

To: Standard Chartered Bank (China) Limited/ 渣打银行（中国）有限公司
Email: Cardtd.China@sc.com

CARDHOLDER'S DECLARATION OF DISPUTE 持卡人交易争议声明

Cardholder's Name 持卡人姓名: _____

Credit Card No. 信用卡号码: _____ Contact No. 联络电话: _____

| Transaction Date 交易日期 | Merchant Name 商户名称 | Transaction Amount 交易金额 |
|-----------------------|--------------------|-------------------------|
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I have examined the above transaction(s) and am writing to dispute it/them for the following reason(s): 本人已详细检查以上交易及基于下列理由对上述交易提出争议: (Please ✓ in the appropriate space 请在适当的空格内填上✓)

1. I certify that the above transaction(s) was/were not made & authorized by me or by any person authorized by me to use my card, nor were the goods or services or value represented by the above transaction(s) received by me or by any person authorized by me. 本人保证没有参与及授权以上交易, 也没有授权第三者使用本人信用卡。本人或其他由本人授权者都没有曾经接收上述交易中的货物或提供的服务。
2. I agree that I did authorise one transaction of _____ at the above merchant. However, I have also been billed for the above transaction(s) which I did NOT authorize and engage in. I do have the above card in my possession at the time of the disputed transaction. 本人于上述商户只涉及一宗交易, 金额为人民币/美元_____, 然而本人却被该商户另外支取上述交易。本人保证没有参加及授权以上交易。当上述争议交易发生时, 本人仍然持有有关信用卡。
3. The Direct Debit Authorization in relation to the above transaction(s) has been terminated upon my request since _____. The merchant is not allowed to debit any charges from the above credit card account thereafter. Enclosed is a copy of the Direct Debit Authorization termination notice sent to the merchant before. 上述交易所涉及的信用卡自动转账授权已被本人于_____正式取消。因此商户无权再从上述信用卡账户收取任何款项。现附上有关之前取消自动转账授权的通知书的副本。
4. I was issued a credit slip which has not been posted to my statement. Enclosed is a copy of the credit slip. 本人已收到以上交易的的退款单据, 但此退款并未在我的月结单内显示。现附上该退款单据的副本。
5. I certify that the charge in question was a single transaction, but has been entered twice on my statement. 本人只涉及一宗交易, 然而本人却被商户扣款一次以上。
6. The amount on the sales slip should be _____. Enclosed is a copy of the sales slip showing the correct amount. 正确交易金额应为人民币/美元_____. 现附上该购物单据的副本。
7. The merchant is unable or unwilling to provide the service requested/I have not received the merchandise that I ordered on _____. I have attempted to contact the merchant by phone/email etc to resolve the matter (please explain the details in "Others" regarding the result). Enclosed is a copy of order form/invoice. 上述商户无法或不愿意向本人提供有关交易的服务/本人仍未收到于_____订购的货物或服务。本人曾尝试以电话、电子邮件等方式联络商户寻求解决办法(请在下面“其他原因”栏内填写详细说明)。现附上该购物单据的副本。
8. Others (Please describe in summarize) 其他原因(请简要描述) _____

Cardholder's Signature 信用卡持卡人签署

Date日期

*Must be the same as the one shown on your credit card signature panel

*须与信用卡背面的签字样式相同

本人声明上述信息以及陈述均为真实、准确。本人理解, 贵行要求本人提交本持卡人交易争议声明不表示贵行已经或将部分或全部免除本人根据贵行信用卡章程、领用合约及其他相关规定所需履行的还款义务。本人知悉并同意, 上述信息将被提交中国银联及Visa、MasterCard等银行卡组织用于争议处理, 且将根据相关卡组织的有关规则执行。

I declare the information and the representation above are true and accurate. I understand, the Bank's request for submission of this Cardholder's Declaration of Dispute does not constitute the Bank's waiver, in all or in part, of my payment obligation under the Bank's Credit Card Terms & Conditions, Credit Card User Agreement and other relevant requirements. I hereby acknowledge and agree that the information above will be submitted to CUP, Visa, MasterCard or other banking card association for dispute resolution purpose, and the dispute will be processed in accordance with the rules of the relevant banking card association.