

信用卡客戶爭議交易表格 Credit Card Cardholder Dispute Form

註: 所有爭議交易申請必須於月結單發出後 60 日內提出，請於填寫此表格前致電 24 小時客戶服務熱線 3768 8888 聯絡客戶服務主任。

Note: All disputed transactions are required to be reported to the Bank within 60 days of the statement date. Please contact our 24-hour Customer Services Hotline at 3768 8888 before submitting this "Credit Card Cardholder Dispute Form".

致 To : 創興銀行有限公司 Chong Hing Bank Limited
(傳真號碼 Fax No.: 3768 1881)

持卡人姓名 Cardholder Name : _____

信用卡號碼 Card Number : _____

爭議交易 Disputed Transaction(s)

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

- 未經授權交易 (適用於網上 / 郵購 / 電話訂購之交易)
Unauthorized Transaction (Applicable for Internet / Mail Order / Telephone Order Transaction)
- 商戶未能提供服務 / 沒有收到訂購之貨物
Services Not Provided / Merchandise Not Received from Merchant
- 重複收款
Duplicate Charge
- 金額 / 交易貨幣不符
Incorrect Amount / Transaction Currency
- 已使用其他付款方式 (例如: 現金)
Paid By Other Means (e.g. Cash)
- 退款未處理
Credit / Refund Not Processed
- 自動轉賬授權已終止
Cancelled Recurring Transaction
- 其他 (請註明):
Others (Please specify): _____

本人明白處理上述爭議交易時可能需要提供相關的證明文件，如證實本人曾授權及使用上述交易，本人同意支付有關交易賬項及索取簽賬購物單據副本之費用。

I understand that I may need to provide relevant document(s) in support of the above disputed transaction(s) and I will be liable for the disputed item(s) as well as the sales slip retrieval fee(s) if the transaction(s) is / are proved to have been authorized and performed by me.

持卡人簽署
Cardholder Signature

聯絡電話
Contact Telephone No.

日期
Date