

Please complete and return the Form with relevant documents (if any) by fax to 2142 3836 OR by email to: cardau_hk@ocbcwh.com

請將已填妥的表格連同有關文件(如有) 傳真至： 2142 3836 (或) 電郵至： cardau_hk@ocbcwh.com

For any query, please call our Customer Service Hotline at 2543 2223

如有任何查詢，請與本行客戶服務中心聯絡，查詢電話：2543 2223。

Cardholder name:

持卡人姓名

Card number:

信用卡號碼

Item 項目	Transaction Date 交易日期	Merchant Name 商戶名稱	Txn. Amount (HK\$) 交易金額 (HK\$)	Disputed Amount (HK\$) 爭議金額 (HK\$)
1.				
2.				
3.				
4.				
5.				

I have examined the above transaction(s) and am writing to dispute it/them for 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 mark "X" in the appropriate space 請在適當之方格內填上 "X")

1. I certify that the above transaction(s) was/were not made & authorized by me or by any person authorized by me to use my card, nor were the goods or services or value represented by the above transaction(s) received by me or by any person authorized by me. I do have the above card in my possession at the time of the disputed transaction(s).
本人証實沒有參與及授權以上交易，亦沒有授權第三者使用本人信用卡。本人或其他由本人授權者均沒有曾經收取以上交易中的貨物或提供之服務。當上述爭議交易發生時，本人仍然持有有關信用卡。
2. Incorrect Transaction Amount / Currency. The correct transaction amount should be _____ (transaction receipt copy enclosed)
交易金額 / 貨幣不符，交易之正確金額為 _____ (茲附上該簽賬單據副本)
3. I certify that the charge in question was a single transaction, but has been billed twice on my statement.
本人只涉及一宗交易，然而本人之月結單上卻被誌賬了兩次。
4. I agree that I did authorize one transaction of HK\$ _____ at the above merchant. However, I have also been billed for the above transaction(s) which I did not authorize and engage in. I do have the above card in my possession at the time of the disputed transaction(s).
本人於上述商戶只涉及一宗交易，金額為 HK\$ _____，但本人並未授權上述交易。當上述爭議交易發生時，本人仍然持有有關信用卡。
5. I have requested to terminate the Direct Debit Authorization with the merchant on _____ (date) by email / letter / facsimile. The merchant was not authorized to debit any charge from the above credit card account thereafter. Enclosed is a copy of the termination notice sent to the merchant before.
本人已於 _____ (日期) 以電郵 / 信件 / 傳真通知上述商戶取消自動轉帳授權。因此商戶無權再透過上述信用卡戶口收取任何費用。茲附上有關先前取消自動轉帳之通知書副本。
6. I was issued a credit slip / promised of a refund which has not appeared in my statement. Enclosed is a copy of the credit slip.
本人已收悉以上交易之退款單據 / 商戶承諾退款，然而本人之月結單內仍未顯示有關退款，茲附上該退款單之副本。
7. Cancelled Reservation at Hotel 已取消預訂房間：
I have made a room reservation at the above Hotel but cancelled it at _____ (am/pm) on _____ (date).
I was given a Cancellation No. _____.
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 _____。

8. The merchant is unable or unwilling to provide the service / merchandise. I have attempted to contact the merchant by phone / email, etc to resolve the matter (please explain the details in "Others" regarding the result). Enclosed is a copy of order form / invoice and relevant correspondence with the merchant.
上述商戶無法或不願意提供有關交易的服務 / 訂購之貨品。本人曾嘗試以電話/電郵等方法聯絡商戶尋求解決辦法 (請詳細說明聯絡結果於以下 "其他備註" 並附上該購物單據之副本和與商戶之通訊有關文件)
9. The merchant is unable to provide the purchased service / merchandise due to its closure of business. I am writing to dispute the unused portion of the services valued at HK\$_____. Enclosed is a copy of service contract/agreement I entered with the merchant.
上述商戶已結束營業，故無法提供有關交易的服務/訂購之貨品，本人現就仍未享用的服務所涉及的金額 HK\$_____ 進行追討，茲附上本人與商戶於簽訂的服務合約以供參考。
10. The service / merchandise received is defective / not as described as my original ordered from the merchant. (Please explain the problem in "Others" and provide the relevant proof to show the difference / defective)
本人收到之服務 / 貨品與本人向上述商戶所購買的服務/貨品有不同/損毀 (請於 "其他備註" 內詳細說明不同之處 / 損毀情況，並提供文件證明)。
11. I have made payment of the above stated transaction(s) by 本人已用以下方式支付商戶
 Other Credit Card 其他信用卡 (No. _____)
 Cash 現金
 Cheque 支票 (No. _____)
(Copy of card statement / cash receipt / cheque & bank statement enclosed 茲附上信用卡月結單 / 現金收據 / 支票及銀行月結單副本)
12. Others 其他備註

*Principal cardholder signature
主卡持卡人簽署

Contact Number
聯絡電話

*Supplementary cardholder signature
附屬卡持卡人簽署

Date 日期: _____

(*Must be the same as the one shown on your credit card 必須與信用卡上之簽署式樣相同)