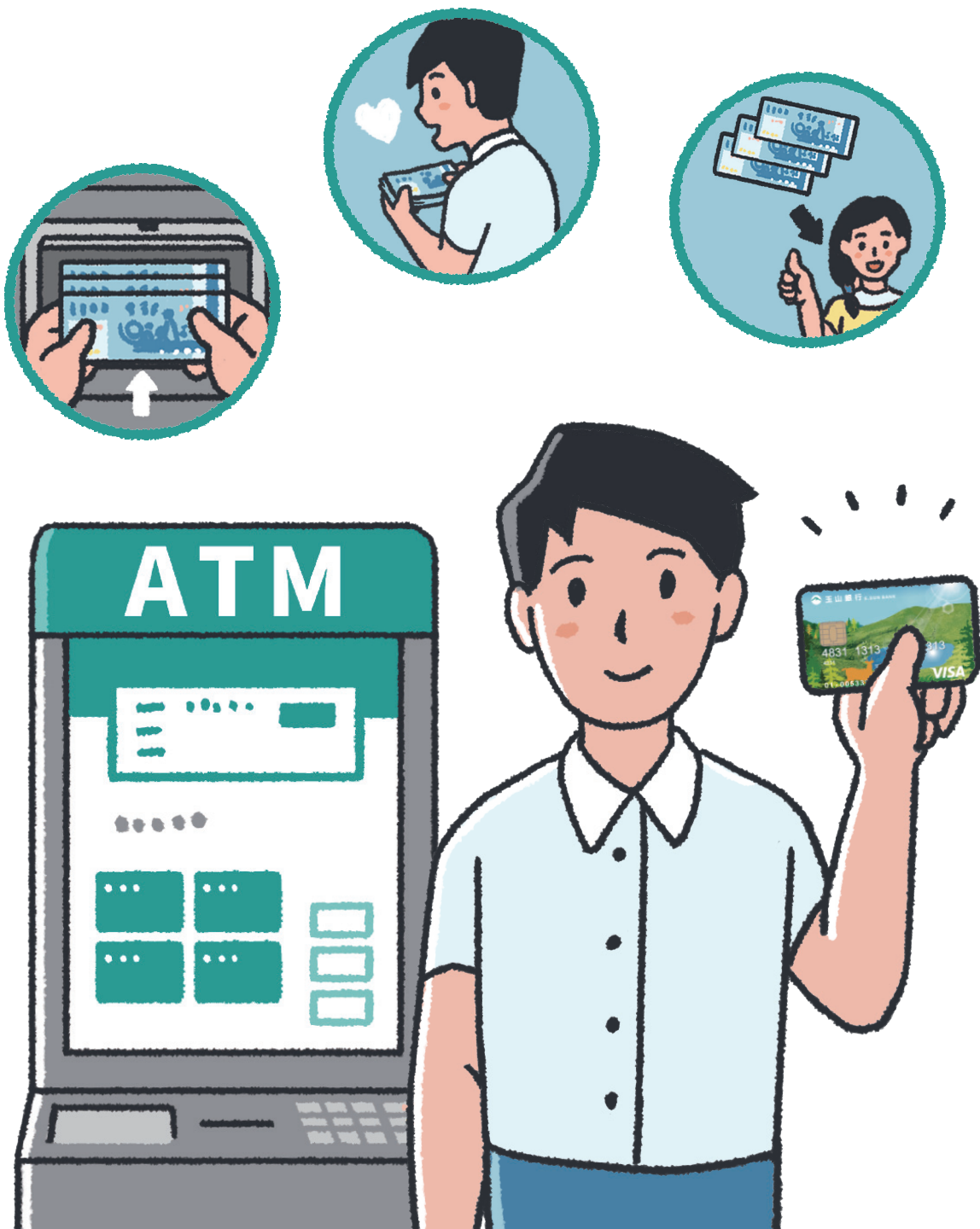




E.SUN BANK

ATM USAGE MANUAL

Deposit, Withdrawal and
Money Transfer



About this manual:

This manual will give me information on

- How to use E.SUN Bank ATM
- How to deposit money in ATM
- How to withdraw money from ATM
- How to transfer money to other people by ATM

What you need for using ATM

| ATM Card



ATM Card is a card that can be used to withdraw money, deposit money, and transfer money. It can be used wherever there is an ATM.

| ATM Card Password

Password :






When doing transaction at the ATM, you will need to enter the password in order to withdraw money, deposit money, or transfer money.



Warm reminder

To prevent other people from seeing the password, asterisks (*) will be used to replace the digits.

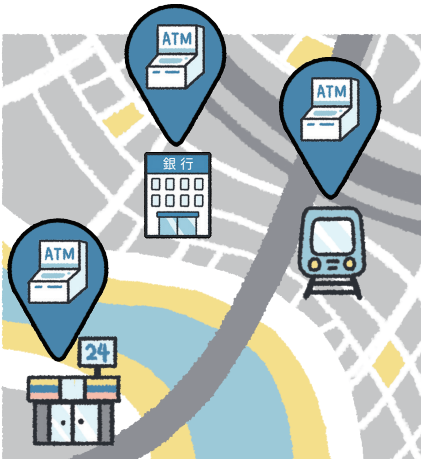
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Unit 1

ATM Definition

What is ATM?



Password :



ATM is a machine that allows everyone to handle money-related transactions without having to go to physical bank.

ATMs are typically located in banks, convenience stores, and subway stations.

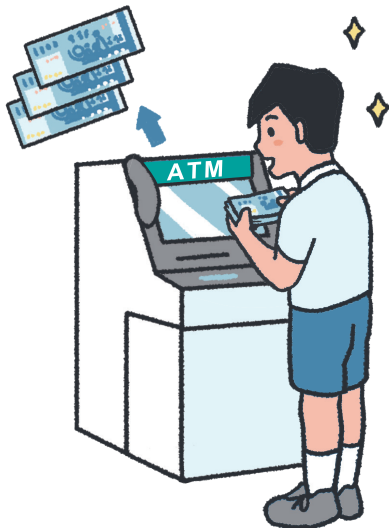
To use ATM, you must have ATM card and password.

What can we do with ATM?



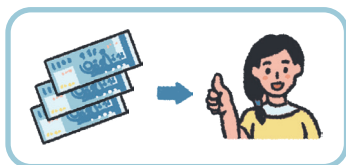
Deposit

Deposit my money to bank account.



Withdraw

Withdraw money from bank account.



Transfer

Transfer money from my bank account to someone else's bank account.

Steps for using ATM



Card Entry: Insert ATM card with the chip facing up into the ATM.

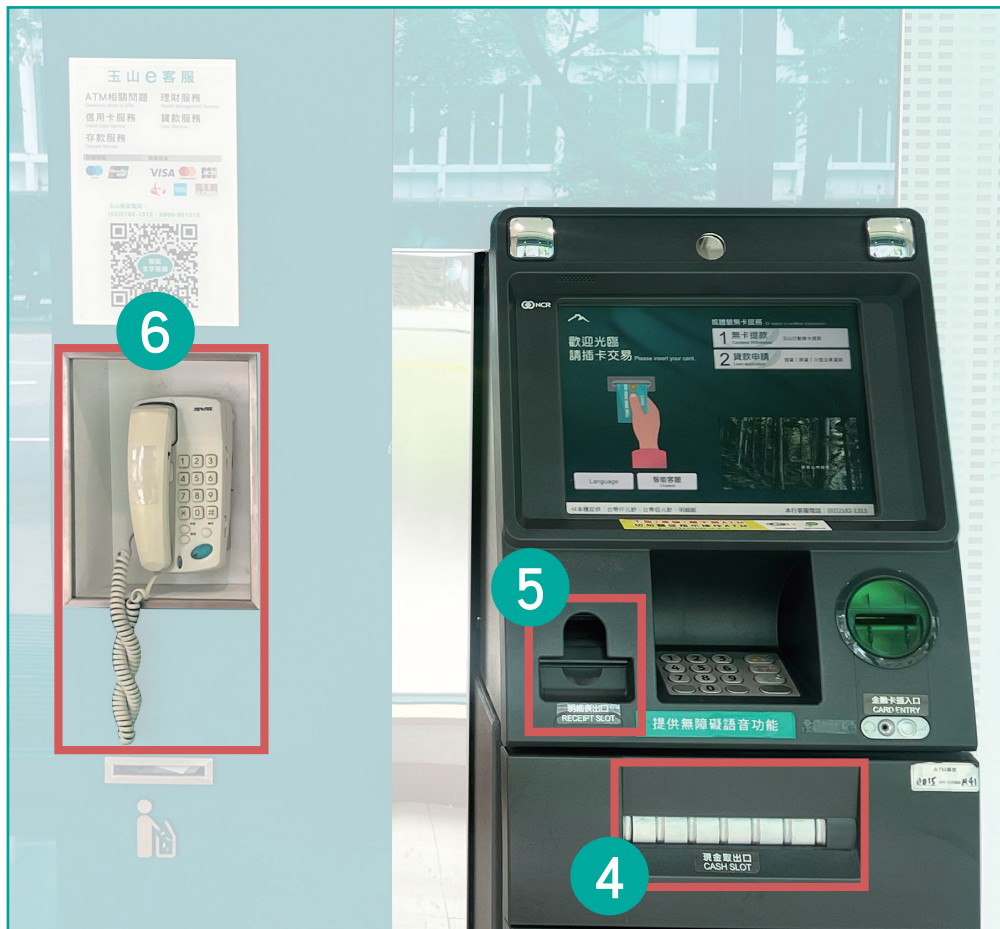


Keypad: This is where you input your password, amount, and account number. If you make a mistake, you can press "Cancel" to start over.



Screen: The screen will guide you through each step of depositing, withdrawing, or transferring money.

Steps for using ATM



Cash Slot:

The place where you deposit or withdraw money.



Receipt Slot:

After completing your deposit, withdrawal, or transfer, press the "Print Receipt" button. The receipt will come out from here.



Emergency Phone:

If you encounter issues such as

- The ATM card is swallowed by the machine
- Money is not dispensed
- The screen does not respond

Or any other problems while using the ATM. Pick up this phone to inform the bank service personnel.

Unit 2 Deposit money at ATM

Items to bring for depositing money at ATM:



- My ATM card.
- The cash I want to deposit.

Steps for depositing money at ATM



- 1 Insert ATM card into ATM, make sure the chip is facing up.



- 2 Enter my ATM card password on the numeric keypad, then press the "Confirm" button.



- 3 Select "Deposit" on the screen.

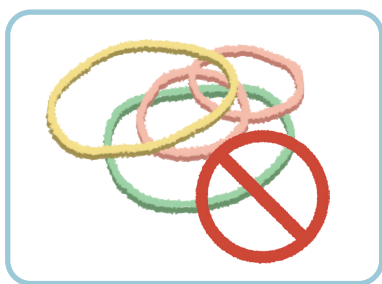


- 4 If I want to deposit money into bank account, select the "Deposit to this Card " button on the screen.

*Deposit to this card:
This means depositing money into my account.



- 5 Place the cash to be deposited into the cash slot. The bills should not be folded and should not have any other items, such as rubber bands.



Warm reminder

Some banks may charge a transaction fee while others do not. The maximum transaction fee can be NT\$15.



- 6 The screen will display how much money I have deposited. If everything is correct, press the "Confirm" and "Print Receipt" buttons.



- 7 Lastly, remember to retrieve my ATM card and the transaction receipt.



Warm reminder

The transaction receipt will contain my information, so make sure to keep it safe!

Unit 3 **Withdrawing money from ATM**

**Items to bring for withdrawing
money at ATM**



My ATM card.

Steps for withdrawing money from ATM



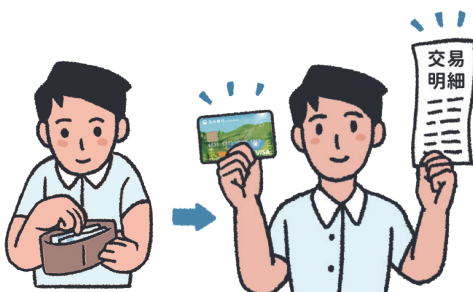
- 1 Insert ATM card into ATM, make sure the chip is facing up.



- 2 Enter my ATM card password on the numeric keypad, then press the "Confirm" button.



- 3 Select "Withdraw" on the screen.



- 4 Enter the amount of money I want to withdraw on the numeric keypad, then press the "Confirm" button.
- 5 Press the "Print Receipt" button on the screen.
- 6 Retrieve the cash from the cash slot and remember to take back my ATM card and the transaction receipt.
- 7 With E.SUN Bank ATM card, I can withdraw maximum NT\$50,000 per transaction from E.SUN Bank's ATM and maximum NT\$20,000 per transaction from other banks' ATM.

Unit 4 Transferring money with ATM

Items to bring for transferring money with ATM



My ATM card.

The recipient's account information or a photo of their passbook, which should include:

- Beneficiary Bank name,
 - Beneficiary Bank code,
 - Beneficiary Account number,
 - *Account holder's name.
- *Account holder's name:
The person I transfer money to.

Steps for transferring money with ATM



- 1 Insert ATM card into ATM, make sure the chip is facing up.



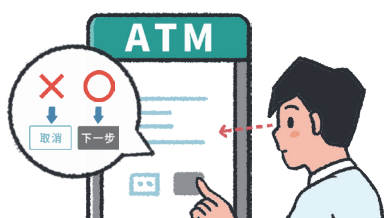
- 2 Enter ATM card password on the numeric keypad, then press "Confirm" button.



- 3 Select "Transfer" on screen.



- 4 Use keypad to enter recipient's information:
 - Beneficiary Bank code: recipient's bank code,
 - Beneficiary Account number: recipient's account number
 - Transaction amount: how much money to send.



- 5 Check if the information displayed on the screen is correct, such as the beneficiary account number and the amount to be sent. If correct, press "Next"; if not, press "Cancel".



- 6 Press "Print Receipt" button.



- 7 Remember to retrieve my ATM card and transaction receipt.



Warm reminder

The maximum transfer amount each time/transaction at E.SUN Bank ATM is NT\$30,000

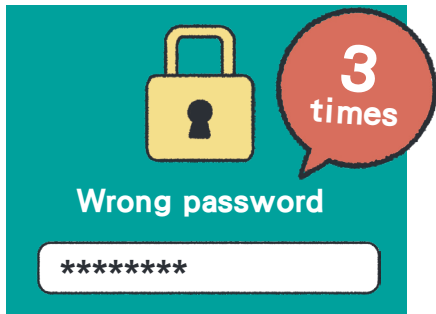


If I receive a call from someone I don't know asking me to use ATM, it must be a scam!

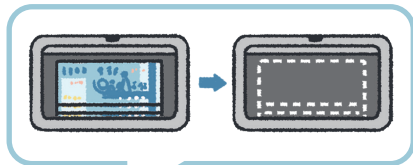
I should definitely seek assistance from my parents or guardians, the police, or bank personnel.

Unit 5

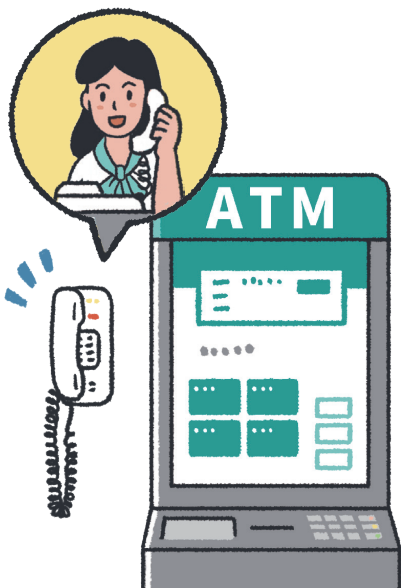
What to do in these situations when using ATM



If I enter wrong password three times, my ATM card will be locked by the ATM.



If I forget to take my money, ATM will reclaim it.



In these situations, I can pick up the emergency phone next to the ATM and call bank personnel for assistance.

Remember, do not walk away!



ATM USAGE MANUAL

(Automated Teller Machine)