



To : Standard Chartered Bank (Hong Kong) Limited
Address : 7/F Standard Chartered Tower, 388 Kwun Tong Road, Kwun Tong (Attn: Client Solutions)
Email Address : MCYDispute@sc.com

DEBIT CARD CARDHOLDER'S DECLARATION OF DISPUTE 扣賬卡持卡人賬項爭議聲明

Debit Card No 扣賬卡號碼: _____ Contact No 聯絡電話: _____

Debit Card Cardholder Name 扣賬卡持有人姓名: _____

Transaction Date 交易日期	Merchant Name 商戶姓名	Disputed Transaction Currency and Amount 爭議交易貨幣及金額

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. The Direct Debit Authorization in relation to the above transaction(s) has been terminated upon my request since _____ (Date). The merchant is not allowed to debit any charges from the above Debit Card account thereafter. Enclosed is a copy of the Direct Debit Authorization termination notice sent to the merchant before. 所涉及的扣賬卡自動轉賬服務本人經已於_____ (日期)正式取消。因此商戶無權再透過上述扣賬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。

2. I was issued a credit slip which has not been posted to my statement or the primary account holder statement (where applicable). Enclosed is a copy of the credit slip. 本人已收悉以上交易之退款單據，然而於本人之月結單或主要戶口持有人之月結單內 (如適用) 並無顯示。現附上該退款單據之副本。

3. The amount on the sales slip has been altered from (currency and amount) _____ to (currency and amount) _____ without my consent. Enclosed is a copy of the sales slip showing the correct amount. 於購物單據上之交易金額在未經本人同意下由(貨幣及金額)_____ 改至(貨幣及金額)_____。現附上該購物單據之副本以顯示正確金額。

4. The merchant is unable or unwilling to provide / I have not received the service / merchandise that I ordered on _____ (Date). 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 / 本人仍未收到於_____ (日期)所訂購之服務 / 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”)。現附上該購物單據之副本。

5. Others 其他備註 _____

I certify that I have attempted to resolve the dispute with the Merchant but failed. 本人已嘗試與商戶商討，但仍未能解決此爭議。

Debit Card Cardholder's Signature 扣賬卡持有人簽署

Date 日期

(Must be the same as the one shown on your Debit Card 必須與扣賬卡上之簽署樣式相同)

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