

致 To : 中國銀行(香港)有限公司 Bank of China (Hong Kong) Limited

收件人 Attention: _____

註 Note: 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: 2691 2323 或透過中銀香港手機銀行「在線客服」。
To enable us to handle your dispute request more efficiently, please contact us at 2691 2323 or via Mobile Banking Service - Online Chat before submitting the Transaction Dispute Form.

中銀萬事達卡扣賬卡爭議交易表格 BOC Mastercard Debit Card Transaction Dispute Form

扣賬卡帳號 Debit Card No.	持卡人姓名 Cardholder Name	聯絡電話 Contact Telephone No.
商戶名稱 Merchant Name	交易日期 Transaction Date	交易金額 Transaction Amount

本人已清楚明白上述交易必須於月結單結單日或存摺上顯示的交易日起計 90 日之內提出異議, 否則未能作進一步跟進。I understand that the above disputed transaction(s) should be reported within 90 days from the date of statement or the transaction date of passbooks, otherwise the disputed transaction(s) cannot be processed. (請選擇以下指示 Please tick the appropriate box "✓")

- ☐ 無授權* 只適用於網上/ 郵購/ 電話訂購交易: 本人無授權上述交易。在交易時, 本人持有上述扣賬卡。(請呈上扣賬卡的正面和背面的影印副本)
Unauthorized Use* Internet / Mailing Order/ Phone Order transaction only: I neither authorized nor participated in the above transaction(s). My card was in my possession at the time of the questioned transaction. (Please enclose copy of the front and back of your card)
- ☐ 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, 本人持有上述扣賬卡。(請附上已授權的交易簽購單據副本)
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) and my card was in my possession at the time of the questioned transaction. (Please enclose copy of the sales slip for the authorized transaction)
*註: 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扣賬卡。
Remarks: I understand that the captioned debit card account may be required to cancel and reissue with a new card number.
- ☐ 重覆收款: 本人只授權一筆交易, 但商戶重覆收款。
Duplicated Charge: I only authorized one transaction but the merchant charged more than once.
- ☐ 金額不符 / 交易貨幣不符: _____
- 交易金額應為\$____的____(貨幣)。
- 本人不同意以____(貨幣) 進行交易, 商戶沒有給我選擇交易之貨幣。(請附上簽購單據副本)
Incorrect Amount / Transaction Currency: - Transaction amount should be \$____in____(Currency).
- Transaction currency____(Currency) was not agree to use, merchant did not offer a choice to me for selecting transaction currency. (Please enclose copy of the transaction receipt)
- ☐ 已用其它方式付款: 本人已用其它方式付款 ☐ 現金 ☐ 其它____。(請附上收據副本)
Paid By Other Means: I have settled the transaction(s) by ☐ cash or ☐ other____. (Please enclose copy of the payment receipt)
- ☐ 收不到退款: 本人收到商戶發出的退款單, 但該退款至今仍未記入本人帳戶內。(請附上退款單副本或任何證明文件)
Credit Not Receive: I have received a credit slip issued by the merchant but no refund is received. (Please enclose the credit slip or any supporting document)
- ☐ 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...)
Non-receipt of Goods / Services: The merchant was unable or unwilling to provide the ordered merchandise / services to me. (Please enclose order record with the merchandise / services delivery date)
● 訂購商品或服務 Type of ordered merchandise or services:____。(必需提供貨品或服務詳細內容/描述, 包括: 商品/ 服務計畫編號/ 品牌/ 名稱/ 數量, 等... 例: ABC 航空 2015 年 1 月 1 日香港到美國頭等單程機票一張。Must provide the details/ description of the merchandise or services, including: Brand / Model Number / Name / Quality, etc... Eg, One ABC Airline single trip first class air ticket from Hong Kong to USA.)
● 商戶同意之送貨或服務提供日期 Merchant agreed merchandise / services delivery date:____。
● 本人已於____(日期)以____(電郵/電話/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。I have attempted to contact merchant on____(date) via____(email/phone/etc...). However, it was unsuccessful / unable to resolve the dispute with the merchant.
- ☐ 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 Reservation at Hotel: I have made a room reservation at the above Hotel but cancelled at____(am/pm) on____(date). I was given a Cancellation No.____
- ☐ 其他 (請註明) Others (please specify): _____

如証實本人需負責上述交易, 本人同意支付有關交易帳項並承擔 HK\$30 索取簽購單據副本費用 (如適用)。

I understand that I will be liable for the disputed item together with HK\$30 Sales Slip Retrieval Fee (if applicable), if the transaction(s) is proved to be authorized by me.

持卡人簽署 Cardholder Signature: _____

日期 Date: _____

(簽名必須與扣賬卡背後之簽名式樣相同 Signature must be same as the one on the back of your debit card)