

DEBIT CARD CARDHOLDER TRANSACTION DISPUTE FORM (扣賬卡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 _____ Debit Card Number 扣賬卡號碼 _____

Bank Account Number 銀行戶口號碼 _____

Note: Please refer to the first 9 or 10 digits bank account number under your name located at the back of your debit card

註：銀行戶口號碼請參閱扣賬卡背面印於您姓名下方的首 9 或 10 位數字。

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 TRANSACTION(S) BECAUSE 本人對以上交易提出爭議的原因是：(Please ✓ in the appropriate box 請在適當的方格內填上✓)

Non-receipt of merchandises/services (Invoice, agreement and/or order confirmation email is attached). 未有收到訂購的商品/服務(現附上發票、協議及/或訂單確認電郵)。

i. Expected merchandise/service delivery date 原定收貨/服務日期： _____

ii. Merchandises/services purchased 所購買的商品/服務： _____

I have attempted to contact the merchant/liquidator via the following channel: 本人曾嘗試透過以下途徑聯絡商戶/清盤人。

Hotline 熱線電話 (Date 日期： _____ 電話號碼： _____)

Contact Person 聯絡人： _____)

Email 電郵： _____

Receipt or invoice 發票或單據： _____

Others 其他： _____

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. 此交易已用其他方式付款(附上有關證明文件：如收據、發票或月結單副本)

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

I have not received the refund from the merchant (credit voucher attached) 本人未收到退款(附上有關退款單)。

I certify that I have submitted all relevant documents in support of my claim and I have attempted to resolve the dispute with the merchant but was unsuccessful. 本人謹此證明已提供所有與此爭議交易相關的文件並曾嘗試與商戶商討, 但未能解決爭議。

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

Remarks 注意事項:

- 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). 為更有效地處理您的爭議交易個案，請於遞交此聲明書及有關證明文件前先致電客戶服務熱線 2290 8888 與我們聯絡。
- Only 1 dispute can be raised for each transaction according to the chargeback mechanism stipulated by the card association 根據發卡機構制訂的爭議交易機制，每筆交易只可提出一次爭議。
- As we can only submit the documents to support the claim once, when you submit this form, please submit all basic required documents listed on the next page and other documents which may help the case. The successfulness of the dispute will be directly affected by the documents you submit. 鑑於我們只有一次機會提交證明文件，請於遞交此聲明書時連同一頁列出的基本文件及所有與此爭議相關的文件一併遞交，您提供的證明文件直接影響此爭議成功與否。
- After submitting sufficient documents to DBS, you will receive an acknowledgement of the dispute case creation within 7 working days. 向星展銀行提交足夠的文件後，您將在 7 個工作天內收到爭議已立案的確認函。
- After you have received the acknowledgement of dispute case creation, our Customer Centre may communicate the case update with you within 6 to 8 weeks if require any follow up. 在您收到爭議已立案的確認函後，如有需要跟進，星展銀行客戶服務代表可能會在 6 至 8 周內與您聯絡並講述申請進度。
- In case your dispute requested fails, you acknowledge that a HK\$100 dispute transaction handling fee will be collected from your account. For details, please refer to the Bank Charges Schedule on DBS' website. 如您的爭議交易申請不成功，您確認我們將從您的戶口中收取 HK\$100 的交易爭議手續費。詳情請參閱星展銀行網站上的銀行服務收費表。

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. A copy of such policy is available on request at any branch of the Bank or from the Bank's website (www.dbs.com.hk). 請確認您已經閱讀及理解銀行的資料政策才向銀行提供您的個人資料。如您在此表格向銀行提供您的個人資料，即表示您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。有關政策可於銀行各分行索取或於銀行網站 (www.dbs.com.hk) 取閱。

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Reason 爭議原因	Basic Supporting Documents Required 需要提供的證明文件	Conditions 基本條件
Non-receipt of merchandises (for ordered merchandises to be shipped or delivered only) 未有收到訂購的商品(只適用於先訂購後送貨的商品)	- Invoice showing expected delivery date & location 列明原定送貨或取貨日期及地點的發票 - Proof of attempt to resolve with merchant 證明持卡人曾嘗試與商戶商討解決此爭議的文件	- Cardholder must attempt to resolve with merchant 持卡人必須曾嘗試與商戶商討解決 - Dispute amount is limited to the value of goods not received 爭議金額只限於未收取的貨品價值
Merchant is unable or unwilling to provide service 商戶未能或不願提供服務	- Invoice showing expected date of service 列明原定服務日期的發票 - Proof of merchant unable or unwilling to provide services, e.g. notice of merchant out of business 證明商戶未能或不願提供服務的文件，例如商戶結業通知 - Document showing the unused portion of the services 證明未使用服務的文件	- Cardholder must attempt to resolve with merchant 持卡人必須曾嘗試與商戶商討解決 - Dispute amount is limited to the value of services not received 爭議金額只限於未使用的服務價值
Paid by other means 交易已用其他方式付款	Receipt showing that the merchant has received payment by other means for the goods or services 證明商戶已經以其他方式收到有關貨品或服務的付款	Cardholder must attempt to resolve with merchant 持卡人必須曾嘗試與商戶商討解決
Incorrect amount 交易金額不正確	Receipt or invoice showing the correct amount agreed by cardholder 證明持卡人同意的正確金額的發票或單據	- Limited to the difference in amount 爭議金額只限於相關差額 - Dispute is invalid for the difference between the estimated price and the actual prices 爭議並不適用於預計價格與實際價格的差額
Credit / refund not processed 未有收到商戶的退款	Credit voucher issued by merchant stating the debit card number and refund amount 商戶發出附有扣賬卡號碼及退款金額的退款單	Limited to the refund amount agreed by merchant 只限於商戶同意的退款金額