

CARDHOLDER TRANSACTION DISPUTE FORM (持卡人爭議交易聲明書)

To 致：DBS Bank (Hong Kong) Limited (the "Bank") 星展銀行 (香港) 有限公司 (「銀行」)

Cardholder's Name 持卡人姓名 _____ Card Number 信用卡號碼 _____

Transaction Date 交易日期	Merchant Name 商戶名稱	Disputed Transaction Amount 爭議交易金額

(Please use separate sheet if necessary. 如有需要，請另加紙張。)

I AM DISPUTING THE ABOVE CHARGE(S) BECAUSE 本人對以上交易作出爭議的原因是： (Please ✓ in the appropriate box 請在適當的方格內填上✓)

Dispute related to unauthorized use 有關未授權交易的爭議

I did not authorize nor enter into the transaction(s) and my credit card is in my possession at the time of the questionable transaction. 本人從未授權或進行此筆交易，當該有問題交易發生時，信用卡由本人保管。

To avoid having further unauthorized transactions, please call our Customer Service Hotline at 2290 8888 **immediately** to terminate your credit card. There is no need to submit this form. Upon receipt of your call, we will file a dispute request and arrange a replacement card for you. 為避免再有未經授權的交易，請立即致電 2290 8888 與銀行的客戶服務部聯絡，終止你的信用卡。你毋須遞交此表格。在收到你的來電後，銀行會為你提交爭議交易要求及補發此信用卡。

Dispute other than unauthorized use 未授權交易以外的爭議

I have cancelled the recurring transaction(s) with the Merchant on _____ (supporting document attached). However, I am still being charged. 本人已取消此筆定期循環交易，取消日期為_____ (現附上有關證明文件)，但有關信用卡仍然被扣循環交易金額。

Non-receipt of goods/services. The scheduled date of delivery of the goods/services was on _____ (supporting document attached). I have attempted to resolve the dispute with the Merchant/liquidator via the following channel but failed. 預訂的商品/服務未收到。收貨/服務日期應是_____ (現附上有關證明文件)。本人曾嘗試透過以下途徑聯絡商戶/清盤人，但仍未能解決此爭議。

Hotline 熱線電話 E-Mail 電子郵件 Others 其他 _____

I only authorized the transaction amount of _____ and have never agreed the Merchant to charge me at Hong Kong Dollar (supporting document attached). 本人只授權交易銀碼為_____的交易，亦從未有同意商戶以港幣完成這筆交易 (現附上相關交易的簽帳單)。

The transaction(s) was/were paid by other means as shown in the attached document, i.e. copy of the respective receipt, invoice or statement. 此項交易已用其他方式繳付(附上有關證明文件：如收據、發票或月結單副本)

I only entered into one transaction for \$_____ (sales slip attached) and did not enter into the other transaction(s) for \$_____. My card was in my possession at the time of the other transaction(s). 本人只授權一筆金額為數\$_____ (附單據) 的交易，但並沒有授權另一筆金額為數\$_____的交易，而且期間本人一直管有該信用卡。

The billed amount was different from the sales slip that I have authorised (sales slip attached). 扣賬金額與本人授權的交易金額不相符(附單據)。

Reimbursement not processed - I enclose my copy of Credit/Refund slip as the funds have not been credited to my card account yet. 本人未收到退款(現附上有關退款單)。

I certify that I have attempted to resolve the dispute with the Merchant but failed. 本人已嘗試與商戶商討，但仍未能解決此爭議。

Any other reasons or remarks 其他原因或備註： (Please use separate sheet if necessary. 如有需要，請另加紙張。)

CARDHOLDER'S SIGNATURE & DATE 持卡人簽署及日期

Note 備註：To enable us to handle your dispute request more efficiently, please call our Customer Service Hotline at 2290 8888 before submission of this form with the supporting document(s). 為更有效地處理你的爭議交易個案，請於遞交此聲明書及有關證明文件前先致電 2290 8888 與銀行的客戶服務部聯絡。

Before you provide the Bank with your personal details, please ensure that you have read and understood the Bank's Data Policy. By providing personal details to the Bank under this form, you shall be deemed to have accepted the Bank's Data Policy and agreed to the use of your personal details as stated therein. 請確認你已經閱讀及理解銀行的資料政策才向銀行提供你的個人資料。如你在此表格提供你的個人資料，即表示你接納銀行的資料政策及同意資料政策中所載的個人資料用途。