



COTA Commercial Bank Personal Online Banking and Mobile Banking Application and Agreement

In order to apply personal online banking and mobile banking services (hereinafter referred to as online banking), the applicant and the signer (hereinafter referred to as the promisor) agrees to abide by the terms of the "Personal Online Banking and Mobile Banking Service Contract" of COTA Commercial Bank, the promisor agrees that the relevant operations and all dealings will be handled in accordance with this application and agreement.

The first copy: The Bank's custody copy

1. Online Banking Service

- (1) ☐ Application for personal online banking and mobile banking User ID :
(item 7 needs to be checked) / ☐ Cancel
- (2) ☐ Apply / ☐ Cancel Foreign exchange transaction of online banking
- (3) ☐ Change online banking user ID and reset password. User ID :
(user ID must be 6-12 digits, cannot be same letters or numbers, consecutive letters or numbers, uppercase and lowercase letters are treated differently)
- (4) ☐ Reset password
- (5) ☐ Application for device binding code
- (6) ☐ Apply / ☐ Cancel ATM card verification while logging in to online banking

2. Online Banking Transfer Service

- (1) Transfer agreement **【Single choice】**
☐ A. Inquiry only ☐ B. Transfer to agreed account only ☐ C. Transfer to own account and agreed account only
☐ D. Transfer to own account, agreed account and non-agreed account **【※item 3(OTP Service) needs to be applied while transferring to non-agreed account with mobile banking】**
- (2) ☐ Apply / ☐ Cancel Gold passbook transaction(※can only transfer to own account and agreed account)
- (3) Agreed account setting(※Please cross out unused fields with a slash or fill in the words "blank below")

Check		Financial institutions code	Financial institutions name	Agreed transfer-in account	Relationship with payee	Application purpose
Add	Delete					
Foreign exchange agreed account		Transfer-in account name		Agreed transfer-in others' COTA Bank foreign currency account(applicable to both personal and business online banking)		

- (4) ☐ Apply / ☐ Cancel Set Taiwan dollar agreed transfer-in account online(※When setting up an agreed transfer-in account online, the ATM card must be verified before the setting can take effect)
 ※The maximum limit amount of setting agreed transfer-in account online from same transfer-out account is TWD100,000 per transaction, TWD200,000 per day, and TWD1,000,000 per month.
 The maximum limit amount of each account is calculated together with agreed transfer/remittance of online banking (including mobile banking), ATM and phone banking.
 Special Agreement: 1. Except the promisor's account in the Bank, newly agreed account in online banking will take effect on the second day after the application day.
 2. For each transfer-out account, the limited amount of agreed transfer-in account is 99(including accounts applied over the counter and online).

3. OTP Service

- ☐ Apply (Fill in mobile phone number) / ☐ Cancel
 Mobile phone number : 0 9
 ※If the mobile phone number above is different from the one in the bank, the promisor agrees to change the mobile phone number based on this application.

4. ☐ Resume online cancellation of TWD time deposit without deposit certificate

5. ☐ Apply / ☐ Cancel Mobile banking service

6. ☐ Apply / ☐ Cancel Foreign exchange outward remittance service (Please fill in the attachment for application and cancelation information)

7. When applying for online banking for the first time, please read the following points carefully:

The promisor has received the "Personal Online Banking and Mobile Banking Service Contract version _____", and declares as follows:

Before the promisor signs this application and agreement, the Bank has fully explained the important contents of the agreement and the attached "Personal Online Banking and Mobile Banking Service Contract" and disclosed the information of the risks involved. The promisor has fully understood the important contents of the relevant contract terms and the risks involved, and has reviewed all the preceding terms in the following manner. (Please be sure to select one)

☐ The promisor has reviewed all the contents of the attached contract when signing this application and agreement.

☐ The promisor has brought back the attached contract in advance on year _____ month _____ date, and has reviewed all the contents (the review period shall be at least five days).

(Please sign and stamp the original seal)

Sincerely, COTA Commercial Bank Co., Ltd

☐ TWD deposit/

☐ Gold passbook/ Account: - -

☐ Foreign currency _____
deposit

ID card number/Tax ID number :

Receiving	
Item	Online Banking Password letter
Serial Number	
Date	
Customer Signature	
Sign Off	

Signature and seal of the promisor: _____

(When applying for multiple services at the same time and the original seals of each account are different, please sign and stamp the original seals of the applied accounts one by one.)

Year _____ Month _____ Date _____ Identity Verification _____

Seal Inspection/Clerk _____

Approval
(version 1131225)

1. According to the regulations of the competent authority, **be sure to fill in the following fields completely.** Except account and bank code, all content must be written in English and in block letters; as for the beneficiary bank address, bank code and intermediary bank information, if you have relevant information, please provide it to facilitate the operation speed.
2. The **"beneficiary account"** for outbound remittances is the deposit account or other account opened by the promisor or others at **"other financial institutions"**. The length of the account is limited to **34 digits. The agreed account is applicable to both personal and business online banking.**
3. The applicant has known that the agreed account for outbound remittance will take effect on the second day after the application date.
4. For transactions equivalent to NTD\$500,000 or more, individuals must use government-issued citizen digital certificate/companies must use MOEACA ID card for verification.

If the agreed account information for outbound remittance is insufficient to fill in, it can be provided by using a floating sticker with paging seal.

[illegible]

Customer Care Questionnaire for Counter Operations [This form will be filled in by the staff after asking questions] - Applicable to application for online banking TWD and foreign currency agreed account transfer/remittance and outbound remittance.

Personal and enterprise customer	1. Does customer know the payee of the agreed account you applied for? 2. Is the purpose of customer of applying for agreed transfer-in accounts normal or not?	<input type="checkbox"/> Yes <input type="checkbox"/> NO <input type="checkbox"/> Normal <input type="checkbox"/> Abnormal
Elderly customer	1. Does customer know that after applying, he or she can use the online banking user ID and password to make inquiries and transactions? 2. Does the customer who is accompanied by someone else know the companion? (Remind the customer: Do not apply any service and transaction base on others' direction)	<input type="checkbox"/> Yes <input type="checkbox"/> NO <input type="checkbox"/> Yes <input type="checkbox"/> NO
<input type="checkbox"/> After the care questionnaire, the bank determines that there is no risk of fraud.		Clerk :
※Notice Remind! Investments should be made through legal channels to avoid heavy losses caused by illegal money-drawing situations.		
The way to deal with abnormality and customer who refuses to answer	<input type="checkbox"/> Customer refused to answer(please explain it tactfully and ask the customer to sign to confirm that it is not related to fraud or other situations) * If the bank determines that the customer has obviously been defrauded, please call "165" or 0800-777-165, the national police agency's fraud prevention hotline, or call "110" to report the case.	<input type="checkbox"/> Customer refused to sign Customer Signature :



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