



Customer Data Update Relating to New UI No.(ARC) for Foreign Nationals

The Ministry of the Interior National Immigration Agency has started to issue new UI No.(ARC) for foreign nationals since 02Jan2021. For those who have new UI No. (ARC), please follow below procedure to update your bank customer data:

Credit Card Customer (pure cardholder, no bank account)	Please contact HSBC customer service center and provide new ARC and passport. Upon receiving the required document, HSBC will proceed to new card issuance *.
Banking Customer (including those who also have credit card)	<ol style="list-style-type: none">1. Please download "The UI No. Change Application Form (For Foreign Nationals mailing use) via https://www.hsbc.com.tw/en-tw/help/forms/ or please contact HSBC customer service center and we will send this form to you. Please fill in this form and please send this form with a copy of the front and back of your ARC or New UI No. certificate to HSBC designated address. HSBC will contact you via telephone after receiving your application and required document to confirm the content of this form. (This mailing service process update is effective from 05Sep2022) Per above mailing service, it applies to your passport without information change in HSBC. If your passport information changed, please visit one of our branches with your new valid passport and new valid ARC or new UI No. certificate.2. Please visit one of our branches with your new valid passport and new valid ARC or new UI No. certificate to update customer data.

- *Please note that the original credit card will be invalidated after new card issuance. If the original credit card is setup with auto debit payment or any recurring payment like public utility, telecom, insurance, etc., please make sure to submit application to set up with new card number.
- Foreigners paying individual income taxes through a credit card, a saving account, or receive refund via bank account should confirm that the ARC No. retained by the Bank is consistent with the declared ARC No. so that the tax payment transactions or transferred refund can be made successfully.
- If you are the credit card holder, credit product holder or have ever made transactions which require reporting to the Central Bank of Republic of China (CBC), we will update your ID which maintained in HSBC according to JCIC's and CBC's notification after your ARC number is reissued at NIA. If you have any query or needs to update the information immediately, you may prepare the scanned copy of both front and back sides of newly issued ARC and contact us via our Call Centre.
- Any queries, please contact HSBC customer service center at (02) 6616- 6000 and press 2 for English service.