

線上申購外幣現鈔服務約定事項

為保障申請人及本行雙方權益，請您申購外幣現鈔前閱讀本服務之約定事項所有內容。如您點選「同意」或類似語意之選項，或使用本行網路銀行申購外幣現鈔，即視為您已詳閱、瞭解並同意本服務之約定事項。

一、訂單處理

1. 本服務係經網路銀行交易安全驗證，交易完成後，**該訂單無法辦理撤銷或修改**，亦無法更改指定提領分行。
2. 如指定提領分行因不可抗力原因(如颱風、地震或疫情等因素)暫停營業，將無法提供取鈔服務，亦無法更改取鈔地點，須俟指定提領分行恢復營業後，始得提供領鈔服務。
3. 倘遇匯率變動劇烈，本行得隨時暫停或關閉本服務，以維本行外匯交易正常營運。

二、領取時間

1. 得選擇交易完成日(含)起算 7 日內之任一營業日為指定提領日；倘第 7 日非本行營業日，則順延至次一營業日。
2. 當日營業時間內(09:10~15:30)完成交易者，最快得於當日領取現鈔；倘逾當日營業時間完成交易者，須俟次一營業日始得辦理領取作業。
3. **申請人應於指定提領日(含)起算 14 日內完成領取作業**，倘未能於期限內完成領取手續者，應先通知指定提領分行延長期限，另行安排領取時間。

三、領取方式

為保障交易安全，限**本人攜帶身分證明文件正本於營業時間內至指定提領分行領取現鈔**，不得委託他人辦理。

四、逾期未領取

本行負有現鈔保管之責任，惟申請人應盡領取現鈔之義務。為確保現金管理安全，倘申請人**逾指定領取日(含)3 個月未完成領取手續時**，本行有權將逾期未領之現鈔辦理收兌，經本行同意延長領取期限者不在此限。惟因收兌現鈔而產生之相關費用(例如手續費、匯率差價等)或兌回**新臺幣之匯率損失均由申請人自行負擔**，本行將自收兌款項逕予扣除前述費用後，存入申請人於本行開立之任一存款帳戶。

Agreement for Foreign Currency Cash Purchase Service through Online Banking(ver.202408)

Please read the agreement before processing foreign currency cash purchase. By clicking “Agree” or any similar option, or by using the Bank’s online banking service to process foreign currency cash purchase, you are deemed to have thoroughly read, understood, and agreed to the terms and conditions of this service.

I. Order Processing

1. This service is conducted through secure online banking transaction verification. Once the transaction is completed, **the order cannot be canceled or modified**, nor change designated branch for cash pickup.
2. If the designated branch for cash pickup suspends operations due to force majeure events (e.g., typhoons, earthquakes, or pandemics), the cash pickup service will be unavailable, and the branch cannot be changed. The service will only be provided after the branch resumes operations.
3. In the event of significant exchange rate fluctuations, the Bank may suspend or terminate this service at any time to maintain its normal foreign exchange operations.

II. Pickup Time

1. Applicant may select any business day within 7 calendar days after the transaction as the designated cash pickup date. If the 7th day falls on a non-business day, it will be postponed to the next business day.
2. For transactions completed within business hours between 9:10 AM and 3:30 PM, cash pickup can be arranged on the transaction day. For transactions completed after business hours, cash pickup will be postponed to the next business day.
3. **Applicant must complete the cash pickup process within 14 calendar days from the designated pickup date.** The applicant must notify the designated branch to extend the pickup deadline and arrange another pickup time if the pickup is unable to be completed by that date.

III. Pickup Method

For transaction security, **cash can only be picked up by the applicant with identification during business hours at the designated branch.** Delegating someone else to complete the pickup is not allowed.

IV. Failure to Pick Up on Time

The Bank is responsible for the safekeeping of cash, and the applicant is obligated to complete the cash pickup in time. **If the applicant fails to pick up the cash within 3 months from the designated pickup date, the Bank reserves the right to deposit the cash into the applicant’s FCY or NTD account.** This does not apply that the Bank has agreed to a pickup extension. **Any related fees (e.g., handling fees, exchange rate differences) or any exchange rate losses incurred when converting back to NTD will be borne by the applicant.** The Bank will deduct these fees from the fund and deposit the remaining balance into the applicant’s account.