

То

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Fax

## Cardholder Dispute & Resolution Request Form 持卡人爭議交易申報表格

			* Mandatory 必須填寫		
持卡ノ	人資料 Cardholder Details				
持卡ノ	人姓名 Cardholder Name *	:			
持卡ノ	人電話號碼 Cardholder Phone Number *	:			
預付一	卡號碼 Prepaid Card Number	:	X-		
商戶	名稱	交易日期	交易金額		
Name of Merchant		Date of transaction	Transaction Amount		
	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).				
	述交易。本人沒有以任何方式參與或授權				
	副本)。		,		
	I was only involved innumber at the merchant as listed above. But I di my prepaid card was in my possession a (Please enclose the Sale Slip copy).	id not participate in nor author	ize the above transaction(s)		
3.□	正確交易金額/貨幣應為(請附上簽賬單據副本)。				
	The correct transaction amount / currenc Sale Slip).	y should be (Ple	ease enclose a copy of the		
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		
5.□	體說明。 Although I was involved in the above tran provide the service purchased/merchand service(s)/merchandise. 本人涉及該筆交易,並收到商戶的退貨單	lise ordered. I attach the det	ails or descriptions of the		
	本)。				
	I was revolved in the transaction and rec credit has been refunded to my account				



6.□	本人已於		ose the proof
7.□	本人已用其他方式付款、□現金、□支票、□信用卡、 款收據副本)。	□其他(請註明: <u></u> ) (i	請附上有關付
	I paid the transaction(s) by Cash, Cheque, Cr specify:) (Please enclose a copy of the pay		
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 spec	cify.)	
持卡ノ	人簽署 Cardholder Signature:	日期 Date:	

就每筆爭議交易須繳付之手續費 HKD150 將於持卡人之預付卡賬戶中扣除,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.