

Business Sweden  
Rm. 2406, 24F, 333, Keelung Rd., Sec. 1,  
Taipei 11012,  
Taiwan  
Tel: +886 2 2757 6573(Trade section)  
+886 2 2757 6225(Consular section)  
Fax: +886 2 2757 6723  
+886 2 2757 6308  
E-mail: [taipei\\_consular@business-sweden.se](mailto:taipei_consular@business-sweden.se)  
Website: <http://www.business-sweden.se/en/Trade/international-markets/asia-and-middle-east/Taiwan/>

(Last updated: 2018-02-06)

## The Handy Guide for Swedish citizens in Taiwan

### Table of Contents

Contents	Page
General	2
Loss of Credit Card	3
Insurance Issues	4
Health care in Taiwan	4 ~ 6
Police report	7 ~ 9
Lawyer	10
Swedish priest	10
Stolen passports	11 ~ 12
Telephone / Internet	13
Money transfer	14
Useful telephone numbers	15
Useful websites	15

## General

When it comes to assisting Swedish citizens who travel abroad and run into difficulties, Embassies / Consulates General have to comply with Swedish law and instructions from the Swedish Ministry of Foreign Affairs. This meaning that the Swedish Embassies / Consulates-General only under certain circumstances can act in individual cases. The Embassy / Consulate General's ability assist with money transfers and loans ***is very limited.***

In principle, the Embassies / Consulates-General should not provide such services that normally are provided by banks, travel agencies and hotels. Assistance shall not be provided for such things as the traveler him-self can arrange by e.g. visit a bank, make a phone call, etc. The Swedish Embassies / Consulates-General is instructed to first leave the so-called "Help to self-help" guide. This guide has various information has been prepared to help your-self to sort out your situation.

If you can't solve your problem on your own, the Consulate General in certain circumstances would provide more active assistance. This may include help with mediation of accounts from Sweden or from relatives. The Consulate General does in these cases charge a fee of 600 SEK. Please note that the Consulate General's involvement can only be considered if you have what is called a *distress*. This means "one who due to illness, theft, robbery or other unfortunate circumstance has a lack of resources for travel costs to Sweden and necessary expenses in connection to the that or for medical care."

Also, *"a person who travel abroad without taking reasonable precautions to be able to return – e.g. by having a return ticket, travel insurance or bring travelers checks - usually can't count on the Embassy / Consulate General involvement of to solve money problems or the like."*

## LOSS OF CREDIT CARDS

Loss of credit shall be promptly reported to the police and the card will be blocked. People who have lost their card and need new, and block the old card can make a collect call to the following:

VISA in Taiwan: (+886) 2 2547 0507

MasterCard in Taiwan: (+886) 2 2758 8668

National Credit Card Center of Taiwan: (+886) 2 2719 0606

American Express:

Service hotline: +886 2 2719 0707

HSBC:

Domestic: (02) 8072 3000

Oversea: (+886) 2 8072 3011

CitiBank:

Customer Service Center: (02)2576 8000

Collect call: 0800 012345

China Trust:

Service hotline: (02) 2745 8080

ANZ:

Service hotline: (02) 2778 9999

or to the respective banks in Sweden:

SEB: +46 001 8147200

Handelsbanken: 002 +46 8 411 21 22

Handelsbanken in Hong Kong: (+852) 2868 2131

Swedbank: 002 +46 8 411 10 11

Nordea: 002 +46 8 402 57 10

## INSURANCE MATTERS

You have regular home insurance in the normal circumstance of 45 days after departure. If you are a victim of theft, illness or similar and you need the help of the insurance company, you can contact SOS International in Denmark, which is an association of the largest Nordic insurance companies. SOS is open around the clock inc. holidays.

SOS offices in Copenhagen, [www.sos.dk](http://www.sos.dk)  
Tel. 002 +45 70 10 50 50  
Fax: +45-70 001 10 50 56  
E-mail: [sos@sos.dk](mailto:sos@sos.dk)

If you need to call collect call, you can order the call via the Danish operator at 002 999 45 1000

Euro Alarm, Copenhagen  
Tel. 002 +45 33 252533  
Fax. 002 +45 31 311232

## HEALTHCARE in TAIWAN

### Dental and medical treatment

Taiwan has good health and dental facilities for both routine and emergency treatment. Most have English-speaking staff. All services are payable in cash. You may need your passport or ARC as ID.

More information can be found at the Bureau of National Health Insurance website at <http://www.nhi.gov.tw/>



## HOSPITALS

National Taiwan University Hospital

International Medical Service Center

Address: No.7, Chung Shan S. Rd., Taipei City 100

Tel: +886-2-2356-2900

Fax: +886-2-2391-0708

E-mail: [ntuhimsc@ntuh.gov.tw](mailto:ntuhimsc@ntuh.gov.tw)

Taiwan Adventist Hospital

Address: No.424, Sec. 2, Bade Rd., Songshan District, Taipei City 10556

TEL: +886-2-27718151

FAX: +886-2-27775623

Registration for Clinic: 886-2-27319191

E-mail: [services@tahsda.org.tw](mailto:services@tahsda.org.tw)

Taipei Veterans General Hospital

International Medical Service Center

Address : No. 201, Sec. 2, Shih-Pai Road, Taipei 112

TEL : +886-2-28757808

FAX : +886-2-28757858

E-mail : [imsc@vghtpe.gov.tw](mailto:imsc@vghtpe.gov.tw)

Cathay General Hospital

Ms. Yi-Ting Chao

International Medical Affairs

Address: 280 Renai Rd. Sec.4, Taipei City

Tel: +886-2708-2121 #1312

Fax: +886-2-27082430

E-mail: [isc@cgh.org.tw](mailto:isc@cgh.org.tw)

TAIWAN HOSPITAL AUTHORITY

Department of Health, Executive Yuan, R.O.C (TAIWAN)

Address: No. 36, Tacheng St., Datong District,

Taipei City 10341, Taiwan (R.O.C.)

Tel: +886-2-8590-666

<http://www.doh.gov.tw>

The list of hospital can be found at Centers for Disease Control, R.O.C. (Taiwan)

<http://www.cdc.gov.tw/ct.asp?xItem=7695&ctNode=925&mp=5>

Emergency number: 119 (Fire/Ambulance)

## REPORT TO THE POLICE

If you become victims of theft, robbery or similar incident, you should immediately file a police report.

Taiwan Police Force Hotline: 110

### **Taipei City Police Department**

<http://english.tcpd.taipei.gov.tw/sitemap.asp?mp=108002>

<http://english.tcpd.taipei.gov.tw/ct.asp?xItem=983030&ctNode=32113&mp=108002>

Daan Police Precinct

Tel: 2325-5901

Address: No. 2, Section 3, Renai Road, Daan District, Taipei 10626, Taiwan (R.O.C.)

Map: <http://english.tcpd.taipei.gov.tw/ct.asp?xItem=1126591&ctNode=32116&mp=108002>

Xinyi Police Precinct

Tel: 2345-1647

Address: No. 17, Section 5, Xinyi Road, Xinyi District, Taipei 11049, Taiwan (R.O.C.)

Map: <http://english.tcpd.taipei.gov.tw/ct.asp?xItem=1129514&ctNode=32125&mp=108002>

### Shilin Police Precinct

Tel: 2881-3853

Address: No. 80, Dadong Road, Shilin District, Taipei 11162, Taiwan (R.O.C.)

Map: <http://english.tcpd.taipei.gov.tw/ct.asp?xItem=1126597&ctNode=32120&mp=108002>

### Beitou Police Precinct

Tel: 2892-3334

Address: No. 1, Section 1, Zhongyang North Road, Beitou District, Taipei 11263, Taiwan (R.O.C.)

Map: <http://english.tcpd.taipei.gov.tw/ct.asp?xItem=1126584&ctNode=32115&mp=108002>

### **Taichung City Government Police Bureau**

Tel: 04-2328 9100

Address : 588, Wen-Hsin Rd., Sec 2, Si-Tun District, Taichung City 407-08, Taiwan (R.O.C.)

### **Kaohsiung City Police Department**

Tel: 07- 221-5796, 07-212-0800

Address: No.260, Zhongzheng 4th Rd., Qianjin Dist., Kaohsiung City 80147, Taiwan



**Huailen County Police Bureau**

Tel: 03-8223146

Address: No.21 Fu-Chian Rd, Hualien City, Hualien County, 97058, Taiwan (R.O.C)

NATIONAL IMMIGRATION AGENCY Hotline: +886 2 2388 9393

NATIONAL IMMIGRATION AGENCY at Taoyuan Airport: +886 3 398 5010



## IF YOU NEED ATTORNEY:

Chiang & Lee Attorneys-at-Law (甘露法律事務所)

Maxine Chiang

7-11F, No. 188, Sec. 5 Nanjing E. Rd.,  
Taipei 10571, Taiwan, R.O.C.

Tel: +886-2-2765-7991

Fax: +886-2-2765-5345

[E-mail: maxinechiang@chianglee.com](mailto:maxinechiang@chianglee.com)

Der & Cheng, Attorneys at Law (德政聯合律師事務所)

Louis Lai

2<sup>nd</sup> Fl., No. 9, Jen-Ai Road, Sec. 3

Taipei, Taiwan, R.O.C.

Tel: +886-2-2721-6766-7

Fax: +886-2-2721-6767

[E-mail: Der.and.Cheng@gmail.com](mailto:Der.and.Cheng@gmail.com)

Eiger

Nathan Kaiser

12F, Bldg. A, 25-2, Ren Ai Road, Sec.4,

Taipei, Taiwan, R.O.C.

Tel: +886-2-2771-0086

[E-mail: Nathan.kaiser@eigerlaw.com](mailto:Nathan.kaiser@eigerlaw.com)

VENACCEL

Lawrence Lin

8F-1, No. 125, Keelung Road, Sec. 2,

Taipei, Taiwan, R.O.C.

Tel: +886-2-2738 7676

Fax: +886-2-2378 3674

[E-mail: cylin60@seed.net.tw](mailto:cylin60@seed.net.tw)

## SWEDISH CHURCH in China, Hong Kong and Taiwan

Swedish priest Anders Johansson

Mobil: +852 5195 8535

E-mail: [hongkong@svenskakyrkan.se](mailto:hongkong@svenskakyrkan.se)

Address: Mariners Club, 11 Middle Road, Tsim Sha Tsui, Kowloon, Hong Kong

## **STOLEN PASSPORTS**

If you have been robbed of your passport, you should immediately file a police report.

### **Emergency passport:**

You can file application in person for an Emergency passport at the Business Sweden Taipei Office.

The Emergency passport issued by the Embassy of Sweden in Bangkok. It will take one week for applicants to have their provisional passports.

Require documents are as below:

- 1.) Completed Application form
- 2.) 2pcs of passport photographs (within 6 month)
- 3.) Proof of identification (Copy of lost passport or other valid photo ID)
- 4.) If possible, extract from the population registry (personbevis) no older than 1 month.
- 5.) Police report from local police
- 6.) Declaration about the circumstances how and when you lost your passport
- 7.) For minors the parents' or the legal guardian's approval
- 8.) Flight booking of trip to Sweden
- 9.) Application fee

### **Ordinary passport:**

A new ordinary passport can then be issued in Sweden in the passport authority.

We do not have the authority accept applications for ordinary passports at our Taipei office.

You can go nearby Swedish mission abroad to apply for your ordinary passports. For example, you can go to Swedish Embassies in Tokyo, Bangkok or Consulate General of Sweden in Hong Kong. Geographical speaking, the Consulate General of Sweden in Hong Kong is the nearest office from Taiwan.

Please visit the Swedish mission abroad's website of which you intend to apply for your passport. You will find information you need to know about applying for a new passport.



### **Emergency Travel Documentation:**

If you need to travel urgently and your standard passport/temporary passport is not available, you may need help from other EU countries offices to issue Emergency Travel Documentation.

What is emergency travel documentation (ETD)?

While travelling, a citizen of the European Union (EU) may lose his/her passport or have it destroyed or stolen. Consequently, this decision established a standard model for an emergency travel document (ETD) to be issued by EU countries for the purpose of a single journey back to the applicant's EU country of origin or of permanent residence.

For more details, please visit

[http://europa.eu/legislation\\_summaries/justice\\_freedom\\_security/citizenship\\_of\\_the\\_union/114010b\\_en.htm#](http://europa.eu/legislation_summaries/justice_freedom_security/citizenship_of_the_union/114010b_en.htm#)



## PHONE / INTERNET

### Phone

International phone cards are available at convenience stores (Ex.: 7-Eleven, Family Mart, OK).

Foreign residents can apply for a local telephone land line by visiting a telecom business office with their ARCs, passports, and a local citizen guarantor (with his/her ID Card, NHI IC Card). English bills are available upon request.

For international calls, first dial the international access code, the country code, the area code, and finally the number of the party called. To call the number 730-xxxx in New York, for example, first dial the international access code 002 (or 009 or 019), the U.S. country code 1, the New York area code 212, and finally the number, 730-xxxx.

### Internet

Taiwan offers a convenient and diversified range of internet services, allowing you to choose from ADSL, optical fiber, TV cable, Wi-Fi, and mobile broadband. To get connected by ADSL or optical fiber, please apply to a fixed network company; to get connected by cable, please apply to the cable TV operator in your area. Many public transport stations, restaurants, coffee shops and other establishments offer WLAN internet connection. For mobile internet connection on your cell phone, please apply with your cell phone operator.

### Fax

Convenience stores (Ex. : 7-Eleven, Family Mart, OK) offers fax service.

## TRANSFER OF MONEY

For Swedish citizens, who does not have a Taiwanese bank account and want to transfer money from Sweden to Taiwan there is Western Union services available in Taiwan.

There are two ways of transferring money using Western Union:

1) To transfer online with a Visa or a MasterCard issued by a Swedish bank, please follow instructions from Western Union.

2) To transfer without credit or debit card

Ask someone in Sweden to transfer money to you – visiting a Western Union office in Sweden.

To find the nearest Western Union office in Sweden, please contact 020 741 742.

Most banks in Sweden are able to do payments to Western Union.

For more details please visit <http://www.westernunion.se/>

Where can I withdraw the money?

To find Western Union offices in Taiwan, please visit:

<http://www.westernunion.tw/en/index.php>

### USEFUL TELEPHONE NUMBERS:

Emergency Helpline (for Fire, Ambulance): 119

Emergency Helpline (for Police): 110

English Directory Assistance: 106

International Community Service Hotline (24 hrs): 0800-024-111 (Toll Free)

Tourist Information Hotline (24 hrs): 0800-011-765 (Toll Free)

### USEFUL WEBSITES:

Swedish Ministry of Foreign Affairs: [www.ud.se](http://www.ud.se)

Police in Sweden: [www.polisen.se](http://www.polisen.se)

European Union: [www.europa.eu.int](http://www.europa.eu.int)

Taiwan Hospital Authority: [www.doh.gov.tw](http://www.doh.gov.tw)

Taiwan Taoyuan International Airport: [www.taoyuan-airport.com](http://www.taoyuan-airport.com)

National Health Insurance website: [www.nhi.gov.tw](http://www.nhi.gov.tw)

Information for Foreigners Website: <http://iff.immigration.gov.tw>

Bureau of Consular Affairs, Ministry of Foreign Affairs: [www.boca.gov.tw](http://www.boca.gov.tw)

Western Union: [www.westernunion.com](http://www.westernunion.com)