

致： 大新銀行信用卡中心 (傳真號碼: 2564-3703)  
To: Credit Card Centre, Dah Sing Bank Limited (Fax number : 2564-3703)

**有爭議交易申報表格**  
**Cardholder Declaration on Dispute Transaction**

持卡人姓名 Cardholder Name : \_\_\_\_\_ 賬戶號碼 Account Number : \_\_\_\_\_

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

本人對上述之交易作出以下之聲明 (請於適當方格內加上✓號):

I dispute the above transaction(s) for the following reason(s) (please tick the appropriate box) :

- 本人並沒有參予上述之交易或對其給予授權, 並且本人之信用卡一直由本人保管, 並沒有被盜竊或遺失。  
I did not authorize nor participate in the transaction(s), my credit card was in my possession and control at the time of the disputed transaction.
- 本人於上述商戶只參予 \_\_\_\_\_ 宗交易, 但卻被商戶額外多收上述交易。本人並沒有參予上述之交易或對其給予授權, 並且本人之信用卡一直由本人保管, 沒有被盜竊或遺失。(請附上所參予交易之簽賬單據副本)  
I engaged in \_\_\_\_\_ transaction(s) at the above merchant. However, I was further charged for the above transaction(s) which I did not authorize nor participate in. My credit card was in my possession and control at the time of the disputed transaction. (Please enclose the Sale Slip copy of engaged transaction)
- 正確交易金額應為 \_\_\_\_\_。(請附上簽賬單據副本)  
Correct transaction amount should be \_\_\_\_\_.(Please enclose the Sale Slip copy)
- 上述商戶無法或不願意向本人提供有關交易之  服務  商品, 該服務/商品之提供/送貨期限在 \_\_\_\_\_ (日期) 到期。上述商戶已於 \_\_\_\_\_ (日期) 結業 (如適用)。  
本人於 \_\_\_\_\_ (日期) 以  電話  電郵  其他 \_\_\_\_\_ (方法) 聯絡商戶尋求解決辦法並作出追討, 但爭議仍未能平息及不獲提供有關交易之服務/商品或退款。本人  接受  不接受由其他商戶提供有關交易之服務。  
(請附上該交易之合約/購貨單據及有關該服務/商品之提供/送貨期限的證明文件)  
The merchant was unable or unwilling to provide the  Service purchased  Merchandise ordered on or before expected service / delivery date \_\_\_\_\_ (date). The merchant was closed down on \_\_\_\_\_ (date) (if applicable). I have attempted to resolve the dispute with merchant by  Phone  Email  Other \_\_\_\_\_ (method) on \_\_\_\_\_ (date). However, the dispute was unable to resolve and I have not receive the service / merchandise or refund from the merchant. I  accept  did not accept the purchased service to be provided by another merchant. (Please enclose copy of Services agreement or Sales invoice with breakdown amount for the unconsumed / undelivered portion of services / merchandise from merchant and the expected delivery schedule / date of ordered services / merchandises)
- 本人已用其他方式付款  現金  支票  其他信用卡  
本人於 \_\_\_\_\_ (日期) 以  電話  電郵  其他 \_\_\_\_\_ (方法) 聯絡商戶尋求解決辦法並作出追討, 但爭議仍未能平息及不獲退款。(請附上有關付款收據的副本)  
I paid the transaction(s) by  Cash  Cheque  Other credit card. I have attempted to resolve the dispute with merchant by  Phone  Email  Other \_\_\_\_\_ (method) on \_\_\_\_\_ (date). However, the dispute was unable to resolve and I have not receive refund from the merchant. (Please enclose the relevant payment receipt copy)
- 本人於 \_\_\_\_\_ (日期) 已和商戶達成取消自動轉賬授權協議 / 已要求取消自動轉賬授權, 但該商戶未有按照辦理並繼續於本人的戶口支賬。本人亦於 \_\_\_\_\_ (日期) 以  電話  電郵  其他 \_\_\_\_\_ (方法) 聯絡商戶尋求解決辦法並作出追討, 但爭議仍未能平息及不獲退款。(若持有上述取消自動轉賬授權之文件, 敬請附上)  
I have already cancelled my auto-debit agreement with the merchant on \_\_\_\_\_ (Date). Nevertheless, my account was still billed. I have also attempted to resolve the dispute with merchant by  Phone  Email  Other \_\_\_\_\_ (method) on \_\_\_\_\_ (date). However, the dispute was unable to resolve and I have not receive refund from the merchant. (Please provide relevant document copy for the cancellation if possible)
- 本人收到商戶簽發的退款單, 但至今該退款仍未存入本人之賬戶。本人亦於 \_\_\_\_\_ (日期) 以  電話  電郵  其他 \_\_\_\_\_ (方法) 聯絡商戶尋求解決辦法並作出追討, 但爭議仍未能平息及仍然不獲退款。(請附上退款單副本)  
I have received a credit slip from the merchant but the credit does not effect to my account. I have also attempted to resolve the dispute with merchant by  Phone  Email  Other \_\_\_\_\_ (method) on \_\_\_\_\_ (date). However, the dispute was unable to resolve and I still have not receive refund from the merchant. (Please enclose copy of the credit slip)
- 本人沒有從上述之櫃員機現金透支交易中取得款項。(若持有有關之收據副本, 敬請附上)  
No cash was dispensed from the ATM, however, my credit card account was charged for the above transaction. (Please enclose copy of the relevant receipt if possible)

持卡人簽署 Cardholder Signature\* : \_\_\_\_\_ 日期 Date : \_\_\_\_\_

\* 須與閣下信用卡上之簽字式樣相符 Must be same as the one on your credit card signature panel.

