

### 1.問題：什麼是電子簽證?

回答：

電子簽證係由中華民國駐外館處核發，准許外籍人士入境中華民國(臺灣)及在境內旅遊的官方文件。電子簽證是取代中華民國駐外館處核發紙本簽證的另一新選項。申請人將在填寫必要個人基本資訊、刷卡付費 (MasterCard 或 Visa) 及查核身分資格無虞後，取得電子簽證。電子簽證通過審查後，外交部領事事務局簽證核發系統將自動寄發簽證許可通知至申請人指定之電郵信箱，申請人可利用該通知內含之網頁連結下載/列印電子簽證。內政部移民署國境事務大隊證照查驗人員將在申請人持憑該電子簽證入境臺灣時，根據系統螢幕上之電子簽證核發紀錄，查核/確認您的電子簽證。我們強烈建議您將電子簽證以紙本方式列印保存，以防任何系統的疏失。如同現行紙本簽證持有人，入境機場/港口移民官員有權拒絕電子簽證的持有人入境，並無須附告任何理由。

### 2.問題：誰具備申請電子簽證的資格?

回答：

- (1) 下列國家的國民，符合必要條件，可申請電子簽證：巴林、波士尼亞與赫塞哥維納、布吉納法索、哥倫比亞、多米尼克、厄瓜多、吉里巴斯、科索沃、科威特、模里西斯、蒙特內哥羅、阿曼、巴拿馬、秘魯、卡達、沙烏地阿拉伯、索羅門群島、土耳其及阿拉伯聯合大公國。
- (2) 應邀來我國參加由中央政府機關主辦、協辦或贊助之國際會議、運動賽事、商展或其他活動亦同(北韓籍人士僅限來臺參加運動賽事之隊職員)。
- (3) 透過「東南亞國家優質團客來臺觀光簽證作業規範(觀宏專案)」來臺之印度、印尼、越南、緬甸、柬埔寨及寮國團客適用電子簽證。
- (4) 印度、斯里蘭卡、孟加拉、尼泊爾、不丹及巴基斯坦等南亞 6 國及伊朗商務人士，經外貿協會駐當地機構之推薦者，得適用申請電子簽證。

### 3.問題：哪種護照可申請電子簽證?

回答：

申請電子簽證時所持護照效期應至少須有 6 個月以上(普通、公務及外交等正式護照均適用，但不包含緊急、臨時、其他非正式護照或旅行文件)。

### 4.問題：申請電子簽證需要哪些文件?

回答：

申請電子簽證時所持護照效期應至少須有 6 個月以上。外交部領事事務局指定審理之中華民國駐外館處，根據申請人提供旅行文件國籍歸屬及入境事由，有權要求申請人進一步提供佐證文件，並以電郵通知限期補件；逾期未補件，將逕通知申請人拒件。

### 5.問題：我的電子簽證效期多久?

回答：

電子簽證的效期為核發日起算三個月，單次入境，最長可在臺灣停留 30 天，不可延期。

**6.問題：申請人須在申請書上所載明的日期入境臺灣嗎？**

回答：

不，您的電子簽證效期將從許可通知書所載明的日期開始生效，效期一律為三個月、單次入境、最長停留期限 30 天，不可延期。您可以在效期內的任何一天入境臺灣。

但透過「東南亞國家優質團客來臺觀光簽證作業規範（觀宏專案）」申請電子簽證來臺觀光之旅行團團客，則必須依照所屬旅行團的行程日期入、出境臺灣。

**7.問題：如果我有 middle name，我應填入那個欄位？**

回答：

請在 Given Name(s)欄位填入名字後空一格，再填入 middle name。

**8.問題：電子簽證的優點？**

回答：

電子簽證係最符合申請人時間經濟效益，可藉由網路申請、繳費及領件(如果符合申請資格)一站式之便捷簽證申請服務，節省申請人須迂迴繞道至中華民國駐外館處之國家或機場申請簽證的時間及金錢。

**9.問題：電子簽證的申請費用？**

回答：

(1) 電子簽證申請規費為新臺幣 1,600 元。但連同您使用信用卡刷卡繳付之銀行手續費新台幣 46 元，總計 1,646 元。

(2) 免收簽證費國家為：波士尼亞與赫塞哥維納、哥倫比亞、吉里巴斯、科索沃、模里西斯、蒙特內哥羅、巴拿馬、秘魯、索羅門群島、土耳其。

**10.問題：我在電子簽證網頁上刷卡安全嗎？**

回答：

外交部領事事務局網站具有高規格的維安標準。但任何起因於您的銀行的安全漏洞、您的裝置及網路連接的危害，我們一律不負相關責任。

**11.問題：如果我的電子簽證申請遭拒，網路繳費將會退還嗎？**

回答：

申請電子簽證的費用不退還。

**12.問題：如果我沒有使用我的電子簽證，可以申請退費嗎？**

回答：

不可以，我們不針對未使用的簽證退費。

**13.問題：我已經知悉我的電子簽證上的資料和護照上的資料不完全相符，電子簽證無效。我可以要求退費嗎？**

回答：

不，申請人必須承擔申請過程中任何錯誤的責任。

**14.問題：我沒有信用卡（MasterCard/Visa/JCB），有其他的付款方式嗎？**

回答：

不，您只可以用信用卡付款。另一方面，可由他人刷卡協助付款，請留意，申請人非持卡人時，需持卡人同意並由持卡人親自操作付款步驟。

**15.問題：我無法完成付款，我應該怎麼做？**

回答：

請檢視並確認您網路繳費時務必使用可供全球交易用途的 MasterCard、Visa 或 JCB 信用卡。如果具備此條件仍無法順利完成付款，可稍後再使用同一信用卡或換張信用卡或請洽您的發卡銀行查明原因。

**16.問題：我使用的信用卡要求 3D 驗證，但我無法收到交易驗證碼，我應該怎麼做？**

回答：

3D 驗證碼由您的信用卡發卡銀行提供，請洽您的信用卡發卡銀行協助解決。

**17.問題：我輸入信用卡發卡銀行提供之 3D 驗證碼後，網頁顯示交易時間已過，我應該怎麼做？**

回答：

您的信用卡發卡銀行提供之 3D 驗證碼有交易時間限制，倘網頁顯示交易時間已過，表示交易無效，應重新提出申請。另導致 3D 驗證碼交易時間已過之主要原因為網路速度，請自行解決改善。

**18.問題：倘線上刷卡付款時網路斷線，該如何處理？**

回答：

- (1) 倘您尚未進入付款明細資料頁面(Payment Status)，表示您尚未完成付款，您可以之後再完成付款手續。倘您對於是否完成付款有任何疑慮，請您洽您的信用卡發卡銀行瞭解詳情。
- (2) 倘您已進入付款明細資料頁面並顯示已完成付款(Payment completed)，表示您已完成付款。

**19.問題：倘網路斷線無法繼續填寫申請表時，該如何處理？**

回答：

填寫資料時，系統會自動存檔，請記住畫面正上方的「暫存編號」(TEMPORARY NO)，將來再輸入此編號繼續填寫。如果申請人未及記下「暫存編號」(TEMPORARY NO)，請重新填表申請。

**20.問題：如果我改變了旅行日期，可以申請更改簽證上的日期嗎？**

回答：

不，您必須重新申請取得一個新的簽證。

**21.問題：我必須為陪同者申請另一個簽證嗎？**

回答：

是的，每一位旅客都必須持有個別的簽證。

**22.問題：我可以取得多次入境的電子簽證嗎？**

回答：

不，我們不核發多次入境的電子簽證。

- 23.問題：我的電子簽證上的資料和護照上的資料不完全相符，可以以電子簽證入境臺灣嗎？**
- 回答：  
不，您的電子簽證是無效的。您必須重新申請取得另一個簽證。否則，您入境後將會被拒絕入境或在許可後被要求在機場另外付費申請簽證。
- 24.問題：我想待在臺灣的時間長於電子簽證的許可，我應該怎麼做？**
- 回答：  
如果您想待在臺灣的時間長於電子簽證的許可，您必須向中華民國駐外館處申請一個與您在臺從事活動事由及停留期限相符的一般簽證。請注意，電子簽證只許可作為觀光、洽商、探親及應邀在臺出席國際會議及運動賽事等用途。其他種類的簽證（如工作、就學、依親、研習中文等）必須向中華民國駐外館處提出申請。
- 25.問題：當我已經知悉在申請電子簽證表中所提供的資料必須修正時，我應該怎麼做？**
- 回答：  
您必須重新申請一份新的電子簽證。
- 26.問題：我已經提出了申請，什麼時候可以取得我的電子簽證？**
- 回答：  
當您的申請獲准後，含有下載/列印電子簽證的網頁連結通知將會寄至您的電子信箱。請下載後以雷射印表機印製，入境時須出示以供內政部移民署查驗。
- 27.問題：外交部領事事務局簽證核發系統告知我必須繳交額外的文件以供審查，我應該怎麼做？**
- 回答：  
您須透過電郵方式，於限期內，進一步提供佐證文件予指定的中華民國駐外館處審理。
- 28.問題：我應該在旅行日期前多久時間提出申請？**
- 回答：  
我們建議您至遲在出發七天前提出申請。
- 29.問題：我不想要申請電子簽證，可以申請落地簽證嗎？**
- 回答：  
有條件許可。如果您是以下國家的國民並符合必備條件，可以申請落地簽證。  
適用落地簽證的國家：土耳其。
- 30.問題：如果我正在郵輪旅行，需要申請電子簽證嗎？**
- 回答：  
根據外國人臨時入國許可辦法公告，非免簽證國家外籍旅客搭乘郵輪來臺觀光自 2014 年 4 月 29 日起適用專案臨時入國申請。經核定者，取得臨時入境停留許可。
- 31.問題：我的孩子和我共用護照，需要分開申請電子簽證嗎？**
- 回答：  
是的，申請時請使用他的身份證和護照號碼。

**32.問題：適用電子簽證國家人民亦得申請落地簽證嗎？**

回答：

不，如果您是下列國家之一的人民，才可申請落地簽證。適用落地簽證的國家：土耳其。

**33.問題：如果我不離開轉機區，需要申請電子簽證嗎？**

回答：

如果您不會離開轉機區，則不需申請簽證。

**34.問題：我能以家庭或團體的名義提出申請 eVisa 嗎？**

回答：

我們的電子簽證申請系統不開放家庭（或團體）申請。

**35.問題：在電子簽證申請表上可以分辨出哪些項目為必填欄位或非必填欄位嗎？**

回答：

簽證申請表欄位有標示「\*」者為必填欄位，未標示「\*」者則為非必填欄位。

## **New Online Evisa Application Form System FAQ (English Ver.)**

### **1Q : What is an eVisa issued by the Republic of China (Taiwan)?**

An eVisa is an official document issued electronically by ROC overseas missions that allows foreign nationals to enter and travel in Taiwan. An eVisa is an alternative to a paper-based visa issued by ROC overseas missions. To obtain an eVisa, applicants must submit relevant personal information and pay the required fee by credit card (MasterCard or Visa). The eVisa will be issued after the submitted information has been assessed and found to meet relevant criteria. When an eVisa application has been approved, the visa issuance system of the Bureau of Consular Affairs (BOCA) of the ROC Ministry of Foreign Affairs will automatically send a notice to the applicant's designated email account containing a webpage link to download and print the eVisa. You are required to present this eVisa at the immigration checkpoint for verification by the National Immigration Agency upon your arrival in Taiwan. In line with existing procedures concerning paper visas, immigration officers at ports of entry in Taiwan have the right to deny entry to eVisa holders without providing further explanation.

### **2Q : Who is eligible for an eVisa?**

- (1) Nationals of the following countries are eligible for an eVisa when they meet relevant criteria: Bahrain, Bosnia and Herzegovina, Burkina Faso, Colombia, Dominica, Ecuador, Kiribati, Kosovo, Kuwait, Mauritius, Montenegro, Oman, Panama, Peru, Qatar, Saudi Arabia, Solomon Islands, Turkey, and United Arab Emirates.
- (2) Nationals from all foreign countries who are invited to attend international conferences, sporting events, trade fairs or other activities in Taiwan organized, co-organized or sponsored by ROC central government agencies are also eligible for an eVisa.( Nationals of North Korea only for the purpose of attending sports events are eligible for an eVisa.)
- (3) Tourist groups from India, Indonesia, Vietnam, Myanmar, Cambodia, and Laos under "Project for Simplifying Visa Regulations for High-end Group Tourists from Southeast Asian Countries" are eligible for an eVisa.
- (4) Nationals of India, Sri Lanka, Bangladesh, Nepal, Bhutan, Pakistan, and Iran for the purpose of conducting business at the recommendation of local offices of the Taiwan External Trade Development Council (TAITRA) are eligible for an eVisa.

**3Q : What conditions must the applicant's passport meet for an eVisa?**

An eVisa applicant's passport must be an ordinary, official, or diplomatic passport with remaining validity of at least six months when applying for the eVisa. Emergency, temporary, and other informal passports or travel documents cannot be used to apply for an eVisa.

**4Q : What documents do I need to prepare to apply for an eVisa?**

eVisa applicants must possess an aforementioned passport with validity of at least six months when applying for the eVisa. In accordance with instructions from BOCA, ROC overseas missions may, depending on the applicant's nationality or purpose of visit, request through email that the applicant submit additional documents within a specific timeframe. If these documents are not submitted by the given deadline, the application may be denied.

**5Q : What is the validity of an eVisa?**

The validity of an eVisa is three months starting from the issue date. The eVisa is a single-entry visa, and the maximum duration of stay in Taiwan is 30 days, which cannot be extended.

**6Q : Do I have to enter Taiwan on the exact date specified on my application form?**

No. The validity of an eVisa starts from the date specified in the approval form. The eVisa is a single-entry visa valid for three months with a maximum duration of stay of 30 days, and cannot be extended. eVisa holders can enter Taiwan on any date within the period of validity.

Passengers of eVisa for "Project for Simplifying Visa Regulations for High-end Group Tourists from Southeast Asian Countries (Project Kuan-Hong)" have to enter in accordance with Entry date and follow any related regulations.

**7Q : If I have middle name, where should I enter my middle name?**

Please enter your middle name right after your name in the "Given Name(s)" section with a space between the two names.

**8Q : What are the advantages of an eVisa?**

An eVisa can be obtained easily at low cost. Applicants can apply for an eVisa and pay the required fee(if applicable) online, and if the application is approved, the applicant also receives the eVisa online. There is no need to travel to an ROC overseas mission.

**9Q : What is the application fee for an eVisa?**

- (1) The application fee for an eVisa is NT\$1,600. Including the NT\$46 processing fee for the online credit card payment, the total amount is NT\$1,646.
- (2) Citizens of the following countries shall be issued eVisas gratis: Bosnia and Herzegovina, Colombia, Kiribati, Kosovo, Mauritius, Montenegro, Panama, Peru, Solomon Islands, and Turkey.

**10Q : Are credit card payments made for eVisa applications on the BOCA webpage secure?**

The BOCA website maintains high-level security standards. Nevertheless, we cannot be held responsible for any losses that may result from security vulnerabilities at your bank, in your computer or smartphone, or in your Internet connection.

**11Q : If my eVisa application is denied, will my online payment be refunded?**

No. The online payment for the eVisa application will not be refunded.

**12Q : Can I apply for a refund if I do not use my eVisa?**

No. We do not offer refunds for unused eVisas.

**13Q : I already know that some information on my eVisa does not match the information on my travel document, and that my eVisa is therefore invalid. Can I request a refund?**

No. The applicant bears responsibility for any mistakes made in his or her application.

**14Q : I do not have a credit card (MasterCard/Visa/JCB). Can I use other methods to pay my application fee?**

No. You can only make an online payment by credit card (MasterCard/Visa/JCB). However, someone else may make the payment on your behalf. Please note that when the applicant and credit card holder making the payment are not the same person, the credit card holder should consent to making the payment and personally conduct the payment procedure.

**15Q : I am unable to finalize the payment. What should I do?**

Make sure that the credit card you use for the payment is either MasterCard, Visa or JCB and has been authorized to conduct international transactions. If your credit card meets all of these conditions, but you are still unable to finalize your payment, you can try again later with the same card, use a different card, or contact the card's issuing bank.

**16Q : I am requested to type in 3D secure code, but I can not receive 3D secure code. What should I do?**

3D secure code is provided by issuing bank of your credit card. Please contact the issuing bank of your credit card.

**17Q : After typing in 3D secure code, system shows time out. What should I do?**

3D secure code provided by issuing bank of your credit card is valid for limited period of time. The message of time out means this transition is not successful. You have to apply again. Besides, the main reason of time out is internet speed.

**18Q : If network is disconnected during the process of making the payment. What should I do?**

(1) If you have not yet entered the page of “Payment Status”, it means you have not yet completed the payment, you can make your payment later. If you have doubts about your payment, you may contact the issuing bank of your credit card to clarify.

(2) If you have entered the page of “Payment Status” and it shows “Payment completed”, it means you have completed your payment.

**19Q : If network is disconnected during the process of filling-out the application form. What should I do?**

While fill in the application form the system will save it automatically during the process. Please remember the TEMPORARY NO. located on the top of your computer screen and re-filling this temporary number to search for your previews application file. If you fail to save that TEMPORARY NO., please fill a new application form again.

**20Q : If my itinerary changes, can I apply to change the date on my eVisa?**

No. You must reapply and obtain a new eVisa.

**21Q : Do I need to obtain separate eVisas for people accompanying me?**

Yes. Each traveller must have his or her own eVisa.

**22Q : Can I obtain a multiple-entry eVisa?**

No. Multiple-entry eVisas are not provided.

**23Q : The information on my eVisa does not fully match the information on my travel document. Can I enter Taiwan with this eVisa?information on my travel document. Can I enter Taiwan with this eVisa?**

No. Your eVisa is invalid if this is the case. You must reapply and obtain a new eVisa. Otherwise, you will be denied entry into Taiwan by immigration officers at ports of entry, or, subject to approval, be instructed to apply for a visitor visa with additional visa fees.

**24Q : I would like to stay in Taiwan for a period of time longer than the eVisa permits. What should I do?**

If you wish to stay in Taiwan longer than your eVisa permits, you must go to an ROC overseas mission to apply for a visa that corresponds with the purpose and duration of your intended stay in Taiwan. Please note that eVisas are only granted for tourism and business purposes, as well as for visiting relatives and attending international conferences or sporting events in Taiwan. If you intend to travel to Taiwan for other purposes—such as employment, study, residence with family, or Mandarin language courses—you must submit an application for a related visa at an ROC overseas mission.

**25Q : I have noticed that some of the information I provided on the eVisa application form needs to be changed. What should I do?**

You must apply for a new eVisa application.

**26Q : I have submitted my application. When will I obtain my eVisa?**

Once your application is approved, an electronic notice containing a webpage link will be emailed to you to download and print your eVisa. You are required to present this eVisa at the immigration checkpoint for verification by the National Immigration Agency upon your arrival in Taiwan.

**27Q : I am being notified by the visa issuance system that I need to submit additional documents for my eVisa application. What should I do?**

You should provide the additional documents to the designated ROC overseas mission by email before the specified deadline.

**28Q : How long before my travel date should I apply for an eVisa?**

We recommend that you apply for an eVisa at least seven days before the actual date of travel.

**29Q : I do not want to apply for an eVisa. Can I apply for a landing visa?**

Yes, provided that you meet certain conditions. If you are a national of one of the following countries and meet these conditions, you can obtain a landing visa: Turkey.

**30Q : Do I need an eVisa if I am on a cruise ship?**

According to the Regulations of Temporary Entry Permit for Foreigners, starting on April 29, 2014, foreign nationals from countries not eligible for visa-waiver privileges who arrive in Taiwan on cruise ships can obtain special temporary entry permits once approval has been given by related immigration authorities.

**31Q : My child is included in my passport. Do I need to submit a separate eVisa application for my child?**

Yes. When submitting an application for your child, please use your child's ID data as well as your passport information.

**32Q : Can nationals of countries eligible for eVisas also obtain a landing visa?**

No. Only nationals of the following countries can obtain a landing visa if they meet certain conditions: Turkey.

**33Q : Do I have to obtain an eVisa if I do not leave the international transit area at the airport in Taiwan?**

No. You do not need to apply for an eVisa if you do not leave the international transit area of the airport in Taiwan.

**34Q : Can I submit a family or group application?**

Our visa application system does not accept family or group applications for eVisas.

**35Q : What are the mandatory items on the application for the applicant?**

The items marked with (\*) are obligatory to fill in. For Items that are not marked with (\*) are not mandatory to fill in.