

Title: National Health Insurance Operational Guidelines for Internet Services
Registration Management

Time: August 06, 2018

- I. These Guidelines are established to allow Users to apply for healthcare and other Internet services (hereinafter referred to as the Services) provided by National Health Insurance Insurer (hereinafter referred to as the Insurer) in order to improve administrative efficiency and make public services more convenient.
- II. Terms used in these Guidelines are defined as follows:
 - (I) User: Any of the subjects including insurance applicant units, beneficiaries, premium withholders, and agents commissioned to handle relevant NHI-related matters, whose access to the Services is approved by the Insurer.
 - (II) Basic Information: The information that can be provided for the Insurer's comparison and identification of a User's identity.
 - (III) Registration: The procedure through which a User applies for the Services on the Internet or at a venue designated by the Insurer via the username, password, or any other vehicle with a capacity for identification recognized by the Insurer.
- III. The Insurer shall establish an Internet service zone on the World Wide Web to allow Users to apply for registration with vehicles, usernames, and passwords. An application is complete after the applicant agrees to comply with these Guidelines, fills in, and submits the Basic Information in electronic format.
- IV. The Insurer shall review the Basic Information of the applying User and notify the User of the results via e-mail. The registration is complete after the User confirms receipt of the e-mail. However, e-mail confirmation is not required for applicants applying by the following means:
 - (I) At a venue designated by the Insurer.
 - (II) Via a mobile application (app) developed by the Insurer.
- V. The Insurer may provide administrative agencies/institutions with the identification mechanism of the Services to allow registered Users to apply for other Internet services.

- VI. When using the Services, a User shall install required computer software, hardware and other safety-related equipment by himself/herself, and shall be solely responsible for the care of the equipment; the expenses and risks incurred by the installation shall also be borne by the User.
- VII. The Services allow a User to apply for NHI services and other Internet services by means of electronic data transmission. The User's selection of function buttons such as "agree" or "confirm" on each service and function web page shall be regarded to be as a formal expression of intent, in which case a print application form is not required.
- VIII. If the User provides incomplete, incorrect, or false information, or fails to timely update Basic Information after registration, the Insurer has the right to suspend or terminate the User's account and refuse to provide full or partial services.
- IX. A User shall appropriately retain the vehicles, usernames, and passwords. Access to these vehicles shall be restricted to the User or agents authorized by the User to handle NHI-related matters on the User's behalf, and may not be leased, lent, or transferred. In the event of the aforementioned leasing, lending or transfer of access, the Insurer has the right to suspend or terminate the User's account, and to fully or partially refuse to provide services.
- X. The Insurer may terminate a User's access to the Services if the User forgets the password or enters incorrect passwords consecutively when accessing the Services. Access can only be resumed after the User completes the procedures specified by the Insurer.
- XI. If a User discovers that a third party has fraudulently used or misappropriated his/her vehicles, username, or password, he/she should immediately notify the Insurer to suspend access to the Services. Damages resulting from the User's failure to notify the Insurer shall be borne by the User.
- XII. If a User applies for registration in or access to the Services via the Internet, he/she shall do so during the opening hours announced by the Insurer on its website. If the Services are suspended or disrupted due to the relocation and maintenance of relevant system equipment or other related reasons, the Users may apply at the Insurer's offices or wait until the system resumes service.

- XIII. If any service provided by the Insurer changes after a User completes registration, the User can apply for that service after change without a separate registration. The User's application for the aforementioned service shall be regarded as an agreement to comply with relevant regulations of that service.
- XIV. The Insurer shall retain the records of the Users' registration and take responsibility in maintaining the confidentiality of the information of the Users' registration; access to the records shall be denied to those whose purposes are outside the scope of administrative matters.
- XV. Information of the approved vehicle types and the identification mechanism of the Services provided for administrative agencies (institutions), which allow the Users who complete registration to apply for other Internet services, shall be simultaneously published by the Insurer on its website.