



How to Use E.SUN Wallet APP



※ E.SUN Wallet is only available for **non-jailbroken** devices and software **version** should be iOS **15.0** and Android **8.0 or above**.

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生活



帳務



貸款



我的



支付





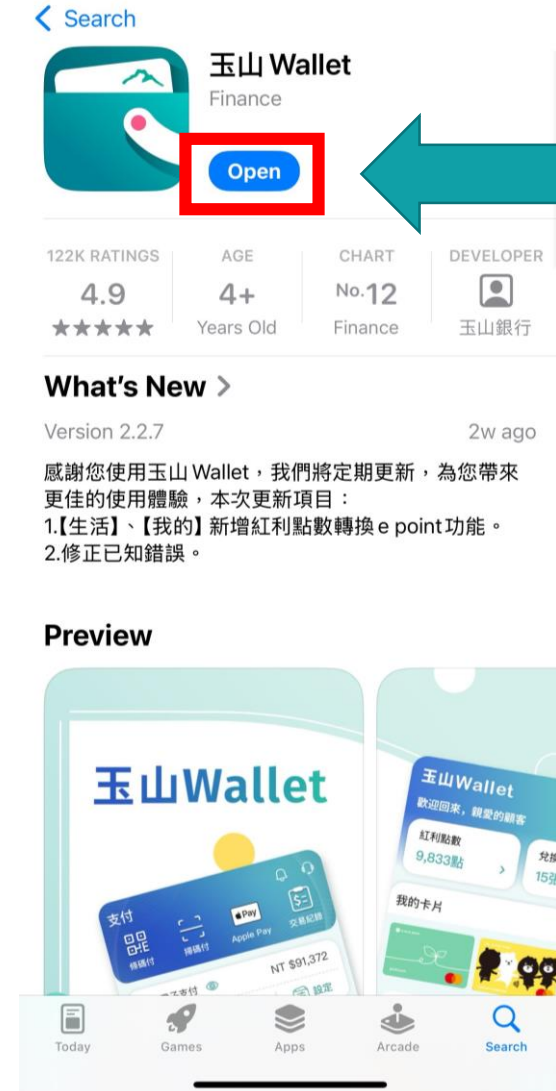
01. Download E.SUN Wallet APP



Step1. Click your App Store / Google Play Store on your mobile.



Step2. Search for "E.SUN Wallet" in App Store and download it.





02. Create an E.SUN Wallet account (1/2)

Step 1

Fill in your personal information

玉山Wallet帳戶註冊

填寫基本資料

歡迎您下載使用玉山Wallet，請填寫完成以下資訊。若您為玉山卡友，請確認以下資訊與本行所留存之紀錄相符。若有疑問請洽玉山銀行客服。

身分證編號 **ID or residence permit number**
A123456789

手機號碼 (使用者帳號) **Mobile number**
0912345678

出生年月日 (西元年) **Date of birth (AD)**
19850101

電子信箱 **E-mail address**
example@gmail.com

推薦碼 (非必填欄位) **Referral code**
輸入好友/行員推薦碼

Validation check

玉山銀行茲依據銀行法及個人資料保護法等相關法令之規定，說明玉山銀行蒐集、處理、利用及/或國際傳輸本人個人資料之管理方針，以及本人所享有之權利或服務說明請參閱玉山銀行官網：個人資料運用告知聲明。

下一步
Next

Step 2

Choose Options to activate E-pay service

玉山Wallet帳戶註冊

填寫基本資料

歡迎您下載使用玉山Wallet，請填寫完成以下資訊。若您為玉山卡友，請確認以下資訊與本行所留存之紀錄相符。若有疑問請洽玉山銀行客服。

身分證編號

手機號碼 (使用者帳號)

出生年月

電子信箱

推薦碼 (非必填欄位)

玉山銀行茲依據銀行法及個人資料保護法等相關法令之規定，說明玉山銀行蒐集、處理、利用及/或國際傳輸本人個人資料之管理方針，以及本人所享有之權利或服務說明請參閱玉山銀行官網：個人資料運用告知聲明。

提醒
玉山 Wallet 提供電子支付服務，是否同步於註冊時啟用電子支付帳戶？

稍後再說 **Later** 同步啟用 **Activate**

下一步
Next

Step 3

Review and accept the E.SUN Wallet Terms of Service

使用者同意條款

閱讀以下同意條款

玉山Wallet使用者同意條款

玉山Wallet卡友服務同意條款

下一步
Next

02. Create an E.SUN Wallet account (2/2)



Step 4

Verify your identity with one-time-password



輸入簡訊驗證碼

為完成驗證，請點選發送驗證碼按鈕，將發送6位數字簡訊驗證碼至您註冊玉山Wallet之手機，請於時效內完成驗證並設定使用者密碼。(每日限發送5次)。

To verify the identity, a 6-digit one-time-password will be sent to your registered mobile number.

發送驗證碼
Send the one-time -password

Step 5

Enter the one-time-password



輸入簡訊驗證碼

系統已發送 6 位數簡訊驗證碼至您留存於玉山銀行的手機號碼（每日限發送5次），請輸入驗證碼，並設定使用者密碼。

Enter the 6-digit one-time password sent to your mobile number

重新發送(尚餘297秒)

設定使用者密碼

Set up 6-digit login password

再次確認密碼

Re-enter the 6-digit login password

提醒您：
勿使用個資相關資訊 (ex.生日、門號等) 作為密碼。

Reminder : Please avoid using birthday or mobile number as the login password

確認
Confirm

Step 6

Registration completed successfully



註冊成功

Registration Successful

恭喜您完成玉山Wallet註冊流程，為確保您的帳戶安全，完成註冊後需進行手機門號驗證，得以使用完整App功能及金融友善版。

You will need to verify your SIM card and device to ensure the authenticity of your identity on the first-time registration or when you switch your device to login E.SUN Wallet

Verify later

稍候驗證

Verify now

立即驗證



03. SIM card and Device Verification – Self Verification




1 You will need to verify your SIM card and device to ensure the authenticity of your identity on the first-time registration or when you change the device to login E.SUN Wallet.

Step 1
Select “Verify now”

Step 2
Select SIM card verification.

Step 3
Your phone number will be auto-fill, please select your mobile service provider

Step 4
Please re-login to use E.SUN Wallet App



註冊成功

註冊成功

Registration Successful

恭喜您完成E.SUN Wallet註冊流程，為確保您的帳戶安全，完成註冊後需進行手機門號驗證，得以使用完整App功能及金融友善版。



手機門號驗證

選擇驗證方式

SIM卡驗證 **SIM card verification**

請確認您目前使用的SIM卡門號為您留存於本行之手機號碼，並請關閉手機WIFI，使用4G/5G上網。

人工驗證 **Help with SIM card verification**

若無法使用SIM卡驗證(如在國外、手機訊號不佳)，請勾選此驗證方式。



手機門號驗證

認證門號
0987XXX071

手機門號電信商
中華電信(含LINE MOBILE)

同意將行動電話資料送至電信業者認證

提醒您：

- 您目前使用的SIM卡門號需為您留存於本行之手機號碼，每人每日限驗證5次。
- 請關閉手機WIFI，使用4G/5G上網。
- 若您的裝置有多張SIM卡，上網SIM卡需與認證門號相同。
- 若您的作業系統為 iOS 15以上，且有付費iCloud，請於「設定」>「iCloud」>「私密轉送」中關閉私密轉送功能。



手機門號驗證

驗證成功

Verification Successful

恭喜您完成玉山Wallet手機門號驗證，為確保您的帳戶安全，完成申請後需重新登入App。

Verify later
稍後驗證

Verify now
立即驗證

Next
下一步

Confirm
確認

Login
立即登入



03. SIM card and Device Verification – Help with Verification



1 If you are unable to complete the verification by yourself, you can contact customer service for assistance with the verification.

Step 1 Select “Verify now”



註冊成功

註冊成功

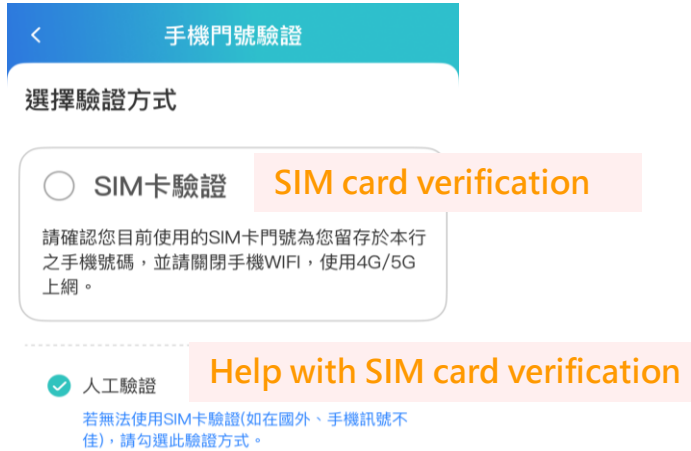
Registration Successful

恭喜您完成玉山Wallet註冊流程，為確保您的帳戶安全，完成註冊後需進行手機門號驗證，得以使用完整App功能及金融友善版。

Verify later 稍候驗證

Verify now 立即驗證

Step 2 Select Help with SIM card verification.



手機門號驗證

選擇驗證方式

SIM卡驗證 **SIM card verification**

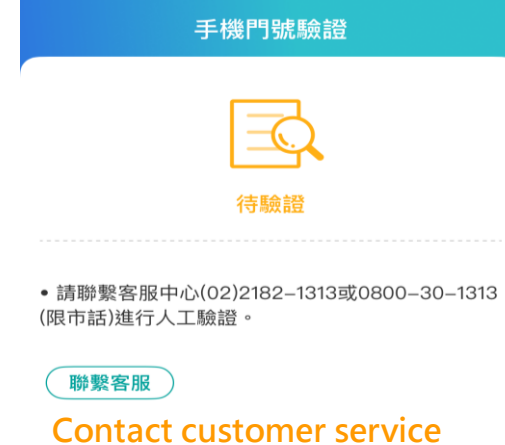
請確認您目前使用的SIM卡門號為您留存於本行之手機號碼，並請關閉手機WIFI，使用4G/5G上網。

人工驗證 **Help with SIM card verification**

若無法使用SIM卡驗證(如在國外、手機訊號不佳)，請勾選此驗證方式。

Next 下一步

Step 3 Please contact the customer service.



手機門號驗證

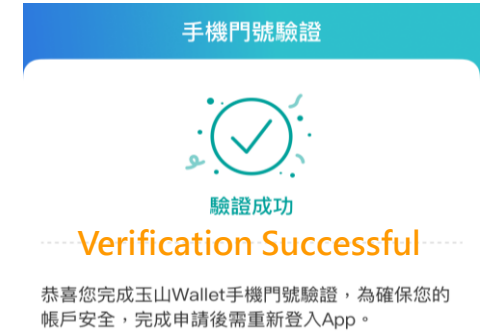
待驗證

請聯繫客服中心(02)2182-1313或0800-30-1313(限市話)進行人工驗證。

聯繫客服

Contact customer service

Step 4 Please re-login to use E.SUN Wallet App



手機門號驗證

驗證成功

Verification Successful

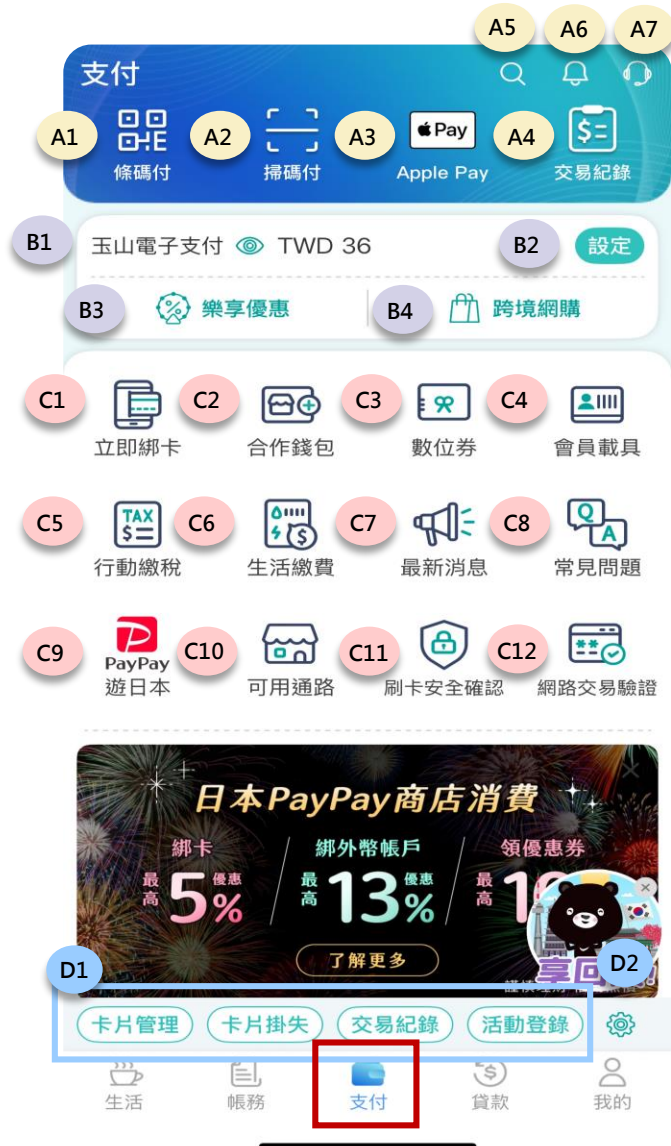
恭喜您完成玉山Wallet手機門號驗證，為確保您的帳戶安全，完成申請後需重新登入App。

Login 立即登入



04. Main functions of E.SUN Wallet APP- Page Payment (1/5)

- A1 Customer-presented mode (CPM)
- A2 Merchant-presented mode (MPM)
- A3 Apple Pay/Google Pay
- A4 Transaction History
- A5 Search
- A6 Notifications
- A7 Intelligent ChatBot
- B1 E.SUN e-pay
- B2 Setting
- B3 Special Offers
- B4 Cross-border transactions



- C1 Add Cards To E.SUN Wallet
- C2 Add Cards To Other Digital Wallet
- C3 Digital Voucher
- C4 Electronic Invoice Carrier
- C5 Online Tax Filing
- C6 Living Expenses Paying
- C7 Latest Promotions
- C8 FAQ
- C9 PayPay Particular Promotions
- C10 Available Channels
- C11 Credit Card Security Confirmation
- C12 Online Transaction Verification
- D1 Functions Shortcut
- D2 Shortcut Setting



04. Main functions of E.SUN Wallet APP-Payment (2/5)



Icon	Function	Description
A1	Customer-presented mode (CPM)	Reverse scan. A barcode/QR code will be generated, which can be scanned by the merchant for payment.
A2	Merchant-presented mode (MPM)	Forward scan. Which is used to scan merchant's QR code upon purchase.
A3	Apple Pay/Google Pay	By clicking the icon, you will be directed to Apple Pay/ Google Pay depending on your device.
Summary of A1~A3		Before receiving your physical credit card, C1 allows you to instantly link your approved credit card to A1, A2, and A3 to make the payment.
A4	Transaction history	Display the instant card authorization records based on selected payment method. Up to 100 transaction records from the past 30 days are traceable.
A5	Search	Allows you to quickly locate the functions in E.SUN Wallet App
A6	Notifications	Notifications settings, which are categorized into 4 sections, "Activity" referring to news on campaigns; "Transaction" referring to instant transaction and bill related information; "Rights", referring to information of your interests; "Announcement", referring to important announcements and policies from E.SUN Wallet.
A7	Intelligent ChatBot	The intelligence ChatBot which is also available in English by clicking "EN" at the top of screen.





04. Main functions of E.SUN Wallet APP-Payment (3/5)



Icon	Icon name	Description
B1	E.SUN e-pay	Display the balance in your E.SUN electronic Payment(e-pay) account.
B2	Setting (E.SUN e-pay)	You will see two sections. 【Left: Payment】 Allows you to select the credit cards of your preference to link to the E.SUN e-pay. 【Right: Check/Withdraw】 Allows you to top-up E.SUN e-pay account, and withdraw the balance from your e-pay account to your designated bank.
B3	Special Offers	Display the ongoing promotions that could apply to payment using E.SUN e-pay.
B4	Cross-border transactions	Display your transactions using E.SUN e-pay with our cross-border merchandise partners, including TaoBao and Google Play. Which the transactions are traceable within a year.





04. Main functions of E.SUN Wallet APP-Payment (4/5)



Icon	Icon name	Description
C1	Add Cards to E.SUN Wallet	Allows you to add your cards to payment methods; A1, A2 and A3.
C2	Add Cards to Other Digital Wallet	Direct you to add your cards to other digital wallets: Line Pay, PX Pay Plus, Pi wallet, + Pay, icash Pay, and Easy Wallet.
C3	E-pay Voucher	Available vouchers that can be redeemed.
C4	Electronic Invoice Carrier	Allows you to input the registered e-invoice carrier information.
C5	Online Tax Filing	Allows you to pay tax through E.SUN Wallet App, including comprehensive income tax, house tax, land tax and vehicle license tax.
C6	Living Expenses Paying	Allows you to pay 8,600 kinds of bills that are compatible with TWQR gateway; including utilities (water and electricity bills), telecommunication bills, school fees, fines, etc.
C7	Latest Promotions	Provides ongoing promotions of E.SUN Wallet and credit cards.
C8	FAQ	Provides frequently asked questions and answers regarding using E.SUN Wallet App and credit cards.
C9	PayPay Particular Promotions	Provides detailed instructions and promotions of PayPay.
C10	Available Channels	Provides information on available payment methods within E.SUN Wallet at different channels.
C11	Credit Card Security Confirmation	Allows you to confirm your credit card status and lift the restriction when the credit card is restricted due to suspicious activities.
C12	Online Transaction Verification	Allows you to verify and authorize your online transactions.





04. Main functions of E.SUN Wallet APP-Payment (5/5)



Icon	Icon name	Description
D1	Functions Shortcut	Allows you to add shortcuts to frequently use functions.
D2	Shortcut Setting	Where you set and select functions adding to D1





04. Main functions of E.SUN Wallet APP- Bill Payment (1/3)

- C1 Payment History
- C2 Apply for E-Bill
- C3 Auto-payment with E.SUN Bank
- C4 Auto-payment with other Bank
- C5 Bill Installment
- C6 Single installment Plan
- C7 Credit Card Installment Plan
- C8 Installment Record



- A1 Bills of the Month
- A2 Due Day of the Bill
- A3 Amount Payable
- A4 Check the Bills in Details
- A5 Pay Online
- A6 Pay at Convenience Stores
- B1 Available balance
- B2 Apply for limit increase
- B3 Statement Closing Date
- B4 Unposted Amount
- B5 Real-time transaction history



04. Main functions of E.SUN Wallet APP-Bill (2/3)



Icon	Icon name	Description
A1	Bills of the Month	Provides the summary of your bills. Click the eye on the side to hide A4.
A2	Check the Bills in Details	Click to check the last 12 months bills(各期帳單), details of unposted payables transactions (未入帳明細), expense analysis (消費分析).
A3	Due Date of the Bill	Display the due date of the credit card bill.
A4	Amount Payable	Display the amount payable of the billing period.
A5	Pay Online	Pay the credit card bill online.
A6	Pay at convenience Store	Pay the credit card bill at convenience store with amount under 20,000NTD

B1	Available balance	Display the available balance remained of your credit cards.
B2	Apply for limit increase	Apply for temporary and permanent limit increase.
B3	Statement Closing Date	Display the statement closing date of the current accounting period.
B4	Unposted amount	Display the amount of expenses that have not been posted yet. Please note that the unposted amount will appear after the merchandise payment request has been submitted.
B5	Real-time transaction history	Allows you to check your real-time transaction history .





04. Main functions of E.SUN Wallet APP-Bill (3/3)



Icon	Icon name	Description
C1	Payment History	Provides the payment history of your credit card bills.
C2	Apply for E-Bill	Apply for electronic credit card statement send via text or email.
C3	Auto-payment with E.SUN Bank	Set up automatic payment for credit card bills from your E.SUN Bank account.
C4	Auto-payment with other Bank	Set up automatic payment for credit card bills from your account in other banks.
C5	Bill Installment	Apply for bill installment at least two business days before the payment due date.
C6	Single installment Plan	Apply for installment on a single transaction.
C7	Credit Card Installment Plan	Select particular credit cards for installment on all transactions above 1,000NTD.
C8	Installment Record	Check the installment application history.





04. Main functions of E.SUN Wallet APP- Life Payment (1/4)

- C1 Online Stores
- C2 Insurance Enrollment
- C3 Online Tax Filing
- C4 Living Expenses Paying
- C5 Referral Program
- C6 Open a Digital Account
- C7 Donation
- C8 Ride-Hailing Service
- C9 Card Holder Missions
- C10 Fraudulent Website Detection



- A1 Bonus Points
- A2 E points
- A3 Voucher Folder
- A4 Manage E points
- B1 Exchange Bonus Point to E Point
- B2 Carbon Emission Tracking Account
- B3 Event Registration
- B4 Additional Benefits (credit cards)
- B5 Cardholder Promotions



04. Main functions of E.SUN Wallet APP-Life (2/4)

There are 3 section A, B, and C in Life page. We'll describe below in table.

Icon	Icon name	Description
A1	Bonus Points	Display the bonus points you have earned.
A2	E points	Display the e points you have earned
A3	Voucher Folder	Store the vouchers and coupons you have.
A4	Manage E points	Allows you to use e points, including making purchases, transferring to others, and redeeming vouchers.





04. Main functions of E.SUN Wallet APP-Life (3/4)

Icon	Icon name	Description
B1	Exchange Bonus Point to E Point	Allows you to exchange bonus points to e points.
B2	Carbon Emission Tracking Account	An account that records the carbon emissions for each purchase you make.
B3	Event Registration	Display the on-going events that you can register and earn extra bonus.
B4	Additional Benefits (credit cards)	Allows cardholders to check their eligibility and apply for multiple additional benefits offered by credit cards, including complimentary city parking, airport VIP lounge access, and roadside assistance.
B5	Cardholder Promotions	Display the latest promotions offering by each credit card.





04. Main functions of E.SUN Wallet APP-Life (4/4)

Icon	Icon name	Description
C1	Online Stores	Online stores that allow you to shop with bonus points and e points
C2	Insurance Enrollment	Allows you to enroll insurances online, including travel insurance, car insurance, and fire insurance.
C3	Online Tax Filing	Allows you to pay tax through E.SUN Wallet App, including comprehensive income tax, house tax, land tax and vehicle license tax.
C4	Living Expenses Paying	Allow you to pay 8,600 kinds of bills that are compatible with TWQR gateway; including utilities (water and electricity bills), telecommunication bills, school fees, fines, etc.
C5	Referral Program	Allows you to create and share referral QR codes/links of E.SUN Wallet /credit cards. Friends recommended by you could also be looked up in C5.
C6	Open a Digital Account	Where you can look up detailed information of a digital account or open a digital account.
C7	Donation	Allows you to donate or set up regular donation to selected organizations.
C8	Ride-Hailing Service	Allows you to input locations and book rides with Taiwan Taxi 55688.
C9	Card Holder Missions	Allows card holders to participate in missions to earn rewards.
C10	Fraudulent Website Detection	Allows you to input URL to check whether it is an authentic official website from E.SUN Bank.





04. Main functions of E.SUN Wallet APP- Personal Payment (1/6)



- A1 Bonus Points
- A2 E points
- A3 Voucher Folder
- A4 Manage E points

玉山Wallet
歡迎回來, 王*瑩

紅利點數 2,242
e point 22

兌換券0張
使用e point
兌換e point

我的卡片
所有卡片

立即辦卡
辦卡進度

App設定

門號變更 密碼變更 自動登出 通知設定

FacelD 首頁設定 更多設定

告知事項
帳號異動
更多玉山服務

- B1 Exchange Bonus Point to E Point
- B2 My Cards
- B3 All Cards
- B4 Apply for Credit Cards
- B5 Cards Application Progress

App設定

門號變更 密碼變更 自動登出 通知設定

FacelD 首頁設定 更多設定

告知事項
帳號異動
更多玉山服務

登出

- C1 Change Phone Numbers
- C2 Change Password
- C3 Auto Log Out Settings
- C4 Notification Settings
- C5 Face ID Settings
- C6 Homepage Settings
- C7 More Settings
- C8 Term of Services
- C9 Account Changes
- C10 More Service
- C11 Switch to Inclusive Finance Version
- C12 Log Out



04. Main functions of E.SUN Wallet APP- Personal Payment (2/6)

- Particular for Unicard Cardholders



- D1 Unicard Section
- D2 Plan History
- D3 Summary of Current Plan
- D4 Applicable Duration
- D5 Percentage of Bonus
- D6 Count of Bonus-Featured Merchants
- D7 Unicard Cardholders' Rewards
- D8 Manage Rewarded Plan



04. Main functions of E.SUN Wallet APP-Personal (3/6)



Icon	Icon name	Description
A1	Bonus Points	Display the bonus points you have earned.
A2	E points	Display the e points you have earned
A3	Voucher Folder	Store the vouchers and coupons you have.
A4	Manage E points	Allows you to use the e points , including making purchase, transferring to others, and voucher redemption.





04. Main functions of E.SUN Wallet APP-Personal (4/6)



Icon	Icon name	Description
B1	Exchange Bonus Point to E Point	Allows you to exchange bonus points to e points.
B2	My Cards	Scroll to see the summary of the cards you own. If a card is not activated yet, a green bar saying “未開卡” will be displayed on the card.
B3	All Cards	Click to manage and look up details of each card. Here you can look up the card number, exclusive promotions and previous transactions of particular card. You can also put restrictions on credit card transactions and report a loss card here.
Details of B3 will be explained in later section.		
B4	Apply for Credit Cards	Allows you to apply for other credit cards.
B5	Cards Application Progress	Allows you to check the cards application progress.





04. Main functions of E.SUN Wallet APP-Personal (5/6)



Icon	Icon name	Description
C1	Change Phone Numbers	Allow you to update your phone numbers.
C2	Change Password	Change your 6-digit account password.
C3	Auto Log Out Settings	Allow you to set an auto logout of your account after 5 or 10 minutes of inactivity.
C4	Notification Settings	Set the notification preferences to "Activity" , "Transaction" , "Rights" and "Announcement" .
C5	Face ID Settings	Allow Face ID to log into the app.
C6	Homepage Settings	Set the home page by choosing from Payment, Bills, Personal, Life, or Loan page.
C7	More Settings	Allows automatic login when opening the app.
C8	Terms of Services	About Privacy Policy, Term of Use, and Personal Data Usage Statement.
C9	Account Changes	Allows you to re-register or delete the account.
C10	More Service from E.SUN Bank	Connect to E.SUN Mobile Banking App.
C11	Switch to Inclusive Finance Version	Switch to the simplified version of E.SUN wallet App.
C12	Log Out	Log out your account





04. Main functions of E.SUN Wallet APP-Personal - Particular for Unicard Cardholders (6/6)



Icon	Icon name	Description
D1	Unicard Section	The section for Unicard cardholders exclusively.
D2	Plan History	The history of the plan used.
D3	Summary of Current Plan	Name of the plan in use.
D4	Applicable Duration	The duration of the plan while in effect.
D5	Percentage of Bonus	Additional rewarded percentage of the plan.
D6	Count of Bonus-Featured Merchants	The number of merchants eligible for additional rewards under the plan in use.
D7	Unicard Cardholders' offers	Other promotions available for Unicard cardholders.
D8	Manage Rewarded Plan	Allows you to switch the plan in use.

玉山Unicard-我的方案 D1 方案紀錄 D2

UP選 D3 適用月份 2025/02 ⓘ D4

加碼回饋 D5 **3.5%** | 加碼特店 D6 **100家**

領取優惠 D7 | 管理方案 D8

05. Highlights of E.SUN Wallet APP-Card Management (1/3)



- Personal >> B3

1 As shown in Figure 05-2, the latest three transactions of the credit card will be displayed, all transaction records of the selected card is available by clicking the top right green button.

Icon name	Description
E1 Type of Transactions	Records the types of transactions for the credit card, categorized as 'domestic regular purchases', 'overseas regular purchases', 'online regular purchases', 'regular food and beverage purchases' and 'barcode transactions'.
E2 Card Control	Allows you to put restrictions on your credit card for overseas or domestic(Taiwan) transactions and set spending limit on each transaction. *Each category can only be adjusted three times per day.
E3 Card promotion	Allow you to look up the latest credit card promotions and offers for the selected card.
E4 Report a lost / stolen card	Allow you to report the lost or stolen card immediately to prevent any unauthorized charges or fraudulent activities.



Figure 05-1



Figure 05-2



05. Highlights of E.SUN Wallet APP-Card Management (1/3)



- Personal >> B3 >> E2



Overseas physical transaction

Overseas online transaction

Domestic(Taiwan) physical transaction

Domestic(Taiwan) online transaction

Physical Cash Advance

Mobile payment

Overseas single transaction expense limit

Domestic(Taiwan) single transaction expense limit



05. Highlights of E.SUN Wallet APP- Report Credit Card Fraud



Notice:
Once you report credit card fraud, the card will be suspended.

- 1 As shown in figure 05-4, click on the bell icon, which represents Notifications.
- 2 As shown in figure 05-5, select “Transaction” section.
- 3 As shown in figure 05-6, choose the suspicious transactions, report and apply for fraudulent transaction.



Figure 05-4



Figure 05-5



Figure 05-6



Thank You

If you have any advice or questions, please feel free to contact us: esunwallet@esunbank.com

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