

勞保給付－死亡給付常見問答（家屬死亡給付）

Labor Insurance Benefit - Death Benefit FAQ (Benefit for the death of family members)

序號	問題	回答
1	<p>家屬死亡給付的請領資格及給付標準各如何？</p> <p>What is the eligibility to claim the benefit standards in the event of the death of family members?</p>	<p>請領資格：被保險人之父母、配偶或子女死亡者，得請領家屬死亡喪葬津貼。</p> <p>Eligibility for claim application: If the insured's parents, spouse, or children die, the insured may apply to claim the funeral allowance for death of family members.</p> <p>給付標準：按家屬死亡當月（含）起，被保險人前6個月平均月投保薪資發給：</p> <p>Benefit standards: Funeral allowance is calculated based on the average monthly insured salary for the six months preceding the month (inclusive) of death of a family member as follows:</p> <ol style="list-style-type: none"> 1. 父母或配偶死亡：3個月。 1. In the event of the death of parents or spouse: Three (3) months of the average salary. 2. 年滿12歲子女死亡：2個半月。 2. In the event of the death of a child at least 12 years old: Two and half (2.5) months of the average salary. 3. 未滿12歲子女死亡：1個半月。 3. In the event of the death of a child under 12 years old: One and half (1.5) months of the average salary.
2	<p>申請家屬死亡給付要準備哪些文件？</p> <p>In order to apply for the death benefit of family members, what kind of documents are supposed to be prepared?</p>	<p>家屬死亡給付申請書及給付收據。（被保險人自行申請即可）</p> <p>Application forms for funeral allowance (for the death of family members) and Receipt of benefits (-- could be applied by the insured.)</p> <p>死亡證明書、檢察官相驗屍體證明書或死亡宣告判決書。</p> <p>Death certificate, written autopsy report issued by the public prosecutor, or judgment of proclamation of death</p>

序號	問題	回答
		<p>of a missing person.</p> <p>載有死亡登記之戶口名簿影本，及被保險人身分證或戶口名簿影本。</p> <p>Photocopies of the household registration transcript with the registration of the death, and photocopies of the insured's identity card or the household registration transcript with the information about the insured.</p> <p>※ 已辦理完成死亡登記者，僅需填寫「家屬死亡給付申請書及給付收據」即可。持有內政部憑證中心透過戶政事務所核發之自然人憑證者，可利用本局網站之「個人網路申報及查詢作業」系統申請，不受本局上、下班時間之限制，也不需填寫書面申請文件郵寄或親送本局。</p> <p>※ For those who have completed the death registration, only the "Application forms for funeral allowance and Receipt of benefit" with filled information is required. Those holding a Citizen Digital Certificate issued by the Certificate Authority of the Ministry of the Interior (MOI) through the household registration office can make claim applications through the "Personal Online Declaration and Inquiry Operation" system on the website of the Bureau of Labor Insurance (BOLI), without being limited by the business hours of the BOLI, or filling in written application documents to be forwarded to the BOLI by mail or via delivery in person.</p>
3	<p>外籍移工家屬死亡，能否請領家屬死亡喪葬津貼？要準備哪些文件？</p> <p>When family members of an insured foreign worker die, can the claim application for the funeral allowance be made? What documents needed to be presented?</p>	<p>參加勞工保險之外籍移工，其父母、配偶或子女死亡，得依勞工保險條例第 62 條規定申請家屬死亡喪葬津貼。</p> <p>In the event of death of a parent, spouse, or child of a foreign worker, the funeral allowance for the death of the family members can be applied by the foreign worker in accordance with the provisions of Article 62 of the <i>Labor Insurance Act</i>.</p> <p>外籍移工須填具申請書並檢附死亡證明、親屬關係證明、護照及居留證影本。(護照及居留證影本請加</p>

序號	問題	回答
		<p>被保險人之簽章，註明與正本相符) Foreign workers must fill in an application form along with the following photocopies: death certificate, proof of kinship, passport and Alien Residence Certificate (ARC) of the insured (please have the photocopies of the passport and ARC affixed with the signature and seal of the insured's company, to prove the consistency of the contents of the photocopies with that of the originals.).</p> <p>所檢附之文件為我國政府機關以外製作者，應經下列單位驗證： Any attached documents that were not issued by government agencies of the ROC shall be verified by various authorities as follows:</p> <p>1.於國外製作者，應經我國駐外使領館、代表處、辦事處或其他外交部授權機構驗證；其在國內由外國駐臺使領館或授權機構製作者，應經外交部複驗。(外交部有權視須複驗之文件性質及其辦理方式決定受理與否，如有疑義請逕向該部領事事務局洽詢，電話:02-23432888) 1.For documents issued overseas: Please have them verified by the ROC's oversea embassies, consulates, representative offices, offices, or other institutions authorized by the Ministry of Foreign Affairs (MOFA). For documents produced in Taiwan by foreign embassies, consulates, or authorized institutions: Please have them reviewed by the MOFA (which reserves the right to accept or reject the case, depending on the nature of the documents under review and the handling methods thereof. If any questions, please contact the Bureau of Consular Affairs (BOCA) of the MOFA via telephone, number 02-23432888)</p> <p>2.於大陸地區製作者，應經大陸公證處公證及我國海峽交流基金會驗證。 2.For documents issued in mainland China: Please have</p>

序號	問題	回答
		<p>them notarized by the mainland notary office and verified by the Straits Exchange Foundation (SEF) of the ROC.</p> <p>3.於香港或澳門製作者，應經我國駐香港或澳門之台北經濟文化辦事處驗證。</p> <p>3.For documents issued in Hong Kong and Macao regions: Please have them verified by the Taipei Economic and Cultural Office (TECO) in Hong Kong or Macao.</p> <p>4.所檢附之文件為外文者，應檢附經上述各點所列單位驗證或法院、國內公證人認證之中文譯本(足資辨識之死亡證明書及親屬關係證明英文文件得免附中文字譯本)。</p> <p>4.For a document issued in a foreign language: Please prepare Chinese translations and have such translations certified by the authorities mentioned in the preceding subparagraphs, the court, or domestic public notaries (except for those English documents of death certificates and proof of kinship, which are self-explanatory for identification, Chinese translations may not be required)</p>
4	<p>被保險人請領父母，配偶或子女死亡喪葬津貼，有無保險年資的限制？</p> <p>When the insured applies to claim the funeral allowance for the death of a parent, spouse, or child, is there any restriction on the insurance seniority?</p>	<p>被保險人於投保生效後，其父母、配偶或子女死亡，即得依照規定請領喪葬津貼，無保險年資的限制。</p> <p>After the insurance becomes effective, if a parent, spouse, or child dies, the insured may apply for the funeral allowance as per provisions, without limit on insurance seniority.</p>
5	<p>兄弟二人都參加勞工保險，父母死亡，可否由兄弟二人分別請領家屬死亡喪葬津貼？</p> <p>Both brothers participate in labor insurance, and their parents die. Can the two brothers separately apply for the funeral allowance for the death of the family members?</p>	<p>依社會保險原則，對於同一事故，以發給一次為限。勞工保險也規定，同一種保險給付，不得因同一事故而重複請領。所以兄弟二人都參加勞保，只能由一人請領。</p> <p>In the principle of social insurance, the same incident is subject to one claim. Likewise, in the principle of labor insurance, it is provided that the same insurance benefit cannot be claimed repeatedly on the same incident. Therefore, although both brothers participate in labor insurance, only one person can make the claim application.</p>
6	<p>有 2 人以上申請喪葬津貼時，該怎麼領？如果協議不成的時候，勞保局會如何發</p>	<p>如本局核定前另外又有人提出申請喪葬津貼，本局會以書面通知申請人於 30 日內完成協議；無法協議者，喪葬津貼以其中核計的最高金額平均發給。</p>

序號	問題	回答
	<p>給？</p> <p>When two or more people apply for a funeral allowance, how shall the claim applications be made? If the consultation between/among them fails, how would the Bureau of Labor Insurance (BOLI) issue the benefit?</p>	<p>Where multiple claim applications are successively made by different applicants, prior to approval of the claim application by the Bureau of Labor Insurance (BOLI), the BOLI is to notify the claim applicants in writing for them to reach a consensus within 30 days. If the claim applicants fail to do so, the funeral allowance is to be equally distributed among all eligible claim applicants based on the highest possible benefit amount.</p>
7	<p>兄弟二人分別參加勞保及公保，父母死亡時，可否分別申領家屬死亡喪葬津貼？</p> <p>The two brothers have participated in labor insurance and civil service insurance, respectively, and their parents die. Can the two brothers separately apply for the funeral allowance for the death of a family member?</p>	<p>由於公保與勞保之法令依據不同，因此可以分別請領公保和勞保的家屬死亡喪葬津貼。</p> <p>Since the legal basis for labor insurance and civil service insurance differs from each other, the application for the funeral allowance for the death of the family members can be made respectively.</p>
8	<p>被保險人死亡，如其家屬（配偶、父母、子女）同為勞工保險之被保險人，得否再請領家屬死亡給付？</p> <p>If the insured dies, and his/her family members (e.g. spouse, parents, children) are also insured by labor insurance, can they apply to claim the death benefit for the death of their family member?</p>	<p>被保險人死亡，得由支出殯葬之人請領喪葬津貼 5 個月，如其家屬（配偶、父母、子女）同為勞工保險之被保險人，依「同一事故不得重複請領」規定，不得再申請家屬死亡喪葬津貼，惟如家屬死亡喪葬津貼優於本人死亡喪葬津貼 5 個月，家屬得放棄申請本人死亡喪葬津貼，改領家屬死亡喪葬津貼。</p> <p>In the event of the insured's death, the claim application for the funeral allowance, equivalent to 5 months of the average monthly insured salary, can be made by the person who paid for the funeral expense. If the survivors (spouse, parents, children) are also insured under the labor insurance, then in the principle of "the same insurance benefit cannot be claimed repeatedly on the same incident", a claim for the funeral allowance for the death of a family member (i.e. the deceased insured) cannot be made under the survivors' policies. However, if the funeral allowance amount for the death of the family member (under the survivor's policy) is higher than that (i.e. the 5-month salaries) for the death of the insured (under the insured's policy), then the survivors may give up the claim for funeral allowance for the death of the insured (under the insured's policy), and instead receive the funeral allowance for the death of a family member (under the survivor's policy).</p>

序號	問題	回答
9	<p>被保險人分娩或早產尚未申報戶籍登記，嬰兒就死亡，可否請領家屬死亡喪葬津貼？</p> <p>The insured gives birth to a mature or pre-mature baby who subsequently dies prematurely without household registration at the household registration office. Can a claim for the funeral allowance be made for the death of the family member?</p>	<p>向戶政機關補辦出生及死亡登記後提出戶籍謄本，就可以請領家屬死亡喪葬津貼。</p> <p>As long as the birth and death registrations are made at the household registration office, a copy of the household registration transcript can be made available. With the household registration transcript, a claim for the funeral allowance for the death of a newborn can be made.</p>
1 0	<p>死產或胎死腹中，能否請領家屬死亡喪葬津貼？</p> <p>In case of stillbirth or when the baby dies at birth, can a claim for the funeral allowance be made for the death of a family member?</p>	<p>醫院開具之證明書係「死產證明書」，既為死產，應不屬出生後死亡，不得請領家屬死亡喪葬津貼。</p> <p>Since the certificate issued by the hospital is a "stillbirth certificate" it does not refer to a death after birth; therefore, there is no eligibility for the funeral allowance for the stillbirth.</p>
1 1	<p>被保險人的祖父母死亡，可否請領喪葬津貼？</p> <p>If the insured's grandparents die, can a claim for the funeral allowance be made for the death of a family member?</p>	<p>祖父母死亡，不在勞工保險條例第 62 條規定給付之列，不得請領其喪葬津貼。</p> <p>The death of grandparents is not covered in the scope of the benefits as provided by Article 62 of the <i>Labor Insurance Act</i>; therefore, there is no eligibility for the funeral allowance for the death of an insured's grandparents.</p>
1 2	<p>養子可否請領生身父母的喪葬津貼？</p> <p>Can an adopted child apply for the funeral allowance for the death of his/her biological parents?</p>	<p>被保險人被人收養後，和生身父母的血親關係雖然不因此而消滅，但是關於權利義務，則因為收養關係而停止，所以不能請領生身父母的死亡喪葬津貼。</p> <p>After a person is adopted, the blood relationship with his/her own biological parents is not eliminated; however, the rights and obligations relationship is terminated due to the adoption relationship. Accordingly, there is no eligibility for the funeral allowance for the death of the insured's biological parents.</p>
1 3	<p>被保險人的生母改嫁後死亡時，可否請領喪葬津貼？</p> <p>If the biological mother of the insured dies after remarriage, can a claim for the funeral allowance be made for the death of the family member?</p>	<p>被保險人本人如未被他人收養，其生母死亡，可請領喪葬津貼。</p> <p>If the insured himself/herself is not adopted by others, then a claim for the funeral allowance for the death of the biological mother can be made.</p>
1 4	<p>被保險人的繼父母死亡，可否請領喪葬津貼？</p> <p>If a step-parent of the insured</p>	<p>民法修正前（民國 74 年 6 月 5 日）被保險人於繼父（母）與生母（父）結婚時未滿七歲，且與繼父（母）同一戶籍自幼受其扶養，或檢附被保險人自幼受其扶</p>

序號	問題	回答
	<p>dies, can a claim for the funeral allowance be made for the death of a family member?</p>	<p>養及繼父(母)生前有收養被保險人為子女之意思表示之相關證明文件，即得視同為養父(母)，請領其喪葬津貼。其他未經辦理收養登記者，不得請領。 Per the amendment of the <i>Civil Code</i> (June 5, 1985), 1) if the insured was under seven years old when his/her stepfather (mother) married his/her biological mother (father), and was supported by his/her stepfather (mother) since childhood within the same household registration; or 2) if the insured could attach a related document proving the insured had been supported by his/her stepfather (mother) since childhood, and the stepfather (mother) had expressed his/her intention to adopt the insured before his/her death, then this stepfather (mother) may be regarded as an adoptive parent. Therefore, the claim for the funeral allowance for the death of a stepparent can be made. Under other circumstances, or where the adoption was not registered, there is no eligibility for the funeral allowance for the death of the insured's stepparent.</p>
1 5	<p>被保險人的翁姑(丈夫的父母)或岳父母死亡，可否請領翁姑或岳父母的死亡喪葬津貼？ If the insured's parents-in-law die, can a claim for the funeral allowance be made for the death of a parent-in-law?</p>	<p>被保險人與翁姑或岳父母為姻親關係，不在勞工保險條例第 62 條規定親屬之列，不得請領。 The insured is related by marriage to his/her parents-in-law, which is not covered in the scope of the benefits as provided by Article 62 of the <i>Labor Insurance Act</i>. Therefore, there is no eligibility for the funeral allowance for the death of the insured's parents-in-law.</p>
1 6	<p>被保險人於保險有效期間死亡，已符合請領老年給付，當序受益人選擇請領老年給付，其家屬如有勞保，可否再申領家屬死亡給付？ When the insured dies during the effective period of the insurance and has met the conditions to claim the old-age benefit, if the beneficiaries in line to the benefit opt to claim the old-age benefit, and a family member has labor insurance, can the claim application for the death benefit be made for the death of the insured?</p>	<p>被保險人於保險有效期間死亡，其當序受益人選擇請領較高金額的老年給付時，因其本質仍屬死亡給付，其家屬不得再以被保險人身分請領家屬死亡給付。 If the insured dies during the effective period of the insurance, and the beneficiaries in line to the benefit opt for the old-age benefit of the higher amount than the death benefit for the death of the insured, since both old-age benefit and death benefit are of the nature of death benefit, there is no eligibility for the death benefit for the death of family member (i.e. the insured) (under the survivor's policy).</p>

序號	問題	回答
1 7	<p>被保險人之家屬經法院宣告死亡，申請家屬死亡喪葬津貼之給付金額如何計算？</p> <p>When a judgment of proclamation of death of a missing person is made for a family member of the insured, how is the benefit amount of the funeral allowance calculated for the death of the family member?</p>	<p>法院宣告判決確定之「死亡日期」及「判決日期」均在被保險人投保期間者，以判決當月起前 6 個月之平均月投保薪資為準。</p> <p>死亡日期在被保險人投保期間內，判決時已退保者，以退保當月起前 6 個月之平均月投保薪資為準。</p> <p>If the "date of death" and "date of judgment" determined by the court's judgment of proclamation are both within the insurance period of the insured, then the average monthly insured salary for the six months preceding the month (inclusive) of the judgment shall prevail.</p> <p>If the "date of death" is within the insurance period of the insured, yet the insured has withdrawn from the insurance at the time of the court's judgment, then the average monthly insured salary for the six months preceding the month of policy withdrawal (inclusive) shall prevail.</p>
1 8	<p>勞保家屬死亡給付網路申辦作業相關 Q&A</p> <p>Scenarios Q&A –</p> <p>Online claim applications for the death benefit for the death of family members under the labor insurance?</p>	<p>1. 勞保家屬死亡給付網路申辦作業是什麼時候開始上線？</p> <p>1. When did the online application for the death benefit of labor insurance for the death of family members go live?</p> <p>答：自 105 年 10 月 21 日開始上線。</p> <p>A: It went live on October 21, 2016.</p> <p>2. 如何於網路申辦勞保家屬死亡給付？</p> <p>2. How to make an online application for the death benefit of labor insurance for the death of family members?</p> <p>答：請於勞保局全球資訊網 (http://www.bli.gov.tw) 「線上申辦」/「e 化服務系統」/「個人申報及查詢」將內政部核發之自然人憑證插入讀卡機，鍵入密碼、身分證號及出生日期登入後，選擇「申辦作業」/「勞保家屬死亡給付申辦」功能，即可開始依指示鍵入申請資料並完成申請。</p> <p>A: Please visit the website of the Bureau of Labor Insurance (http://www.bli.gov.tw), go to “Online Application -> e-Service System -> Personal Application and Inquiry”, then insert a Citizen Digital Certificate issued by the Certificate Authority of the</p>

序號	問題	回答
		<p>Ministry of the Interior (MOI) into the card reader, enter the password, ID number and date of birth to log in, select the function of "<i>Claim Application -> Claim Application for Death Benefit for the Death of Family Members</i>". Follow the instructions to enter the application information and complete the application process.</p> <p>3.網路申辦勞保家屬死亡給付成功後，是否還須要再列印申請書件寄送勞保局？</p> <p>3.After the successful completion of the online application for death benefit for the death of family members, is it necessary to print out a paper copy of the application to be forwarded to the Bureau of Labor Insurance (BOLI)?</p> <p>答： 不需要。 A: No.</p> <p>4.網路申辦家屬死亡給付是否較紙本申請快速？</p> <p>4. Is it faster to make the online application rather than the paper application for the death benefit for the death of a family member?</p> <p>答： 是的。網路申辦勞保家屬死亡給付成功後，系統即直接受理產生受理編號，並於翌日產生相關申請書件送本局審查，相較於一般填寫紙本申請書，須經過郵件投遞、郵務寄送、本局收件、申請書受理鍵錄後再送職業災害給付組死亡給付科審查等流程，約可縮短 3~5 個工作日。(如須補正、查證等作業之案件，所需工作日另計。)</p> <p>A: Yes. After the successful completion of the online application for the death benefit for the death of a family member, the system will directly accept the application, generate an acceptance case number, and generate the relevant application form to be forwarded to the BOLI for review the next business day. In comparison with the paper application form which must go through the mail, postal delivery, receipt by the BOLI, acceptance and record of the application into the system, and referring the application case to the Death</p>

序號	問題	回答
		<p>Benefit Section of the Occupational Accident Benefit Team for review, the online application can shorten the process by about 3 to 5 working days. (For cases that require supplementary information, correction, verification, etc., additional working days may be required.)</p> <p>5.投保單位是否也可以透過單位憑證，在勞保局網站為被保險人申辦勞保家屬死亡給付？ 5.Can the insured unit also apply for the death benefit, on behalf of the insured, for the death of the insured's family member, through the insurer's certificate on the website of the Bureau of Labor Insurance?</p> <p>答：不可以。勞保家屬死亡給付網路申辦作業，僅限由被保險人以自然人憑證申請。 A: No, the online application for the death benefit for the death of the insured's family member can only be applied for by the insured through the Citizen Digital Certificate of the insured.</p> <p>6.被保險人利用網路申辦勞保家屬死亡給付，如何知道該申請案件已鍵入成功？ 6. When the insured makes an online application to claim the benefit for the death of a family member, how can the insured be sure that the application has been successfully completed?</p> <p>答：被保險人在鍵入完成進行「確認」後，系統會出現提示「申辦作業成功」的訊息，並受理產生 1 筆受理編號，即表示案件已申辦成功。 A: After the insured completes the online application by clicking the "Confirm" button, the system will display a message indicating "Application successful ", and an acceptance case number is generated, which means that the application case has been successfully completed.</p> <p>7.若被保險人表示已利用網路申辦，而勞保局卻查無其申辦資料該如何處理？ 7.If the insured claims to have completed the online application claiming the death benefit for the death of a</p>

序號	問題	回答
		<p>family member, but Bureau of Labor Insurance (BOLI) could not locate the application information, then how is such a situation handled?</p> <p>答：請於上班時間 8:30-17:30 電洽本局職業災害給付組死亡給付科(02)23961266 轉分機 2263 查詢。</p> <p>A:Please call the Death Benefit Section of the Occupational Accident Benefit Team of Bureau of Labor Insurance (BOLI) at (02) 23961266, ext. 2263 during business hours from 8:30 to 17:30 for inquiry.</p> <p>8.被保險人利用網路申辦勞保家屬死亡給付完成後，才發現資料鍵入錯誤（如給付申請項目、帳號等），應如何更正？</p> <p>8. After the insured completes the online application to claim the death benefit for the death of a family member, and finds out that some information is entered incorrectly (such as the benefit application item, account number, etc.), how should the incorrectness be corrected?</p> <p>答：</p> <p>A:</p> <p>a.申請資料鍵入當天發現資料鍵入錯誤時，可以再次進入網路申辦作業，於資料查詢畫面點選「修改」按鈕，進入系統後即可更正資料內容。</p> <p>a.If the incorrectness is found on the same day the online application was made, the insured can login to the online application process again, and click the "Modify" button on the data query screen to enter the system and make the correction of the data contents.</p> <p>b. 申請資料鍵入隔天以後才發現資料鍵入錯誤，因案件已進入審核程序，如欲更正申請內容，請另電洽本局職業災害給付組死亡給付科承辦人詢問，電話(02)23961266 轉分機 2263。</p> <p>b. If the incorrectness is not found on the same day the online application was made, since the case has entered the review process. If there is a need for correcting the application contents, please contact the supervisor of the Death Benefit Section of the Occupational Accident Benefit Team of the Bureau of Labor Insurance (BOLI) at (02) 23961266, ext. 2263 during business hours from</p>

序號	問題	回答
		<p>8:30 to 17:30 for inquiry.</p> <p>9.網路申辦有無時間限制？ 9.Is there any time limit for online application?</p> <p>答：沒有時間限制，被保險人全日 24 小時均可登入本局網站「線上申辦」/「e 化服務系統」/「個人申報及查詢」/「申辦作業」/「勞保家屬死亡給付申辦」。 A: No. The insured can log in to the BOLI's website 24 hours a day by going to "Online Application -> e-Service System -> Personal Application and Inquiry -> Claim Application -> Claim Application for Death Benefit for the Death of Family Members".</p> <p>10.網路申辦家屬死亡給付，資料有無外洩可能？ 10.Is there any possibility of data leakage of online applications claiming the death benefit for the death of a family member?</p> <p>答：本局網站採 SSL 加密傳輸機制，被保險人敏感性資料欄位亦予以加密儲存。 A: The website of the BOLI has adopted the SSL encryption transmission mechanism, and the sensitive information of the insured is also encrypted for storage to minimize this possibility.</p> <p>11.被保險人利用網路申辦勞保家屬死亡給付，如出現網站無法登入、申請資料無法鍵入成功或有些操作上的細節等問題，該如何聯繫處理？ 11.When the insured makes an online application to claim the death benefit for the death of a family member, if there are problems such as login failure, data entry failure, or any issues during the online operation, how should these problems be handled?</p> <p>答：請於上班時間 8:30-17:30 電洽本局職業災害給付組死亡給付科：(02)23961266 轉分機 2263 詢問。 A: please call the Death Benefit Section of the Occupational Accident Benefit Team of Bureau of Labor Insurance (BOLI) at (02) 2396-1266, ext. 2263 during business hours from 8:30 to 17:30 for inquiry.</p> <p>12.還沒有辦除戶(死亡登記)，可以申請嗎？</p>

序號	問題	回答
		<p>12.If the death registration has not been completed to remove the deceased family member from the household registration, can the claim application be made for the death benefit for the death of a family member?</p> <p>答： 不可以，因為勞保局無法洽戶政機關取得審核所需資料。請先辦理完成死亡登記(即除戶)後，再向勞保局提出申請。</p> <p>A: No, because in that case the Bureau of Labor Insurance cannot get the required information from the household registration office to review the claim application. Please first complete the death registration (i.e. the removal of the deceased from the household registration), and then fill in the claim application to the Bureau of Labor Insurance (BOLI).</p> <p>13.網路申辦勞保家屬死亡給付是否須另寄送死亡證明、載有死亡登記之戶口名簿影本等附件？</p> <p>13.Is it necessary to separately mail out attachments, such as photocopies of the death certificate, household register containing the death registration, etc. when the online claim application has been made for the death benefit for the death of a family member?</p> <p>答： 已經洽戶政事務所辦理完成家屬死亡登記(即除戶)者，無須寄送死亡證明或載有死亡登記之戶口名簿影本到本局；尚未辦理完成死亡登記者，請辦理除戶後再向勞保局提出申請。</p> <p>A: For those who have already completed the death registration of their family member (i.e. the removal of the deceased from the household registration), at the household registration office (i.e. household removal), there is no need to mail out photocopies of the death certificate, household register containing the death registration, etc. to the BOLI. For those who have not done so, please first complete the death registration (i.e. the removal of the deceased from the household registration), and then make the claim application to the Bureau of Labor Insurance (BOLI).</p> <p>14.被保險人沒有金融機構帳戶或帳戶有被扣押等疑</p>

序號	問題	回答
		<p>慮者，可否於網路申辦勞保家屬死亡給付？</p> <p>14.If the insured does not have an account with any financial institutions, or has a concern about his/her account's being seized, etc., can the insured make an online claim application for the death benefit for the death of a family member?</p> <p>答：不可以。本局已全面採用迅速、安全的金融機構媒體轉帳方式，將給付款直接匯入申請人指定之金融機構或郵局帳戶，所以網路申辦家屬死亡給付時，會要求鍵入金融機構或郵局帳戶資料，未鍵入者即無法申辦成功，如果被保險人有其他因素無法將給付款匯入金融機構或郵局的帳戶時，請改填紙本申請書，及檢附相關證明文件（如法院扣押證明、催繳本金及利息存證信函、金融機構債權人清冊、強制停用信用卡通知書、查封財產通知書…等），並來函說明申請以開立支票方式核發給付。</p> <p>A: No. This bureau has fully adopted the fast and safe money transfer method through financial institutions, where the benefit payouts are directly deposited into the account at financial institutions or post offices as designated by the applicant. Therefore, when making online applications for the death benefit for the death of a family member, applicants are required to enter the financial institution or post office account information. Failing to provide such information, the online applications cannot be successfully completed. If the insured cannot accept the benefit payouts to be deposited into his/her account through a financial institution or post office due to other reasons, please fill in the paper application form along with attachments of relevant supporting documents (such as court seizure notice, legal attest letter for payment of principal and interest, list of creditors of financial institutions, notice of compulsory suspension of credit card, notice of impoundment of property, etc.), and send a letter requesting the benefit payouts by check.</p> <p>15.家屬或被保險人未於國內設籍或已遷出國外，也可以線上申請勞保家屬死亡給付嗎？</p>

序號	問題	回答
		<p>15. When family members or the insured have no domestic household registration or have moved abroad, can an online claim application be made for the death benefit of labor insurance for the death of a family member?</p> <p>答：不可以。如果家屬尚未辦理除戶，或是外籍朋友，亦或是曾在國內設籍，但後來遷出於國外者，本局將無法透過戶政資料確認家屬的死亡相關資料及死者與申請人的親屬關係，所以申請人仍須檢附家屬的死亡證明，及親屬關係證明（例如戶籍資料、結婚證明、出生證明……等等），又如文件係於國外製作者，其原文及中譯本需經我國駐外單位驗證，並檢附申請人的居留證及護照影本等提出申請，以利本局審核給付。</p> <p>A: No. If the family members have been removed from the household registration, if the family members are foreign nationals, or if family members or the insured used to have a domestic household registration, but later have moved abroad, then the BOLI is not able to verify the information related to the death of the family member or the kinship relationship between the deceased and the applicant through the household registration information. Therefore, the applicant still needs to attach the death certificate of the family member and the proof of kinship (such as household registration, marriage certificate, birth certificate, etc.). For those attached documents which are produced in foreign countries, both the original texts and the Chinese translation texts shall be verified by ROC government agencies overseas, and photocopies of the Alien Residence Certificate (ARC) and passport of the applicant must be attached along with the claim application, to facilitate the benefit review by the BOLI.</p>
19	<p>透過戶政事務所申請勞保家屬死亡給付（一站式便民服務）相關 Q&A</p> <p>Scenarios Q&A – Applications through the (“one-stop convenience service” at the) household registration office for the death benefit for the death of a family member under the labor insurance?</p>	<p>1. 「一站式便民服務」是什麼時候開始實施？</p> <p>1. When was the "One-Stop Convenience Service" first implemented?</p> <p>答：自 107 年 7 月 16 日起實施。</p> <p>A: It has been implemented since July 16, 2018.</p> <p>2. 如何透過戶政事務所申請勞保家屬死亡給付？</p> <p>2. How to apply for the death benefit of labor insurance for the death of a family member through the household registration office?</p> <p>答：被保險人至戶政事務所辦理家屬之死亡登記時，</p>

序號	問題	回答
		<p>一併攜帶本人之國內金融機構或郵局存簿帳戶資料，經戶政事務所人員列印出申請書交由申請人確認資料無誤後簽名或蓋章，一次完成死亡登記及勞保家屬死亡給付申請。</p> <p>A: When the insured has the death registration of the family member done at the household registration office, at the same time, the insured could also complete the application for the death benefit of labor insurance for the death of a family member by bringing the information about his/her account with a domestic financial institution or post office, as well as affixing his/her signature or seal on the claim application form printed out by the personnel of the household registration office and verified by the applicant for the correctness of the contents.</p> <p>3.被保險人可否委託家人至戶政事務所辦理死亡登記時，代為申請勞保家屬給付？</p> <p>3.Can the insured entrust his/her family members to handle, on behalf of the insured at the household registration office, both the death registration and the application for the death benefit of labor insurance for the death of a family member?</p> <p>答：可以。被保險人可填具委託書(含被保險人本人之國內金融機構或郵局存簿帳戶影本)後交由受託人代為提出申請。委託書可至內政部戶政司官網或本局全球資訊網下載使用。</p> <p>A: Yes. The insured can fill in a power of attorney (including photocopies of the insured's account with a domestic financial institution or post office) and entrust the trustee to handle the matters on his/her behalf. The power of attorney can be downloaded from the official website of the Department of Household Registration (DOHR) of the Ministry of the Interior (MOI) or the BOLI.</p> <p>4.已透過戶政事務所申請勞保家屬死亡給付後，是否還需要將紙本申請書寄送 勞保局？</p> <p>4.After the application for the death benefit of labor insurance for the death of a family member is made</p>

序號	問題	回答
		<p>through the household registration office, is it still necessary to mail out the paper application form to the Bureau of Labor Insurance?</p> <p>答：不需要。戶政事務所每日會將申請資料通報本局，無需再寄送紙本申請書件。</p> <p>A: No. The household registration office will notify the BOLI of application cases on a daily basis; therefore, there is no need to mail out the paper application form.</p> <p>5. 已透過戶政事務所通報申請勞保家屬死亡給付後，才發現提供之資料有誤（如申請給付項目、帳號等），應如何更正？</p> <p>5. After the application for the death benefit for the death of a family member is made through the household registration office, if it is found that some information is incorrectly provided (such as the benefit application item, account number, etc.), how should the incorrectness be corrected?</p> <p>答：</p> <p>A:</p> <p>a. 通報申請當日發現資料有誤，可請戶政事務所人員刪除該筆申請案並重行新增申請資料。</p> <p>a. If the incorrectness is found on the same day the application was made at the household registration office, the personnel of the household registration office can be requested to delete the incorrect application, and a new application can be re-made with correct information.</p> <p>b. 通報申請翌日才發現資料有誤，因申請案已進入勞保局系統，如欲更正申請資料，請另電洽本局職業災害給付組死亡給付科承辦人詢問，電話(02)23961266轉分機 2263。</p> <p>b. If the incorrectness is not found on the same day the application was made at the household registration office, since the case has entered the BOLI system, if there is a need for correcting the application contents, please contact the supervisor of the Death Benefit Section of the Occupational Accident Benefit Team of Bureau of Labor Insurance (BOLI) at (02) 23961266, ext. 2263 during business hours from 8:30 to 17:30 for inquiry.</p>

序號	問題	回答
		<p>6.被保險人沒有金融機構帳戶或帳戶有被扣押等疑慮者，可否透過戶政事務所通報申請勞保家屬死亡給付？</p> <p>6. If the insured does not have an account with any financial institutions or has concern about his/her account's being seized, etc., can the insured make an application for the death benefit for the death of a family member through the household registration office?</p> <p>答：不可以。因被保險人需另行提供書面說明及其他證明（如法院扣押證明、催繳本金及利息存證信函、金融機構債權人清冊、強制停用信用卡通知書、查封財產通知書……等）送勞保局，無法透過戶政通報系統申請，請改填紙本申請書，並檢附相關證明文件送本局辦理。</p> <p>A: No. Because the insured is required to also provide the BOLI with other written explanations or certificates (such as court seizure notice, legal attest letter for payment of principal and interest, list of creditors of financial institutions, notice of compulsory suspension of credit card, notice of impoundment of property, etc.), the insured is requested to fill in, and send to the BOLI, the paper application form along with attachments of relevant supporting documents for review.</p> <p>7.透過戶政事務所通報申請是否較紙本申請快速？</p> <p>7. Is it faster to make the application for death benefit for the death of a family member through the household registration office than through paper application?</p> <p>答：戶政事務所係每日將申請資料通報本局，相較於自行填寫紙本申請書，再經過郵件投遞、郵務寄送、本局收件、申請書受理鍵錄後送至死亡給付科審查等流程，約可縮短 2~5 個工作日。（如須補正、查證等作業之案件，所需工作日另計。）</p> <p>A: The household registration office will notify the BOLI of application cases on a daily basis. The paper application form must go through the process of postal delivery, receipt by the BOLI, acceptance and record of</p>

序號	問題	回答
		<p>the application into the system, and referring the application case to the Death Benefit Section of the Occupational Accident Benefit Team for review. The household registration office application can shorten the process about 2 to 5 working days. (For cases that require supplementary information, correction, verification, etc., additional working days may be required.)</p> <p>8.外籍勞保被保險人，其父母、配偶或子女死亡時，可否透過戶政事務所通報申請勞保家屬死亡給付？ 8.When the parents, spouse, or children of an insured foreign worker die, can the application be made for the death benefit of labor insurance for the death of family members through the household registration office?</p> <p>答：不可以。戶政事務所通報申請勞保家屬死亡給付服務需要死者與被保險人皆於國內有戶籍者才可申請，倘死者或被保險人於國內無戶籍，請另填勞工保險家屬死亡給付申請書及檢附相關證明文件，送本局辦理。</p> <p>A: No. The service through the registration household office of notifying the BOLI of the death benefit for the death of family members requires that both the deceased and the insured have domestic household registration within the ROC. Otherwise, please fill in, and send to the BOLI, the paper application form along with attachments of relevant supporting documents for review.</p>
20	<p>勞保家屬死亡給付改以簡訊通知取代書面寄送核定函 Q&A Scenarios Q&A – For the death benefit for the death of a family member under the labor insurance, the insured is now informed of the approval result by SMS notifications, instead of by mail notifications.</p>	<p>1.勞保家屬死亡給付核付案件，自何時起實施以簡訊通知取代書面寄送核定函？ 1.When was the SMS notifications first implemented for the review and approval of the application cases of the death benefit for the death of a family member?</p> <p>答：勞保家屬死亡給付核付案件自 108 年 6 月 23 日起實施以簡訊通知取代書面寄送核定函，自當日起，如被保險人所送申請書有填寫行動電話，且無勾選寄送書面核定函者，本局會在家屬死亡給付核付的次日以簡訊通知。</p> <p>A: As of June 23, 2019, approval results of application cases of the death benefit of labor insurance for the death of a family member have been sent by SMS</p>

序號	問題	回答
		<p>notification instead of by mail notification. If the application form submitted by the insured fills in a mobile phone number, and the mail notification option is not checked as the means for receiving the approval result of the death benefit application, the Bureau of Labor Insurance (BOLI) is to send out a SMS notification about the approval of the death benefit application on the day following the case approval.</p> <p>2.勞保家屬死亡給付申請書如未填寫手機號碼，會以何種方式通知？</p> <p>2.If a mobile phone number is not filled in on the application form for the death benefit of the labor insurance for the death of a family member, what notification method is adopted?</p> <p>答：若申請書未填寫手機號碼，本局仍會以書面寄發核定函。</p> <p>A: If a mobile phone number has not been filled in on the application form, the Bureau of Labor Insurance (BOLI) will send out the approval letter by mail notification.</p> <p>3.申請勞保家屬死亡給付手續不全須通知補件及核定不給付之案件會不會以簡訊通知？</p> <p>3.When supplementary information is required for the application for the death benefit for the death of a family member, or when the claim application is declined, is the applicant to be notified by SMS?</p> <p>答：不會，申請勞保家屬死亡給付如手續不全，須通知被保險人補送證明文件或與其他被保險人協議，及核定不給付之案件，仍維持現行作業方式以書面寄送通知或核定函。</p> <p>A: No. When additional information is required for the claim application, and the applicant needs to be notified to submit supplementary information or agreement with other beneficiaries (also the insured of labor insurance), or when the claim application is declined, the current notification method is to remain, and the applicant will</p>

序號	問題	回答
		<p>receive the case review result by mail notification.</p> <p>4. 勞保家屬死亡給付核付案件簡訊通知的內容為何？</p> <p>4. What is the content of the SMS notification for the death benefit of the labor insurance for the death of a family member?</p> <p>答：簡訊通知內容：「○○○您好，您申請△△△勞保家屬死亡給付，已於○○○年○○月○○日核付，將於3至5個工作日匯入您指定之帳戶。勞保局關心您！」。</p> <p>A: The content of the SMS notification is as follows: "Hello ○○○, your application for claim of the death benefit for the death of △△△ has been approved on the date of ○○/○○/○○, and the fund will be credited to the bank account designated within 3 to 5 working days. The Bureau of Labor Insurance cares about you!"</p> <p>5. 為什麼簡訊內容沒有告知可以領取家屬死亡給付的金額？要如何知道自己領到多少錢？</p> <p>5. Why doesn't the SMS notification inform the insured of the amount of the death benefit for the death of a family member? And how can such benefit amount be learned?</p> <p>答：因涉及個資，簡訊內容不會告知申請人可領取之給付金額，請於收到簡訊後約3至5個工作日至申請給付時所指定之金融機構帳戶查詢金額。</p> <p>A: As the approved contents involve personal data; therefore, the contents of the SMS notifications do not contain the benefit amount eligible for the applicant. Please check the amount credited into the bank account designated about three to five working days after receiving the SMS notification.</p> <p>6. 如果需要書面核定函，應如何索取？</p> <p>6. Where a written approval letter is required, how could the written approval letter be requested?</p> <p>答：被保險人如果需要書面核定函，在填寫勞保家屬</p>

序號	問題	回答
		<p>死亡給付申請書時，可在「行動電話」欄位下方的說明「※勞保局於核付後將以簡訊通知，如需書面核定函，請勾選本欄<input type="checkbox"/>」處打勾；如果經本局核付已收到簡訊後需補發書面核定函，請另向本局普通事故給付組保險收支科索取，電話(02)23961266 轉分機2212。</p> <p>A: If the insured needs a written approval letter, when filling out the application form for the death benefit for the death of family members, please "DO" check the box "<input type="checkbox"/> Regarding the death benefit for the death of a family member; once approved, the undersigned hereby agrees to the option of SMS notification; and please also send a written approval letter". Without checking the box, after receiving the SMS notification, if a written approval letter is needed, please contact the Insurance Revenue and Expenditure Section of the Ordinary Incident Benefit Team of the Bureau of Labor Insurance, at (02) 23961266 ext. 2212.</p> <p>7.申請勞保家屬死亡給付手續完備者，會在何時領到錢？</p> <p>7. When the application formalities for the death benefit of labor insurance for the death of a family member have been completed, when could the money be expected?</p> <p>答：申請手續完備經審查應予發給者，本局會於收到申請書之日起 10 個工作日內核付，並於核付後約 3 至 5 個工作日內匯入申請人指定之國內金融機構帳戶。以自然人憑證至本局 e 化服務系統申請或經由戶政事務所通報服務提出申請者，亦同。</p> <p>A: If the application formalities are complete and the application is eligible for approval, the death benefit is to be approved within 10 working days from the date of receipt of the application by the BOLI, and remitted to the account of the financial institution designated by the applicant within about 3 to 5 working days. The same timeframe applies to those who make applications with the Citizen Digital Certificate through the e-Service System of the BOLI, or through the notification service of the household registration office.</p>