

<input type="checkbox"/> ATM TRANSACTION ENQUIRY FORM ATM 交易查詢表	<input type="checkbox"/> NOTIFICATION AND DECLARATION OF UNAUTHORIZED ATM TRANSACTION(S) and ATM TRANSACTION ENQUIRY FORM ATM 交易查詢表及涉嫌未經授權之 ATM 交易聲明書 (Please read 【Notification and declaration of unauthorized ATM transaction (s)】 overleaf 請細閱背面【涉嫌未經授權之 ATM 交易聲明】)	Reference 銀行備考
		Date & Time 查詢日期及時間

《提示：(i) 請剔選以上欄位，(ii)\*欄位必須填寫》

1. *Enquirer 查詢人： <input type="checkbox"/> Account Holder 本行賬戶持有人 <input type="checkbox"/> Non-Account Holder 非本行賬戶持有人	
2. *Account concerned 有關交易賬戶 (Please provide information of the cheque deposit/deposit/ withdrawal account for the transaction 請因應存票、存款或提款交易，提供存票賬戶、存款賬戶或提款賬戶資料)： Account No. 賬號：	
3. * Name of Enquirer 查詢人姓名	
*Identity 身份證明： <input type="checkbox"/> HKID 香港身份證 <input type="checkbox"/> Passport 護照 <input type="checkbox"/> Others 其他 Document no. 證件號碼：	Contact Phone 聯絡電話
<input type="checkbox"/> Correspondence address 通訊地址 (Non-account holder only <sup>Note</sup> / 只適用於非本行賬戶持有人 <sup>註</sup> )	

4. *Transaction Details 交易詳情 (i) Please provide details of the transaction including date, time and machine no. of the transaction 請填寫需查詢的交易資料，包括敘做有關交易的日期、時間及機身編號。(ii) Please fill in "Supplementary sheet for multiple unauthorized ATM transaction(s)" if more than one unauthorized ATM transaction(s) 如多於一筆未經授權交易，請填寫"有關涉嫌未經授權 ATM 交易附表"			
Bank 銀行	Branch 分行	ATM/PCD/CDM No. 提款機/存鈔機/存支票機編號	*Date & time 日期及時間
(i) Please briefly describe the incident 請簡述事件經過：			
(ii) Enquiry Nature and other information 查詢類別及其他資料 (#delete as appropriate #刪去不適用者)			
<input type="checkbox"/> *Cheque Deposit/ Deposit / withdrawal amount not matched : Machine shown transaction being *Cancelled / Accepted / Rejected / Please Contact Bank #存票/ 存鈔 / 提款金額不符 : 機件顯示交易已 #接納 / 取消 / 拒納 / 請與本行聯絡 <input type="checkbox"/> Customer Advice is available 查詢人提供客戶通知書 (ref 參考號 _____) <input type="checkbox"/> *Number of #cheque deposit/ deposit / withdrawal transaction(s) involved 敘做*存票/ 存鈔 / 提款交易次數： _____time(s)次 <input type="checkbox"/> Intended *cheque deposit/ deposit / withdrawal amount 原擬*存票/ 存款 / 提款金額 _____ <input type="checkbox"/> Amount *accepted in CDM/ PCD/ dispensed from ATM 已接納存票金額/ 存鈔金額 / 出鈔金額 _____ <input type="checkbox"/> *Amount claimed 索償金額 _____ *Refund by 退款方式： <input type="checkbox"/> credit to above quoted account 存入上述賬戶 <input type="checkbox"/> refund in cashier order 退回本票(non-account holder only 只適用於非本行賬戶持有人) <input type="checkbox"/> refund to enquirer account 存入查詢人賬戶號碼: _____ <input type="checkbox"/> not applicable 不適用			
Other supplementary information 其他輔助資料(如票面資料/鈔票組合)：			Signed by the Enquirer 查詢人簽署 (For ATM transaction enquiry only 只適用於 ATM 交易查詢)
<input type="checkbox"/> Create "Stop ATM Card Function" Status 建立"停止 ATM 卡功能"狀態 <input type="checkbox"/> Retain ATM Card 收回 ATM 卡 Receiving Bank/Branch 接收查詢銀行/分行： Handling Staff 處理填表職員：			<input type="checkbox"/> I/V 核實查詢人/賬戶持有人身份 <input type="checkbox"/> S/V (Account holder only) 核印 (只適用於本行賬戶持有人)

Note 註：(i) Your personal data provided herein will only be used for the handling of and incidental this enquiry 您提供的上述個人資料只會用於有關處理是次交易查詢的事宜；(ii) The account holder will also be notified of the enquiry result (for deposit only) if the transaction is completed or partially completed 如有關交易全部或部份完成，查詢結果亦將轉告賬戶持有人 (只適用於存鈔查詢)

## 涉嫌未經授權 ATM 交易附表

### Supplementary Sheet for multiple unauthorized ATM transaction(s)

交易詳情 Transaction Details (*欄位必須填寫 Field must be filled in)					
序號 Sequence No.	*交易日期 Transaction Date	交易時間 Transaction Time	ATM 機編號 ATM No.	地點 Location	*金額 Amount
1					
2					
3					
4					
5					

本人無授權上述交易。在上述交易時，本人持有有關提款卡。

**I did not authorize the above transaction(s). My ATM card was in my possession at the time of the above transaction(s).**

#### 涉嫌未經授權之 ATM 交易聲明

本人現授權貴行可以將此表格及此表格上所載的資料(包括本人的個人資料)轉移予任何與本次 ATM 交易有關的人士，包括警方，作為調查之用。本人同時指示貴行此表格內本人所提供的個人資料，貴行只會用作調查本次 ATM 交易之用，不可作任何其他用途。本人得悉及同意，如證實本人並無作出任何欺詐或嚴重疏忽行為，並在發現遺失或被盜去提款卡後，在可能情況下盡快通知貴行，則本人就這類卡損失要承擔的責任應以貴行指明的限額為限(現時為 500 港元)。此限額僅適用於與有關提款卡戶口關連的損失，且並不涵蓋現金透支(如有關戶口設有此授信)。但如證實損失是因 (i) 本人的欺詐行為或嚴重疏忽而引致；(ii) 本人在發現遺失或被盜去本人的提款卡或個人密碼或有其他人知道該個人密碼後，未能在可能的情況下盡快通知貴行；或 (iii) 本人未能遵守或履行貴行不時通知或忠告的保障措​​施或責任去採取合理步驟妥善存放卡，及將個人密碼保密以防止欺詐行為，本人將要承擔所有損失。在不影響前述條文的一般性原則下，如本人在知情的情況下容許任何人士使用本人的中銀提款卡及/或個人密碼，本人將被視為未能遵守上述的保障措​​施，本人亦須要承擔因此而導致的所有損失。

#### Notification and declaration of unauthorized ATM transaction (s)

I hereby authorize the Bank to transfer this form and all the data stated in this form (including my personal data) to any persons in connection of this ATM transaction, including the Police, for the purpose of investigation. I hereby also instruct the Bank that my personal data as provided to the Bank in this form shall be limited for use by the Bank in connection with the investigation of this ATM transaction but not otherwise.

I understood and agreed, if I have not acted fraudulently, with gross negligence or have not otherwise failed to inform the Bank as soon as reasonably practicable after having found that my ATM card has been lost or stolen, my maximum liability for such card loss should be confined to a limit specified by the Bank from time to time (which is currently HKD 500). The application of this limit is confined to loss specifically related to the ATM card account and does not cover cash advances (if the account has such credit facility). I may have to bear a loss when my ATM card has been used for an unauthorized transaction before I have told the Bank that my ATM card or its PIN has been lost or stolen or that someone else knows the PIN.

I will be liable for all losses if (i) I have acted fraudulently or with gross negligence; (ii) I have failed to inform the Bank as soon as reasonably practicable after having found that my ATM card or its PIN has been lost or stolen or when someone else knows the PIN; or (iii) I have failed to follow the safeguards or meet my obligations to take reasonable steps to keep the ATM card safe and the PIN secret to prevent fraud as notified or advised by the Bank from time to time. Without prejudice to the generality of the foregoing, if I have knowingly permitted any other person to use my ATM Card and/or PIN, I will be deemed to have failed to follow the safeguards as mentioned above and be held liable for all losses thereby caused.

**Signed by the Account holder 賬戶持有人簽署**  
**(For unauthorized ATM transaction(s) and ATM transaction**  
**enquiry form only 只適用於未經授權交易及 ATM 交易查詢表)**