Ref No. _____

Credit Card Transaction Dispute Form 信用卡爭議交易表格

Credit Card No. 信用卡號碼	- - -	Contact Phone No. 聯絡電話號碼	
Cardholder Name (In English) 持卡人姓名（英文）		E-mail 電子郵件	

Details of Disputed Transaction 爭議交易詳情

Transaction Date 交易日期	Reference ID 參考編號	Merchant Name 商戶名稱	Transaction Amount 交易金額
1)			
2)			
3)			
4)			
5)			
6)			
7)			
8)			

I dispute the above transaction(s) for the following reason(s): (Please tick the appropriate box(es) "√")
本人對以上交易提出爭議的原因如下：（請在適當方格內加剔 "√"）

Dispute related to unauthorized charge 有關未授權交易的爭議

☐ Unauthorized Charge: I did not participate in or authorize the transaction(s), my credit card was in my possession and control at the time of the questioned transaction(s). (Please enclose copy of the front and back sides of your credit card)
未經授權交易：本人沒有參予上述之交易或對其給予授權，當該有問題交易發生時，本人之信用卡並沒有被盜竊或遺失。（請附上信用卡正面及背面的影印副本）

Dispute other than unauthorized charge 有關未授權交易以外的爭議

☐ Duplicate Processing: I engaged in one transaction; however, the merchant charged for more than once. (Please enclose copy of the Sale Slip and / or invoice)
重複誌賬：本人只參與一宗交易，但卻被商戶收款一次以上。（請附上簽賬及／或購物單據副本）

☐ Incorrect Transaction Amount / Currency: I only authorized a transaction of _____(Amount / Currency) but not_____(Amount / Currency). (Please enclose copy of the Sale Slip and / or invoice)
交易金額／貨幣不符：本人授權簽賬交易原為_____（金額／貨幣）而不是誌賬交易_____（金額／貨幣）。（請附上簽賬及／或購物單據副本）

☐ Paid By Other Means: I settled the transaction(s) by ☐ Cash ☐ Cheque ☐ Other Credit Card. (Please enclose copy of the payment receipt or record as evidence of such payment by other means)
其他方式付款：本人已用 ☐ 現金 ☐ 支票 ☐ 其他信用卡 支付上述之交易。（請附上有關付款單據／記錄副本作爲已經使用其它方式付款的證據）

☐ Non-receipt of Merchandise/ Services: (also applicable to the merchant who ceased operation) Merchant ceased operation on: _____ and / or
The merchant is unable to provide/ I have not received the merchandise/ service that I ordered on _____(Date). I have attempted to contact the merchant by ☐ Phone ☐ E-mail ☐ Other_____(Method) to resolve the matter but failed. (Please enclose copy of the order form and all records/ documents with respect to your dealing with the merchant)
沒有收到訂購之貨品／服務:（同時適用於已結束營運的商戶）商戶結束營運日期: _____ 及／或
上述商戶無法向本人提供／本人仍未收到於_____（日期）所訂購之貨品／服務。本人曾嘗試以 ☐ 電話 ☐ 電郵 ☐ 其他_____（方法）
聯絡商戶尋求解決辦法但不成功。（請附上所訂購貨品／購買服務之單據，交易／使用記錄及與商戶聯絡之全部文件）

☐ Credit Not Processed: I received a credit slip from the merchant but refund has not been processed to my account. I attempted to resolve with the merchant by ☐ Phone ☐ E-mail ☐ Other_____(Method) on_____(Date). However, the dispute remained unsettled and I still have not received the refund from the merchant.
退款未處理：本人收到由商戶所發出的退款單，但至今該退款仍未存入本人之賬戶。本人曾於 _____（日期）以 ☐ 電話 ☐ 電郵 ☐ 其他_____（方法）
聯絡商戶尋求解決辦法並作出追討，唯本人直到現在仍沒有收到商戶的退款，爭議未能平息。

☐ I have already requested the merchant to cancel the recurring Direct Debit Authorization related to above transaction(s) on _____(Date). Nevertheless, my account was still charged. (Please enclose copy of the cancellation letter/email/notice and confirmation letter from the merchant)
本人已於_____（日期）要求商戶取消有關以上交易的常行付款自動轉賬授權，但該商戶未有按照辦理並繼續於本人的戶口支賬。（請附上取消信函／電郵／通知及商戶確認通知書的副本）

☐ Others dispute reason not covered above (Please specify and enclose any relevant supporting document)
其他爭議原因（請註明並附上任何有關之證明文件）:

Ref No.

Declaration 聲明

I agree that prior to raising these kinds of dispute, cardholder must make reasonable effort to resolve the subject dispute with the merchant.
本人同意在提出交易爭議前，持卡人須先行與商戶洽商退款安排。

I hereby agree that all information provided in this Credit Card Transaction Dispute Form is true and that the attachments are genuine and valid.
本人同意此信用卡爭議交易表格所提供之一切信息及附加文件均為屬實及有效的。

I hereby declare that the information herein provided to the card issuer. ("the Company") is true and correct. I authorize the Company to exchange and/or disclose the information with/ to any parties / sources the Company may choose for the purpose of investigation and/or any other related purposes. I understand that I will be liable for all amounts due with respect to the disputed transaction(s) and all interest and fees accrued if such disputed transaction(s) is/ are found to be authorized by me or no case of dispute established. A handling fee of HKD 150 per transaction is applicable irrespective of whether the dispute is successful or not.
本人謹此聲明在此提供予發卡機構「"該公司"」之資料均為真實及正確。本人授權該公司為了調查及／或其他任何相關目的，可與任何當事人／消息來源交換及／或向其披露本人所提供的資料。如證實本人需負責上述爭議交易或並無爭議事項成立，本人願意支付有關爭議交易之金額並承擔因暫緩支付該爭議交易賬項所產生之利息及費用。此外，不論該賬項爭議成功與否，本人亦同意 貴公司收取每項爭議交易港幣 150 元作為處理該賬項爭議之手續費。

In the event of an unfavorable result, I understand that if a further dispute follow up is requested by myself, an additional handling fee of USD 1500 per transaction is applicable and according to the chargeback mechanism stipulated by the card associations, this arbitration decision is final.
如以上爭議交易的回覆結果不符合本人預期，而本人要求再作跟進處理該項爭議交易，本人願意同意 貴公司收取每項爭議交易美金 1500 元作為處理該賬項爭議額外跟進之手續費。本人亦明白跟據信用卡發卡機構制之爭議交易機制，這次的裁決為最終結果。

Note 注意

The Company may not be able to process the chargeback request from a cardholder if the disputed transaction(s) is/ are not reported to the Company within 60 days from the date of the transaction or if the necessary information / documents are not provided accurately and in full.
若持卡人未能在結單日起計六十天內向本公司提出對有問題交易的爭議或未能對該有問題交易的爭議提供足夠所需的證明文件，本公司將無法對該有問題交易進行差錯處理。

Cardholder Signature 信用卡持卡人簽署

X

Date 日期

This form must be signed before it can be processed 此表格必須簽署才可處理

Signature must be same as the one on the back of your credit card 簽名必須與信用卡背後之簽名樣式相同