

To 致： **The Hongkong and Shanghai Banking Corporation Limited 香港上海滙豐銀行有限公司**
Cardholder Dispute and Chargeback Section, Card Centre: 8/F Tower 2 & 3 HSBC Centre, 1 Sham Mong Road, Kowloon
信用卡中心，交易爭議處理組：九龍深旺道 1 號滙豐中心第 2 座及第 3 座 8 樓

TRANSACTION DISPUTE FORM 爭議交易表格

Note 注意： Please tick where applicable. 請在適當的地方加上剔號。

Credit Card Number 信用卡號碼	Bank Reference Number 銀行編號
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Transaction Date 交易日期	Merchant Name 商戶名稱	Transaction Amount 交易金額	Disputed Amount 爭議金額

I refer to the above transaction(s) and advise that **(Please select the dispute reason listed below.)**
關於上述交易賬項，本人現確認，(請選擇相應的爭議原因。)

- I have neither made nor authorised the above transaction(s). 本人並無簽署或授權他人簽署以上交易。
- I did not make any reservation(s) with the merchant. 本人沒有向此商戶預訂客房。
- I made the reservation with the merchant, I cancelled it on _____ with cancellation code _____
本人曾經向此商戶預訂客房，但已於 _____ 月 _____ 日取消預訂。取消號碼為 _____。
- I paid the above transaction(s) by 本人已用
 - other credit card 其他信用卡 (number 號碼 _____)
 - cash 現金
 - cheque 支票 (number 號碼 _____)支付以上簽賬。
A copy of the cash receipt cheque bank statement is enclosed.
現隨函附上 現金收據副本 支票副本 月結單副本。
- The merchant made an addition or transposition error. I enclose the transaction receipt copy in support.
商戶錯誤計算扣款。現隨函附上簽購單副本以作證明。
- The transaction amount has been altered from _____ to _____ without my consent. The cardholder copy of the transaction receipt is enclosed.
交易金額未經本人同意已由 _____ 改為 _____。現隨函附上簽購單的客戶副本。
- I have received a credit transaction receipt(s) from the merchant. However, no credit was posted to my card account. A copy of the credit slip is enclosed. 本人持有商戶提供的退款證明單據，但本人至今仍未收到商戶的退款。現隨函附上退款證明單據副本。
- The merchandise was to be shipped. I received it and returned it back to the merchant. The merchant did not properly disclose a limited return policy at the time of transaction and no credit was received. A copy of the relevant document/s is enclosed.
本人已將收到的郵寄貨品退還給商戶，但仍未收到退款。在交易時，商戶未有告知本人退貨條款。現隨函附上相關文件。
- I have requested for the termination of the service with the merchant on _____ by letter email facsimile.
A copy of the termination document is enclosed for your action. Please request the merchant to stop further billings.
本人已於 _____ 月 _____ 日以 信件 電郵 傳真 通知商戶取消服務。現隨函附上取消服務文件，請貴行要求商戶停止誌賬。

- I have neither made nor authorised the transactions and will not accept any subsequent transactions posted after the above one.
本人並無簽署或授權他人簽署以上交易，亦不會支付此商戶的其後任何誌賬。
- I have neither made nor authorised the above transaction (transaction receipt number _____). I was still in possession and control of all valid cards at the time of the transaction. I only authorised the transaction amount of _____ on _____ (transaction receipt number _____).
本人並無簽署或授權他人簽署以上交易（簽購單號碼_____）。在交易時，本人的信用卡一直由本人持有。本人只於_____月_____日簽署交易金額_____（簽購單號碼_____）。
- I did engage in the above transaction(s) but I did not receive the requested cash I only received part of the cash for the amount of _____.
茲確證本人有參與以上簽賬，但 未有收到所要求的現金 只收到部分現金，金額為_____。
- I or my authorised person did not receive the service/merchandise from the merchant. A copy of the order form is enclosed.
本人或授權人未有收到商戶提供的服務 / 寄出的貨品。現隨函附上訂貨單副本。
- The merchandise/service received is not as described as the one I ordered/purchased from the merchant.
本人收到的貨物 / 服務與本人於商戶訂（購）的貨物 / 服務有不同，且該不同之處不能被接受。

Please specify how the merchandise is not as described and provide relevant proof to show the difference/defectiveness. 請詳述該不同之處及提供相關證明。

- The order I made was in _____ (state currency, example, CNY). However, the transaction wrongly charged by merchant is in _____ (state currency, example, USD).
本人授權以_____（貨幣名稱，例如人民幣）完成交易，但商戶卻錯誤地收取_____（貨幣名稱，例如美元）完成交易。
- Other dispute reason (please specify in details): 其他爭議的原因（請詳述）：

Signature 簽署	Cardholder Name 持卡人姓名
	Date 日期
	Contact Telephone Number 聯絡電話號碼
X	

Note: Please sign and return this form to the above address within fourteen days. Should you have any questions, please feel free to contact us on (852) 2288 2533.
注意：請閣下簽署以上表格並經上述地址於十四日內回覆給本行。如有疑問，請致電 (852) 2288 2533 查詢。