contact the card issuer).
3. If one's Student ID Card has been lost, stolen, robbed, swindled, or is otherwise held by another person, please contact the school that issued the card. If one's Student ID Card is registered by ID number, one may

also contact the EasyCard Customer Service at +886-2-412-8880.

4. The cardholder is liable for any transactions made within the period of three hours after registering the card as missing.

5. After EasyCard Corp. is notified of a lost card, it will request the TRTC to refund the remaining balance for the All Pass Ticket stored on one's EasyCard. The TRTC calculates the ticket balance pursuant to Article V, Section A. Refunds of lost All Pass Tickets are handled in the same manner as refunds on registered EasyCards. Refund methods include refund notifications, remittances, and bank deposits.

C. Viewing Transaction History:

1. EasyCards: Cardholders can bring their card containing an All Pass Ticket to any 7-ELEVEN ibon kiosk, FamilyMart FamiPort kiosk, or Enquiry Machine (EQM) at Taipei Metro stations to view their six most recent transactions. One can also download the "Easy Wallet" EasyCard app and enter the number of one's EasyCard (birthday verification is required for registered cards) to view transactions made between the period of three days prior and three months.
2. Easy Wallet: Transaction history can be viewed through the EasyCard Corp. authorized app.

## **VI. Terms of Use**

- A. The All Pass Ticket allows unlimited rides for a

limited number of days. One cannot receive a refund if they no longer use the All Pass Ticket due to illness, injury, or other personal reasons.

B. If one has been affected by a service interruption during the validity period of their All Pass Ticket, one may request compensation in accordance with the “Taipei Metro Regulations Regarding Fare Refunds and Compensation for Inconveniences Caused by Service Interruptions (Mandarin only)”.

C. The All Pass Ticket is only valid for one passenger at a time. If it is found there were multiple users, the All Pass Ticket will be terminated and anyone who used the ticket

other than the cardholder will be deemed as riding without a ticket, pursuant to the "Regulations for Use of the Taipei Metro System." Losses thus incurred will be borne by the cardholder. When one applies to refund a terminated ticket, they can receive the All Pass Ticket fare minus the actual charges for rides taken (including the original fares for Taipei Metro, bus, and YouBike rides) and a NT\$20 handling fee. If the refund amount is negative, no refund will be given.

D. Please keep one's card in good condition. Protect the card from damage by dirt, water, scratching, abrasion, heat, or other deformation. If such damage makes the

ticket unreadable, one may be unable to use it for public transportation. If one delivers the ticket to any Taipei Metro station for handling and it is discovered that the damage was caused by the reasons listed above, the All Pass Ticket balance will be refunded pursuant to Article V, Section A.

E. If the All Pass Ticket fails to read for unknown reasons, please contact EasyCard Customer Service at +886-2-412-8880 or bring the ticket to any Taipei Metro station information counter for assistance. A pro-rata refund will be calculated based on the portion of the validity period (30 days) that the All Pass ticket was activated. Amounts less than NT\$1 shall be rounded off without any further

conditions.

## VII. Other

- A. In case of revisions, the TRTC will announce revised items, terms, and effective dates on its website.
- B. Unless otherwise stipulated in this document, all other matters will be handled according to provisions promulgated by the TRTC, Departments of Transportation in Taipei and New Taipei City, New Taipei Metro Corp., and the YouBike Corp.
- C. EasyCard and Easy Wallet regulations shall be handled according to the EasyCard Terms and Conditions provided by the EasyCard Corp.