Things You Need to Know at National Chiao Tung University

Common Questions for International Students

International Service Center
National Chiao Tung University
Q&A for International Students

• **Academic Affairs**
  1. Q: How to apply for statement of study and transcript?
     A: You need to go to Registrar, 1F of Administration Building to fill out “NCTU Application Form for Academic Documents”, and pay application fees at Information Service Center, 1F of Administration Building. And attach the application fees receipts along with the form to Registrar.

• **Open a Post Office Bank Account**
  2. Q: What documents do I need to open a Post Office bank account?
     A: Please prepare the following documents to Post Office, Chung-Cheng Auditorium:
     - ARC, passport, student ID card (all original and photo copy), personal stamp (take Pink Bus to NTHU Night Market to make it), Admission Letter (if you do not have a student ID card yet), and at least deposit NT$100.

• **Internet on Campus**
  3. Q: What is a D2 e-mail account?
     A: D2 e-mail account is an ID to activate the internet on campus. And the NCTU Administration Offices usually mail the information to your D2 e-mail account.
  4. Q: How to apply a D2 E-mail account?
     A: Visit this link: [https://d2.nctu.edu.tw/english/apply/agreement.html](https://d2.nctu.edu.tw/english/apply/agreement.html)
     Fill out the application form online, then print out, sign and submit it with passport to Information Technology Service Center.
  5. Q: How to get wifi or internet on campus?
     A: You need to have a D2 e-mail account to access wifi or internet on campus.
  6. Q: If I live on campus, how to find and set my IP address?
     The IP information is on the back of your own dormitory door.
  7. Q: Where can I claim my postal letter and package?
     A: The letter will be posted to the mailbox in your dorm. For registered letter or package, please bring your student ID card and claim it at Documents and Files Division, 1F of Chung-Cheng Auditorium.
  8. Q: If I live on campus, what is the mailing address of NCTU?
     A: For example, Mr. / Ms. XXX
     Room XXX, Dormitory No. X
     National Chiao Tung University
     1001 Ta Hsueh Road, Hsinchu City, Taiwan 30010
**Health, Insurance and Medical Care**

9. Q: If I have an Alternative Medical Insurance, during the coverage period what should I do when I am sick?
   A: Collect a Cathay Insurance Agency claim form from ISC. Bring it to the partner hospitals with the claim form and ask the doctor to write a description. After consultation, please submit the diagnosis form, receipts, and claim form to ISC. ISC will post the application documents on your behalf to Cathay Insurance Agency. Once your application is approved, refund will be reimbursed to your Post Office bank account.

10. Q: Do I need to join National Health Insurance (NHI) of Taiwan? Is it mandatory?
    A: Yes, according to National Health Insurance Act, NHI is mandatory for international students who hold an Alien Resident Certificate (ARC) and stay in the Taiwan area at least four consecutive months.

11. Q: When does the NHI coverage begin?
    A: Your NHI coverage commences depending on the date of issue of your ARC. You will be eligible to join NHI after 4 consecutive months of issuing date of your ARC, even if your NHI application is in process.

12. Q: How much NHI fee do I need to pay?
    A: NHI fee is NT$749 per month. However, NCTU collects 6 months NHI payment (one semester) in advance, and wires to Bureau of NHI on your behalf. The NHI fee is included in your tuition bill.

13. Q: If I have NHI, do I still need to pay when visiting a doctor?
    A: Yes, the benefit package of NHI does not include everything. For each visiting, you still need to pay for the copayment. Extra fee will be charged if you need special treatment or medicine.

14. Q: Do I have any other insurance except for NHI?
    A: Yes, student accident insurance is compulsory and covers your accident. The cost is around NT$120 per semester which is collected from your tuition bill. For further information, please consult to Life and Guidance Division, 1F of Administration Building.

15. Q: What should I do if I lost my NHI card?
    A: Please bring your ARC, a copy of ARC and NT$200 application fee to apply for a replacement NHI card at Post Office.
• **Alien Resident Certificate**

16. Q: How to extend my ARC?
   A: Please prepare the following documents:
   - valid passport
   - valid resident visa
   - a copy of student ID (both sides, with registration stickers)
   - your ARC and a photocopy (both sides)
   - one 2-inch size color photo
   - ARC application form
   - application fee NT$1,000

   If you want ISC to deliver the documents on your behalf, please submit the application documents to ISC, 3F of the Library at least 2 weeks prior to the date of expiry.

17. Q: What can I do if I miss ISC deadline to deliver the documents to National Immigration Office? How to apply ARC extension in person?
   A: You can take Bus No.1 or No.2 to downtown and walk around 10 minutes to Hsinchu City Immigration Office to apply it.

   Hsinchu City Immigration Office
   Address: No. 12, Chung-hua Road Section 3, Hsinchu City
   Telephone: (03)524-3517
   Office Hours: 8am to 5pm, Monday through Friday

18. Q: What should I do if I lost my ARC?
   A: To apply for a replacement ARC at National Immigration Office, please prepare all the documents on Question 16 and NT$500 application fee.

• **Student ID Card**

19. Q: When will I get my student ID card?
   A: Your student ID card will be processed within 3 weeks upon receipt of all the completed registration documents. When your student ID card is ready, ISC will e-mail you to claim at ISC, 3F of the Library.

20. Q: What should I do if I lost my student ID card?
   A: Please report this as soon as possible to the Information Technology Service Center and a charge of NT$200 is made for the replacement student ID card. You may obtain a refund of the value remains on the card; however, a refund handling fee of NT$36 will be charged.

21. Q: What are the functions of student ID card?
   A: In addition to enter the Library and dormitory, your student ID card is also an EasyCard. You can deposit money in the student ID card at any convenient stores or Taipei MRT stations. You can purchase at convenient stores and take MRT or bus in Taipei.