

BOC Card and/or Debit Card Dispute Transactions and Chargeback FAQs

1. What is “Chargeback Mechanism”?

Answer: Chargeback is a protective mechanism provided by BOC Card and/or Debit Card Association (e.g. UnionPay and Mastercard) to their cardholders. Each card scheme sets out specific circumstances and time frame in which a member of scheme (the card issuing company) can claim a refund in connection with a disputed transaction, such as failure to provide goods by a merchant or the provision of subscribed services by a service provider, against the merchant’s acquirer (the merchant’s acquiring bank). Cardholders must pay attention to the rules set by BOC Card and/or Debit Card Association and the timeframe for initiating the chargeback request.

2. What are the most common BOC Card and/or Debit Card dispute and refund request reasons?

Answer: In general, cardholders can initiate dispute and request for refund under the following common situations:

- Unauthorized ATM / POS transactions
- Duplicated charge (authorized one transaction but the merchant charged more than one)
- Incorrect amount or transaction currency for ATM transactions
- Refund not received
- Non-receipt of goods or services
- Unauthorized use of internet/ mailing order/ phone order transaction

For example: A cardholder uses a BOC Card and/or Debit Card to withdraw HKD5,000 cash at the ATM, but the actual ATM withdrawal amount is HKD4,500. Under this circumstance, the cardholder can submit a chargeback request to the Bank of China (Hong Kong) Limited (“BOCHK” or “We”) within a specified time due to incorrect amount for ATM transactions. If the request is in line with the scheme rules of BOC Card and/or Debit Card Association, BOCHK will raise a chargeback claim against the merchant's acquirer. The chargeback time of UnionPay and Mastercard is 30-90 working days. It may vary depending on different factors. Disputes (like unauthorized transactions) may take longer time depending on the complexity of the dispute. BOCHK will refund the dispute amount to the cardholder's related BOC Card and/or Debit Card account after successful chargeback.

3. What should I do when I have to lodge a chargeback claim?

Answer: Cardholders can contact us via Online Chat in Mobile Banking and Internet Banking, or call our Customer Service Hotline (2691 2323) for enquiry and request a chargeback. Our CSR will help you throughout the chargeback procedure. You can also submit a “Notification and Declaration of Unauthorized ATM Transaction(s) and ATM Transaction Enquiry Form” and/or “BOC Mastercard Debit Card Transaction Dispute Form” together with supporting documents (e.g. a copy of the written statement made by the customer to the police, the BOC Card and/or Debit Card (if any), the arrival or departure record/airline ticket (if any), service contract (if any), membership card (if any) or any evidence of undelivered goods or service record (if any) etc.). BOCHK will assist cardholders to raise a chargeback request against the merchant acquirers (the merchant’s acquiring bank) according to the relevant chargeback rules of card scheme.

Since there is a timeframe for initiating a chargeback request, cardholders are required to check their BOCHK monthly statement or passbooks carefully. If cardholders suspect any unauthorized transactions, please contact us

immediately.

Note 1: For unauthorized ATM transactions of BOC Card and/or BOC Mastercard Debit Card, please submit “Notification and Declaration of Unauthorized ATM Transaction(s) and ATM Transaction Enquiry Form”. Such form can be downloaded from BOCHK website (https://www.bochk.com/en/more/boccard/card_security.html and <https://www.bochk.com/dam/more/bocdebitcard/card/en.html>) or obtain from any of BOCHK branches.

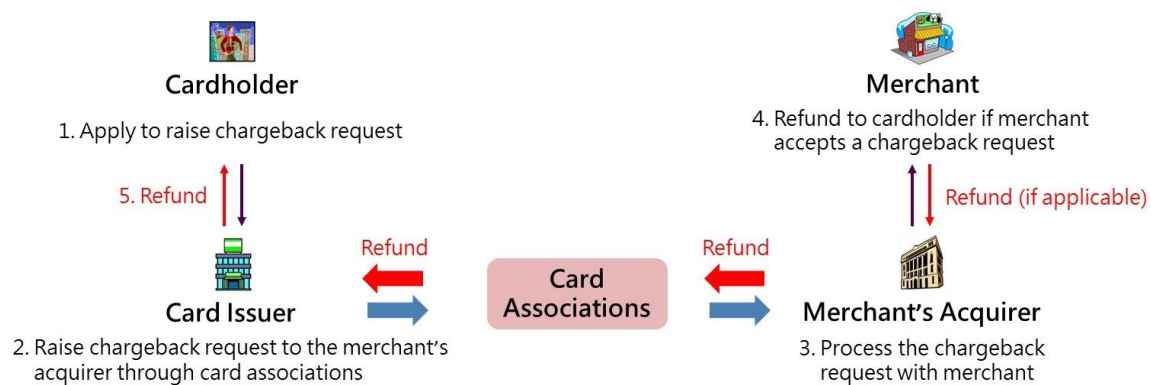
Note 2: To dispute a spending transaction of BOC Mastercard Debit Card, please submit “BOC Mastercard Debit Card Transaction Dispute Form”. Such form can be downloaded from BOCHK website (<https://www.bochk.com/dam/more/bocdebitcard/card/en.html>) or obtain from any of BOCHK branches.

4. What is the role of Bank of China (Hong Kong) Limited (“BOCHK”) as a card issuing bank of BOC Card and Debit Card in the chargeback process?

Answer: BOCHK, as a card issuer, will assist cardholders to raise a chargeback request in accordance with the relevant rules set by BOC Card and/or Debit Card Association (“the Rules”). We will analyse and examine the request in the supporting documents pursuant to the Rules. If we accept the request, the request will be submitted to the merchant’s acquirer (i.e. the merchant’s acquiring bank) through the BOC Card and/or Debit Card Association under the Rules. If merchant acquirers accept the request, a refund will be made to the card issuer. The card issuer will then refund it to the cardholders.

5. What is the process of chargeback and dispute resolution? How would I be informed of the chargeback result and the processing time for dispute resolution?

Answer: Upon provision of sufficient information and fulfillment of the Rules, BOCHK will submit the chargeback claims against the merchant's acquirer (the merchant's acquiring bank) through BOC Card and/or Debit Card Association. A merchant acquirer will handle the request or pass it to the merchant for follow up depending on situations (Please see below for details).



Under the scheme rules of BOC Card and/or Debit Card Association, the chargeback process normally takes about 30 to 90 working days to complete. When a dispute is resolved, the disputed amount will be refunded to your related BOC Card and/or Debit Card account directly and shown on the passbooks or next monthly statement, or by a cashier order (applicable to unauthorized transaction). Notification by SMS or letter will be sent to cardholders regarding the result of the chargeback.

As a part of our investigation, we may request more information and evidence from you to facilitate BOCHK to progress the dispute resolution.

6. How long after should I submit chargeback request (i.e. after a merchant goes out of business) when the prescribed goods or service promised being no longer available?

Answer: In general, according to the rules of UnionPay International, the chargeback time limit for BOC card transaction is 180 days from the transaction date.

Under the rules of Mastercard, the chargeback time limit for BOC Mastercard Debit Card in situations mentioned above are (1) not to exceed 540 calendar days from the transaction processing date; **and** (2) 120 calendar days from the merchant closure date. Assume a merchant goes out of business on 1st Jan 2017:

- i. Given that a cardholder joined a membership and paid with his/her BOC Mastercard Debit Card on 1st Jan 2015, the chargeback claim is not valid under the rules of Mastercard as it exceeded 540 calendar days from the transaction processing date.
- ii. Given that a cardholder submitted a chargeback request in Dec 2017, although such request does not exceed 540 calendar days from the transaction processing date, the claim is still not valid under the rules of Mastercard as the claim was not submitted within 120 calendar days from the merchant closure date.
- iii. Given that a cardholder joined a membership and paid with his/her BOC Mastercard Debit Card on 1st Dec 2016, and request for a chargeback on 20th Jan 2017, the claim is valid under the rule of Mastercard as it has not exceeded 540 calendar days from the transaction processing date and was within 120 calendar days from the merchant closure date.

In order to allow us to have sufficient time to process cardholders' dispute request, cardholders are required to submit a dispute request together with

relevant supporting documents within 90 days from the date of statement or the transaction date of passbooks. If cardholders suspect any unauthorized transactions, please contact us immediately. After receiving related documents, we will evaluate whether the case has satisfied the rules and conditions of Card Association.

7. How can I check the progress of disputed resolution after making a chargeback request?

Answer: You could contact our CSR via Customer Service Hotline (2691 2323) or “Online Chat” in Mobile Banking and Internet Banking for enquiries.