

To 致: Fubon Bank Credit Card Centre 富邦銀行信用卡中心

Fax Number 傳真號碼: 2503-4162

Postal address 郵寄地址: 23/F Fortress Tower, 250 King's Road, North Point, Hong Kong. 香港北角英皇道 250 號北角城中心 23 樓

Note 註: To enable us to handle your dispute request more efficiently, please contact us at 2566-8181 before submitting the Transaction Dispute Form.

為更有效地處理閣下之爭議交易個案, 請於遞交表格前先與我們的客戶服務員聯絡以便跟進, 查詢電話: 2566-8181。

Cardholder Transaction Dispute Form 信用卡持卡人爭議交易表格

Credit Card Number 信用卡號碼: _____

Cardholder Name 持卡人姓名: _____

Contact Telephone Number 聯絡電話: _____

Merchant 商戶	Transaction Date 交易日期	Transaction Amount 交易金額

Important Notes 注意事項: I acknowledge and understand that 本人知悉及清楚明白:

- (1) this document **MUST BE** submitted to Fubon Bank (Hong Kong) Limited within 60 days from the dispute transaction(s) statement date, otherwise the disputed transaction(s) cannot be processed; and
本文件必須在問題交易的月結單日期 60 天內交到富邦銀行(香港)有限公司, 否則未能作進一步跟進; 及
- (2) **all of the information required in this form is mandatory unless otherwise specified. Failure to provide the required information may result in the Bank's inability to handle your relevant transaction dispute(s).** 請必須填寫表格上所有的資料欄目。如資料未能提供, 本行可能無法處理有關爭議交易。

(Please "✓" beside the appropriate. 請在適當空格內加上 "✓")

Unauthorized Transaction*: I certify that I neither authorized nor participated in the above transaction(s). My card was in my possession and control at the time of the questioned transaction.
無授權交易*: 本人沒有參與或授權上述交易, 在上述問題交易發生的時間, 本人肯定持有及控制本人的信用卡。

Participated in ___ Transaction(s) Only*: I did authorize ___ transaction(s) for amount \$_____ at the above merchant, but I neither authorized nor participated in the above transaction(s). My card was in my possession at the time of the questioned transaction.
只授權___筆交易*: 本人在上述商戶只授權___筆交易, 金額為\$_____, 但本人無授權上述交易。在交易時, 本人持有上述信用卡。

*Remarks 備註: I understand that the captioned credit card account may be required to cancel and reissue with a new account number 本人明白上述卡帳戶有可能需要終止, 並安排補發一張全新卡號之信用卡。

Duplicated Charge: I engaged in one transaction; however, I was charged for more than once. The valid Authorization Code is _____.
重複扣數: 本人所參與的交易給重複扣數, 本人確認的授權號碼為: _____。

Incorrect Amount / Transaction Currency: Transaction amount should be \$_____ instead of \$_____. (Please provide copy of the transaction receipt)
Transaction currency should be _____ (Currency) was not agree to use, merchant did not offer a choice to me for selecting transaction currency. (Please provide copy of the transaction receipt)
金額不符/ 交易貨幣不符: 交易金額應為\$_____而不是\$_____. (請附上簽購單據副本)
本人不同意以_____ (貨幣) 進行交易, 商戶沒有提供有關交易貨幣供我選擇。(請附上簽購單據副本)

Credit Not Received: I received a credit slip for the above transaction(s) but it did not appear on my statement and no credit was posted to my credit card account. (Please provide copy of the credit voucher or any supporting document).
收不到退款: 本人收到上述交易的退款單, 但沒有在月結單上出現及本人至今仍未收到商戶的退款。(請附上退款單副本或任何證明文件)

Paid by Other Means: I engaged in the transaction and have settled by cash or other _____. (Please provide copy of the receipt for such payment).
已用其他方式付款: 本人已用其他方法繳交上述交易, 現金 或 其他 _____ (請附上收據副本)

Non-receipt of Goods / Services: The merchant was unable or unwilling to provide the ordered merchandise / services to me. (Please provide order record to prove the merchandise / services delivery date)

沒有收到訂購之商品或服務: 商戶不能或不願意向本人提供商品或服務。(請附上有關文件註明送貨或提供服務日期等...)

• Type of ordered merchandise or services 訂購商品或服務: _____. (Must provide the details/description of the merchandise or services, including Brand / Model Number / Name / Quality, etc... 必須提供貨品或服務詳細內容/ 描述, 包括: 商品/ 服務計劃編號/ 品牌/ 名稱/ 數量, 等...)

• Merchant agreed merchandise / services delivery date 商戶同意之送貨或服務提供日期: _____

• I have attempted to contact the merchant on _____ (date) via _____ (phone/ email/ etc...). However, it was unsuccessful/ unable to resolve the dispute with the merchant. 本人已於_____ (日期) 以 _____ (電話/ 電郵/ 等...) 方式聯絡商戶, 但未能成功接觸商戶/ 未能與商戶協商成功。

Merchandise Not as Described or Defective: I returned the merchandise that did not match those described on the transaction receipt or other documentation presented at the time of the purchase. (Please provide copy of the proof of return and transaction receipt or other supporting documents).
商品與描述不符或有瑕疵: 本人已將不符合交易時出示的收據及其他文件所形容的貨品退回。(請附上有關退回/ 取消文件及收據副本)

Cancelled Reservation at Hotel: I have made a hotel reservation at the above-mentioned Hotel but cancelled at _____ (am/pm) on _____ (date). I was given a Cancellation No. _____ from the Hotel

已取消預訂房間: 本人確曾向上述酒店訂房, 但本人已於_____ (日期及時間) 向酒店取消訂房並取得一取消號碼 _____。

Cancelled Recurring Services: I have informed the merchant to cancel my direct debit authorization agreement on _____ (date). Nevertheless, my account was still charged. (Please provide the cancellation letter/form)

已取消服務: 本人已於_____ (日期) 以書面向上述商戶提出取消自動轉帳授權, 但我的戶口仍被扣款。(請附上有關通知商戶取消之證明)

Other, Please specify 其他 請清楚列明: _____

I understand that I will be liable for the disputed item together with HK\$50 sales slip retrieval fee and accrued interest, if the transaction(s) is proved to be authorized by me. 如證實本人需負責上述交易, 本人同意支付有關帳項並承擔因暫緩繳款所產生之利息及 HK\$50 索取簽購單據副本費用。

Cardholder Signature 卡主簽署: _____

Date 日期: _____

(Should correspond with the specimen signature of your Fubon Credit Card. 須與閣下富邦信用卡簽名相符)