

To : Standard Chartered Bank (Hong Kong) Limited
 Address : 16/F Standard Chartered Tower, 388 Kwun Tong Road, Kwun Tong
 (Attn: Customer Support Team)
 Email Address : CreditCard.Dispute@sc.com

CARDHOLDER'S DECLARATION OF DISPUTE 持卡人賬項爭議聲明

Account No 信用卡號碼: _____ Contact No 聯絡電話: _____
 Cardholder Name 信用卡持卡人姓名: _____

Transaction Date 交易日期	Merchant Name 商戶姓名	Transaction Amount 交易數額

(Note: Cardholder must sign on every individual list of dispute transactions in attached, if any. 信用卡持卡人必須在的爭議交易列項聲明附件簽署)

I have examined the above transaction(s) and am writing to dispute it/them for the following reason(s): 本人已詳細檢閱以上交易及基於下列理由對賬項提出爭議: (Please ✓ in the appropriate space 請在適當之方格內填上✓)

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. I do have the above card in my possession at the time of the disputed transaction. 本人保證沒有參與及授權以上交易，亦沒有授權第三者使用本人信用卡。本人或其他由本人授權者均沒有曾經收取以上交易中的貨物或提供之服務。當上述質疑交易發生時，本人仍然持有及沒有行使有關信用卡。
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. 本人於上述商戶只涉及一宗交易，數額為港幣\$ _____，然本人卻被該商戶另外支取上述交易。本人保證沒有參與及授權以上交易。當上述質疑交易發生時，本人仍然持有及沒有行使有關信用卡。
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動轉賬服務本人經已於_____正式取消。因此商戶無權再透過上述信用卡戶口收取任何費用。茲附上有關先前取消自動轉賬之通知書副本。
4. — I was issued a credit slip which has not been posted to my statement. Enclosed is a copy of the credit slip. 本人已收悉以上交易之退款單據，然於本人之月結單內並無顯示。茲附上該退款單據之副本。
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，然本人卻需支付多於一宗交易之費用。
6. — The amount on the sales slip has been increased from \$ _____ to \$ _____. Enclosed is a copy of the sales slip showing the correct amount. 於購物單據上之交易數額由港幣\$ _____更改至港幣\$ _____。茲附上該購物單據之副本。
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. 上述商戶無法或不願意向本人提供有關交易的服務/本人仍未收到於_____訂購之貨物。本人曾嘗試以電話、電郵等方法聯絡商戶尋求解決辦法(請詳細說明聯絡結果於以下"其他備註")。茲附上該購物單據之副本。
8. — Others 其他備註 _____

