



To : HKT Payment Limited
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Cardholder Dispute & Resolution Request Form

持卡人爭議交易申報表格

* Mandatory 必須填寫

持卡人資料 Cardholder Details

持卡人姓名 Cardholder Name * :

持卡人電話號碼 Cardholder Phone Number * :

預付卡號碼 Prepaid Card Number : □□□□-□□XX-XXXX-□□□□

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

本人對上述交易作出爭議原因如下(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):

1. 本人沒有以任何方式參與或授權上述交易。本人的預付卡一直由本人保管。
 I did not participate in nor authorize the above transaction(s). My prepaid card was in my possession and control at the time of the subject transaction(s).
2. 本人確實在以上商戶只參與_____筆交易，交易金額合共為_____，但卻被商戶額外收取上述交易。本人沒有以任何方式參與或授權上述交易。本人的預付卡一直由本人保管(請附上簽賬單據副本)。
 I was only involved in _____ number of transaction(s) in the total amount of _____ at the merchant as listed above. But I did not participate in nor authorize the above transaction(s), my prepaid card was in my possession and control at the time of the subject transaction(s). (Please enclose the Sale Slip copy).
3. 正確交易金額/貨幣應為_____ (請附上簽賬單據副本)。
 The correct transaction amount / currency should be _____ (Please enclose a copy of the Sale Slip).
4. 本人涉及該筆交易，但商戶無法或不願意提供所需之服務/商品。本人已隨函附上有關服務/商品之具體說明。
 Although I was involved in the above transaction(s), the merchant was unable or unwilling to provide the service purchased/merchandise ordered. I attach the details or descriptions of the service(s)/merchandise.
5. 本人涉及該筆交易，並收到商戶的退貨單據，但至今該退款仍未存入本人之賬戶 (請附上退款單副本)。
 I was revolved in the transaction and received a credit slip from the above merchant. However, no credit has been refunded to my account (Please enclose a copy of the credit slip).



6. 本人已於_____退回上述金額的商品予商戶 (請附上退貨證明)。
I have returned the merchandise for the above amount on _____ (Please enclose the proof of the merchandise return).
7. 本人已用其他方式付款、現金、支票、信用卡、其他(請註明:_____) (請附上有關付款收據副本)。
I paid the transaction(s) by Cash, Cheque, Credit Card, others(Please specify:_____) (Please enclose a copy of the payment slip).
8. 其他 (若上述任何一項不適用, 請註明)。
Others (If none of the above is applicable, please specify.)
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持卡人簽署 Cardholder Signature: _____ 日期 Date: _____

就每筆爭議交易須繳付之手續費 HKD150 將於持卡人預付卡賬戶中扣除, 若證實該爭議交易不須由持卡人負責, 該金額及手續費將退回持卡人的預付卡賬戶。

The handling fee of HKD 150 disputed transaction will be deducted from the cardholder's prepaid account. If it is verified that the disputed transaction should not be borne by the cardholder, such amount together with the handling fee will be refunded to the cardholder's prepaid account.