

Public Bank (Hong Kong) Limited
Credit Card Centre
Cardholder's Declaration of Dispute 客戶交易款項爭議聲明表格

Fax No: 2815 4279

Credit Card Account Number 信用卡戶口號碼 : _____
Cardholder Name 信用卡持卡人姓名 : _____
Contact No. 聯絡電話 : _____

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

- ☐ I have examined the transaction(s) above and would like to dispute the item(s) based on the following reason(s): 本人已詳細檢閱以上交易及基於下列理由對賬項提出爭議: (Please ✓ in the appropriate space 請在適當之方格內填上✓)
- ☐ I had neither authorized nor participated in the above-mentioned transaction(s). 本人並沒有參與及授權以上交易。
- ☐ I had only authorized ONE transaction for the amount of HK\$_____ at the subject merchant(s) on the same date. 本人於同日只於上述商戶授權一宗交易，金額為港幣\$_____。
- ☐ The transaction amount on the sales slip was altered from HK\$_____ to HK\$_____. Attached please find a copy of my sales slip showing the correct amount*. 於購物單據上之交易金額由港幣\$_____被更改至港幣\$_____。茲附上印有正確金額之購物單據之副本以供參考*。
- ☐ The Direct Debit Authorization in relation to the subject transaction(s) has been terminated upon my request on_____. Therefore, the merchant is not allowed to debit any charges from the captioned credit card account thereafter. Attached please find a copy of my Direct Debit Authorization termination notice sent to the subject merchant before*. 本人已於_____正式取消上述交易所涉及的信用卡自動轉賬服務。因此商戶無權再透過上述信用卡戶口收取任何費用。茲附上先前提交給上述商戶之取消自動轉賬通知書副本以供參考*。
- ☐ I received a credit slip from the subject merchant. However, no credit had been refunded to my credit card account. Attached please find a copy of my credit voucher*. 本人收到上述商戶之退款單據。然而，該款項未有退回本人之信用卡戶口內。茲附上該退款單據之副本以供參考*。
- ☐ I ordered the merchandise on_____; however, no merchandise had been received after the expected delivery date (please specify the expected delivery date). Please refund the amount to my credit card account. Attached please find a copy of my order form*. 本人於_____訂購了商品; 但是，在預計送貨日期後沒有收到該商品（請註明預計送貨日期_____）。請將金額退還到我的信用卡戶口。茲附上我的訂單表格之副本以供參考*。
- ☐ I had already settled the above transaction by cash/credit card. Attached please find the evidence of the payment*. 本人已以現金/信用卡支付以上交易，現附上有關付款資料以供參考。
- ☐ Others 其他 _____

If the above dispute transaction is found out to be conducted by the cardholder, the bank will debit the above card account for the transaction amount, the interest incurred and an investigation fee of HK\$50 for each transaction. 如調查結果屬持卡人使用，則本行將會於上述信用卡戶口收取有關交易賬項，應付之利息及每項交易調查手續費 HK\$50。

Cardholder's signature 信用卡持卡人簽署: _____
(Must be the same as the one shown on your credit card 必須與信用卡上之簽署樣式相同)

Date 日期: _____

***Please attach supporting document(s). 請附上支持文件。**