

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)

### 爭議交易申報表格

#### Transaction Dispute Form

商戶名稱 Merchant Name	交易日期 Transaction Date	交易金額 Transaction Amount	商戶名稱 Merchant Name	交易日期 Transaction Date	交易金額 Transaction Amount
1.			6.		
2.			7.		
3.			8.		
4.			9.		
5.			10.		

(若以上空位不足，請用另一張表格填寫。 Please use a separate form if space is not enough.)

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 but was charged more than once. (Please specify the engaged transaction in below "Remarks" section)
- 交易金額不正確，簽賬單據之交易金額應由 \$ \_\_\_\_\_ 更改為 \$ \_\_\_\_\_（現附上簽賬單據副本）  
 Transaction value incorrect, the actual transaction amount on the sales slip should be altered from \$ \_\_\_\_\_ to \$ \_\_\_\_\_ (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 on \_\_\_\_\_(Date). However, the dispute remains unsettled. (Please provide details in below "Remarks" section & enclose relevant documents)
- 本人已用其他方式繳付有關交易金額，但以上述之交易仍然被誌賬（現附上其他方式繳付之交易單據副本）  
 The above transaction has been settled by other means. However, the above card account was still charged. (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（現附上退款單副本）  
 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 : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**客戶須知：** 1. 持卡人應先細閱爭議交易的條款，然後填妥表格。表格可從以下途徑交回本行：

**Notes:** The cardholder should read the chargeback terms carefully and fill in this form properly. The form can be submitted via one of the following channels:

- 郵寄 (郵寄地址：九龍彌敦道 636 號招商永隆銀行中心 6 樓)  
Mail (Address: 6/F, CMB Wing Lung Bank Centre, 636 Nathan Road, Kowloon)
- 傳真 (傳真號碼：2771 2482)  
Fax (Fax No.: 2771 2482)
- 電郵 (電郵地址：cccauth@cmbwinglungbank.com)  
Email (Email Address: ccauth@cmbwinglungbank.com)

2. 如調查結果顯示爭議交易是持卡人授權，本行將會於下列信用卡戶口收取有關交易款項，閣下將同意扣除每項爭議交易之手續費港幣 150 元正。

If the investigation result shows that the dispute transaction was authorized by the cardholder, the bank will debit the following card account for the transaction amount and a handling fee of HKD150 for each disputed transaction.

持卡人姓名 Cardholder Name : \_\_\_\_\_

信用卡號碼 Credit Card No. : \_\_\_\_\_

聯絡電話 Contact. No. : \_\_\_\_\_

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.