

Transaction Dispute Form 賬項爭議申請表格

Applicable to unauthorised use 適用於沒有授權的交易

Credit Card Account No.
信用卡號碼**Cardholder Name**
持卡人姓名**Contact Tel. No.**
聯絡電話

Please ✓ in the appropriate □ and delete inappropriate items with *. 請於適當 □ 內加上 ✓ 號，並刪除不適用註有 * 的項目。

Transaction Information 交易資料

	Transaction Date 交易日期	Merchant Name 商戶名稱	Transaction Amount (HKD*/CNY*) 交易金額 (港幣*/人民幣*)
1			
2			
3			
4			
5			

Dispute Type 爭議類別

I have examined the above transaction(s) and dispute its/their validity for the following reason(s). 本人檢閱有關上述交易後，對該等交易的真確性提出以下異議。

 Unauthorised Use 沒有授權交易I neither made nor authorised the above transaction(s) and that my credit card has always been in my possession.
本人並沒有進行或授權上述交易，而且上述信用卡一直由本人保管。**Important notes 重要事項:**

1. Please notify the Bank about any unauthorised transactions shown on the credit card statement within 60 days from the statement date. Otherwise, the statement will be regarded as conclusive. 請於信用卡結單日起計 60 日內將上述爭議交易通知本行，否則該結單將會作實。
2. To avoid further unauthorised transactions, the credit card status will become lost and suspension immediately upon the Bank receiving the request form with completed information. The Bank will notify you this status through SMS or letter. To continue enjoy our credit card services, please contact us through our Customer Services Hotline on 3608 6628 regarding the card replacement arrangement then. 為避免產生額外的沒有授權交易，本行於收妥已填寫完整資料的爭議申請表後，將立刻變更信用卡狀況為已報失及暫停服務。本行將透過手機短訊或信函通知你此狀態，屆時請聯絡本行客戶服務熱線：3608 6628 安排補發卡以繼續使用本行的信用卡服務。

Payment Arrangement 付款安排

I dispute the validity of the transaction(s) listed above and agree/request the payment arrangement as my following selection. (If no instruction is given, the Bank will handle the request with option 1) 本人對上述交易的真確性提出異議，並同意/要求按以下選擇安排付款。[如未有指明，本行將列作選擇 (1) 處理]

1. Agree to settle the corresponding amount first; **OR** 同意先行清繳有關款項; 或
2. Request the corresponding amount to be withheld and agree to pay the Bank the disputed amount together with the interest and fees/charges (if any) on the disputed amount over the period from the date of the respective transaction(s) until full payment of the disputed amount is made in the event that I am liable for such transaction(s). 要求暫緩繳付有關款項。本人同意如本人最終須對該項交易負責，本人須向銀行支付該爭議賬項及由爭議交易日至爭議賬項完全清繳日之間的爭議賬項之利息及其他費用/收費 (如有)。

Notes 注意事項

1. Once the Bank has received your completed dispute form and changed the credit card status, an acknowledgement of the request will be sent to you within 5 working days. 本行收到賬項爭議申請表格及變更信用卡狀態後，於 5 個工作天內就該申請發出確認通知。
2. A chargeback handling fee of HKD/CNY150 will be levied if it is finally determined that the cardholder is liable for the disputed transaction. The fee in HKD or CNY for the BEA UnionPay Dual Currency PLATINUM Credit Card will be levied according to the account currency. 爭議之交易若最終證實屬持卡人責任，本行將收取處理賬項爭議手續費，每項港幣/人民幣 150 元。東亞銀行銀聯雙幣白金信用卡之收費將根據賬戶的貨幣單位徵收港幣或人民幣。

I have read and agree to all information on this form. I confirm the abovementioned. 本人已詳閱及同意此表格所載的各項資料，並確認上文所述。

Cardholder Signature 持卡人簽署

X _____
Date 日期:**Please send this completed form by mail to BEA Retail Lending Operations Department or by email to LEAEDHCNP@hkbea.com.**
請將填妥的表格郵寄至東亞銀行零售信貸營運部或以電郵發送至「LEAEDHCNP@hkbea.com」。Address: BEA - Retail Lending Operations Department, 40/F, BEA Tower, Millennium City 5, 418 Kwun Tong Road, Kowloon, Hong Kong
地址：香港九龍觀塘道 418 號創紀之城 5 期東亞銀行中心 40 樓東亞銀行 - 零售信貸營運部