

The completed form and required documents should be returned to any BEA branch, or sent by post or email to the following address:

填妥的表格連同有關文件可交回東亞銀行任何一間分行，郵寄或電郵以下地址：

30/F, BEA Tower, Millennium City 5, 418 Kwun Tong Road, Kwun Tong, Kowloon, Hong Kong
香港九龍觀塘道 418 號創紀之城 5 期東亞銀行中心, 30 樓
CODMTF@hkbea.com

For Bank Use Only 銀行專用：
Handling Branch 負責分行：

To: Mis-Transfer of Funds Handling Team, Central Operations Department – The Bank of East Asia, Limited (BEA)
致：東亞銀行有限公司（「東亞銀行」）中央支援部錯誤轉賬處理組

Date 日期：_____
Day日 / month月 / year年

MIS-TRANSFER OF FUNDS – REFUND REQUEST FORM

錯誤轉賬 – 退款要求申請表格

Note 注意： Please complete in **BLOCK CAPITALS** and tick where applicable. 請用正楷填寫，並在適當的地方加上剔號。

CUSTOMER DETAILS 客戶資料

Name of Customer 客戶姓名	Contact Telephone Number 聯絡電話號碼
Account Number from which the Fund has been debited (applies to existing BEA customers only) 扣除款項之戶口號碼(只適用於現有東亞銀行客戶)	Email Address (if any – must be registered in BEA's customer records) 電郵地址(如有，必須已登記於東亞銀行客戶紀錄)
Identification Document Details 身份證明文件資料 Type 種類： <input type="checkbox"/> Hong Kong Identity Card 香港身份證 <input type="checkbox"/> Passport 護照 (Country of Issue 簽發國家：) <input type="checkbox"/> Other: 其他 Number 號碼：	

TRANSACTION CHANNEL 交易方法

Type of Service Used 服務類別	
Channel 交易途徑	Type of Payment 交易類別
<input type="checkbox"/> Automated Teller Machine (ATM) 自動櫃員機 <input type="checkbox"/> Cyberbanking 電子網絡銀行服務 <input type="checkbox"/> Corporate Cyberbanking 企業電子網絡銀行服務 <input type="checkbox"/> Mobile Banking 流動理財服務 <input type="checkbox"/> Phone Banking 電話理財服務 <input type="checkbox"/> Branch 分行 <input type="checkbox"/> Other (please specify) 其他 (請註明) : _____	<input type="checkbox"/> Faster Payment System (FPS) 轉數快 <input type="checkbox"/> i-P2P <input type="checkbox"/> CHATS 銀行電子過賬系統 <input type="checkbox"/> Fund Transfer between BEA accounts 東亞銀行賬戶轉賬 <input type="checkbox"/> Transfer to Other Banks 跨行轉賬 <input type="checkbox"/> Bill Payment 賬單繳費 (to wrong merchant only 只適用於錯誤商戶) <input type="checkbox"/> Other (please specify) 其他 (請註明) : _____

TRANSACTION DETAILS 交易詳情

*Please attach a copy of the printed record(s) of the transaction(s) or details of the transaction *請隨附機印單據副本或交易資料

Relevant documents attached 已附上相關文件： Yes 是 No 否

Date and Time of Transaction 交易日期及時間	Amount Involved (the "Fund") 交易金額(「退款」) (please specify currency) (請列明貨幣)
Transactional Narrative (if any) 交易訊息(如有)	
Intended Transferee's Account Number 原定收款戶口號碼 / Intended Transferee's Phone Number 原定收款電話號碼 / Intended Transferee's Email Address 原定收款電郵地址 (Please provide at least one of these 請提供至少一項)	
Intended Transferee's Account Name 原定收款戶口名稱 / Intended Transferee's Merchant Name 原定收款商戶名稱 (for Bill Payment 賬單繳費適用)	
Account Number to which the Fund was Incorrectly Transferred 錯誤收款戶口號碼 / Phone Number to which the Fund was Incorrectly Transferred 錯誤收款電話號碼 / Email Address to which the Fund was Incorrectly Transferred 錯誤收款電郵地址 (Please provide at least one of these 請提供至少一項)	
Bank of Account / FPS Proxy ID to which the Fund was Incorrectly Transferred 錯誤收款戶口號碼/轉數快識別代號所屬銀行： <input type="checkbox"/> The Bank of East Asia, Limited 東亞銀行有限公司 <input type="checkbox"/> FPS Default Receiving Bank 轉數快收款預設銀行 <input type="checkbox"/> Other (please specify) : 其他 (請註明) : _____ <input type="checkbox"/> The Bank of East Asia, Limited 東亞銀行有限公司 <input type="checkbox"/> Other (please specify) : 其他 (請註明) : _____	
Name of Account to which the Fund was Incorrectly Transferred 錯誤收款戶口名稱 / Name of Merchant to which the Fund was Incorrectly Transferred 錯誤收款商戶名稱 (for Bill Payment 賬單繳費適用) (if any 如有)	

DECLARATION AND SIGNATURE 聲明及簽署

I/We hereby request BEA to handle the refund of the Fund transferred by me/us to a third party by mistake.
本人(等)謹此要求東亞銀行處理上述由本人(等)錯誤向第三方轉帳之退款。

I/We agree that charges may be levied by BEA / Stored Value Facilities (SVFs), which may vary from time to time. BEA is entitled to reimbursement from me/us for expenses incurred by BEA/Stored Value Facilities (SVFs).
本人(等)明白東亞銀行/儲值支付工具可能徵收費用。東亞銀行保留權利要求本人(等)負責所有東亞銀行/儲值支付工具引起之一切費用。

I/We agree and understand that BEA will use the prevailing exchange rate quoted by BEA at the time of the reversal for the relevant currency in calculating the amount of the reversal transfer transaction, and I/we agree to bear any exchange loss incurred.
本人(等)同意及明白東亞銀行在退回轉帳時會使用當日外幣匯率的相關外幣報價作計算退回轉帳交易金額,本人(等)同意承擔有關的外幣兌換損失。

I/We hereby declare that all the above information and particulars given herein are accurate, true and complete, and are given to the best of my/our knowledge and belief.
本人(等)謹此聲明,上述所有資料及細節均是準確無誤,真實及為事實之全部,並且是盡本人(等)所知及所信而提供的。

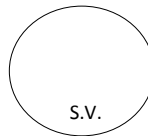
I/We agree that the information provided by me/us above will be used by BEA for investigating and handling this mis-transfer of funds refund request. I/We further agree that BEA may disclose the information relating to the mis-transfer of funds transaction with the Fund Transferee's Institution, the transferee, and the Hong Kong Police Force as appropriate for the purpose of investigating and handling the mis-transfer of funds.
本人(等)同意東亞銀行就調查及處理此錯誤轉帳退款要求使用以上本人(等)提供的資料。本人(等)亦同意東亞銀行可將以上所提供有關錯誤轉帳交易之資料向有關收款機構、收款人及香港警務處披露,以作調查及處理此項錯誤轉帳事宜。

I/We agree and understand that BEA does not guarantee nor assure the success of the refund request. BEA shall not be liable for any loss or damage that may arise from the refund request.
本人(等)同意及明白東亞銀行不保證或擔保退款要求成功。因本人(等)退款要求而引致之損失或損害,東亞銀行概不負責。

I/We agree and understand that BEA reserves the right to take legal action in relation to any fraudulent act conducted by me/us.
本人(等)同意及明白東亞銀行保留權利就本人(等)之任何不誠實行為採取法律行動。

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Signature(s) of Customer(s) 客戶簽署



(Signature(s) should correspond to the specimen(s) on record at the Bank 請用留存本行之印鑑簽署)

For Bank Use Only 銀行專用	
Handled by:	Checked by: