

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.