

致： 招商永隆銀行信用卡中心 (傳真號碼: 2771 2482)
To: Credit Card Centre, CMB Wing Lung Bank Limited (Fax number : 2771 2482)

日期：

有爭議交易申報表格
Cardholder Declaration on Dispute Transaction

持卡人姓名 Cardholder Name : _____

賬戶號碼 Account No. : _____

聯絡電話 Contact Tel. No. : _____

商戶名稱 Name of Merchant	交易日期 Transaction Date	交易金額 Transaction Amount

本人對上述之交易作出以下之聲明 (請於適當方格內加上✓號)：

I dispute the above transaction(s) for the following reason(s) (Please tick the appropriate box) :

- 本人並沒有參予上述之交易或對其給予授權，並且本人之信用卡沒有被盜竊或遺失
I did not authorize nor participate in the transaction(s), my credit card was in my possession and control at the time of the questioned transaction(s).
- 本人只參予一宗交易，但卻被商戶收款一次以上(請於下列備註欄內列明所參予之交易詳情)
I engaged in one transaction; however, I was charged for more than once. (Please specify the engaged transaction in below "Remarks" section)
- 正確交易金額應為_____ (請附上簽購單據副本)
Correct transaction amount should be _____ (Please enclose the Sale Slip copy)
- 上述商戶無法或不願意向本人提供有關交易之服務 / 商品，本人雖已向商戶作出追討，但爭議仍未能平息。(請於下列備註欄內作詳細說明及附上有關文件)
The merchant was unable or unwilling to provide the service / merchandise. I have attempted to resolve the above matter with the merchant, however, the dispute remains unsettled. (Please give details in below "Remarks" section & enclose relevant documents)
- 本人已用其他方式付款 現金 支票 其他信用卡 (請附上有關收據的副本)
I paid the transaction(s) by Cash Cheque Other credit card
(please enclose the relevant payment receipt copy)
- 本人於_____ (日期)已和商戶達成取消自動轉賬授權協議 / 已要求取消自動轉賬授權，但該商戶未有按照辦理並繼續於本人的戶口支賬。(若持有上述之文件，敬請附上)
I have already cancelled my auto-debit agreement with the merchant on _____(Date)
Nevertheless, my account was still billed. (Please provide relevant document copy if possible)
- 本人收到商戶簽發的退款單，但至今該退款仍未存入本人之賬戶 (請附上退款單副本)
I received a credit slip from the merchant but the credit does not effect to my account (Please enclose copy of the credit slip)
- 其他 (請於下列備註欄內作詳細說明及附上有關文件)
Others (Please give details in below "Remarks" Section & provide relevant document copy)

備註 Remarks : _____

(若以上空位不足，請用另一張紙填寫。 Please use a separate sheet if space is not enough.)

持卡人簽署 Cardholder Signature* : _____

* 須與閣下信用卡上之簽字式樣相符 Must be same as the one on your credit card signature panel.

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