

提款卡爭議交易調查申請表 Application for Disputed ATM Card Transaction Investigation

交易賬戶號碼 Transaction Account Number		客戶姓名 Name of Cardholder	
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爭議項目 Dispute Item

商戶名稱 Merchant Name		交易日期及時間 Transaction Date & Time	
賬單編號 (如有) Bill Number (if any)		繳款方式 Payment Method	<input type="checkbox"/> ATM 提款機 <input type="checkbox"/> iBanking 網上銀行服務 <input type="checkbox"/> PPS 繳費靈 <input type="checkbox"/> POS 零售
交易金額 Transaction Amount		爭議金額 Dispute Amount	

爭議原因 Dispute Reason :

- ☐ 本人從未授權或參與上述交易項目。 I have not authorized or participated in the above transaction.
- ☐ 商戶重覆收取上述項目費用。 Duplicate transaction was charged by merchant.
- ☐ 交易項目金額不正確或被刪改，正確之交易金額為_____，茲附上有關收據作證明。 The transaction amount was incorrect or being altered and the correct transaction amount should be _____, Copy of the relevant receipt is attached as evidence. .
- ☐ 交易項目已獲商戶同意退款並附有退款回條以示證明，唯款項至今仍未退還至本人之提款卡賬戶內。 Merchant agreed to refund with credit slip as proof but the refund has not yet been arranged to my transaction account.
- ☐ 本人已透過其他方法支付交易金額（附上有關證明文件：如收據、發票或月結單副本）。 I have already settled the payment by other means as shown in the attached document, e.g. copy of the respective receipt, invoice or statement.
- ☐ 本人並沒有收到預訂之商品 / 服務，送貨 / 服務日期本應是_____現附上有關證明文件。本人曾嘗試於__ / __ / __ (日 / 月 / 年)透過以下途徑（熱線電話 / 電子郵件 / 其他_____）聯絡商戶 / 清盤人(接洽人為____先生 / 小姐)，唯仍未能解決此爭議。 Non-receipt of goods/services. The scheduled delivery date of goods/services was on _____ (supporting document attached). I have attempted to resolve the dispute with the merchant/liquidator (contact person: Mr/Ms _____) via the following channel (Hotline/E-Mail/Others _____) on __ / __ / __ (dd/mm/yyyy) but failed.
- ☐ 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，如有的話），但有關賬戶仍然被扣除此筆循環交易金額。 I have cancelled the recurring transaction(s) with the merchant on _____ (supporting document attached if applicable). However, the transaction account is still being charged.
- ☐ 其他原因或備註 Any other reasons or remarks: _____
(如有需要，請另加紙張 Please use another sheet if necessary.)

備註 Remarks:

提款卡客戶如發現任何爭議事項，需要在月結單截數日起 60 日內提出覆核並就每一項爭議提交此提款卡爭議交易調查申請表，有關申請須列出細節及提供有關證據。中信銀行(國際)有限公司(「本行」)亦建議提款卡客戶於提交書面申請予本行前先與有關商戶洽談並提供有關資料給本行。另調查爭議事項需時一般由 2 個月至 3 個月不等，視乎個別事項之複雜性。Cardholder is required to submit the Application for Disputed ATM Card Transaction Investigation for each dispute case within 60 days upon the account statement date and provide the details and relevant supporting documents for investigation. Cardholder is recommended to negotiate with the relevant merchant before submitting the application to China CITIC Bank International Limited (the "Bank") and provide such information to the Bank. It will generally take 2 to 3 months for investigation and the actual time required will vary according to the complication of individual case.

客戶簽署 Cardholder Signature

聯絡人電話 Contact Number

日期 Date