

CARDHOLDER'S STATEMENT OF DISPUTED ITEM 持卡人爭議交易聲明

ZA Card Number 卡號碼	:
Name of Merchant 商戶姓名	:

Transaction Date 交易日期	Transaction Amount 交易金額

If your transaction is not authorized, please contact our Banking Hotline 3665 3665 before submission.

如閣下之爭議交易未經授權，在遞交前，請聯絡客戶服務熱 3665 3665。

I have examined the transaction(s) above and would like to dispute the item(s) based on the following reason (Please tick the most appropriate box) 本人對上述之交易作出以下之聲明 (請在適當之方格內填上√ - 只可選一項):

- I engaged in one transaction; however, I was charged for more than once.
本人只參與一宗交易，但卻被商戶收款一次以上。
- I certify that I neither participated in nor authorized the above transaction(s). My card was in my possession and control at the time of the questioned transaction.
本人並沒有參與上述之交易或對其給予授權，並且本人之 ZA Card 沒有被盜竊或遺失。
- The transaction amount on the sales slip was altered from HK\$ _____ to HK\$ _____. Attached is my copy of the sales voucher.
簽賬單據之交易金額由 HK\$ _____ 更改為 HK\$ _____ (現附上簽賬單據副本)。
- I received a credit slip for the above transactions, but it did not appear on my statement. Attached is my copy of the credit voucher.
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 (現附上退款單副本)。
- The credit voucher was processed as a sales transaction on my statement. Attached is my copy of the credit voucher.
退款單在月結單上錯誤當作為簽賬交易，(現附上退款單副本) 於 _____ (日期)。
- On _____ (date), I ordered the merchandise, however, I have not yet received it. Please credit the amount to my account. Attached is my copy of the order form.
本人於 _____ (日期) 訂購之商品，未能按原定日期收到。請將有關金額存入本人的賬戶 (現附上訂購表格副本)。
- I engaged in the transaction, but I cancelled on _____ (date) with a cancellation number _____. Attached is the copy of cancellation notice.
本人已於 _____ (日期) 向商戶取消有關交易並附以取消號碼 _____ (現附上取消通知副本)。
- I engaged in the transaction and have settled by other means. However, my card account was charged. Attached is the proof of payment by other means.
本人已用其他方式繳付有關交易金額，但本人的 ZA Card 賬戶仍然被誌賬 (現附上其他方式繳付交易單據副本)。
- Service is not rendered due to inability or unwillingness of merchant. I have attempted to resolve the dispute with the merchant. The date services were to be provided for was _____. Attached is the written notice from merchant / media coverage.
商戶無法或不願意向本人提供有關交易之服務。本人已向商戶作出追討。有關服務應於 _____ 提供。(現附上商戶之書面通知/媒體報導)。
- Other reason (please specify):

其他原因(請詳細說明):

Note: The Bank reserves the right to charge a handling fee of HKD50 per transaction if we find the disputed transaction invalid after the investigation.

注意：如經調查後，相關的爭議交易被確認為無效，本行保留收取每項交易港幣 50 元手續費的權利。

Cardholder Name 持卡人姓名	:	Cardholder Signature 持卡人簽署	:
Date 日期	:	Contact Phone Number 聯絡電話號碼	: