



CARDHOLDER'S DECLARATION OF DISPUTE

持卡人賬項爭議聲明

Please return your completed form with the documents required (if any) by email to info@double-pay.com

請將已填妥的表格連同所需文件(如有)電郵至 info@double-pay.com

Account No 信用卡號碼: _____

Contact No 聯絡電話: _____

Transaction Date 交易日期	Merchant Name 商戶名稱	Transaction Amount 交易金額

I have examined the above transaction(s) and am writing to dispute it/them for the following reason(s): (Please fill X in the appropriate space)

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:(請在適當之方格內填上 X)

- 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。
- 2. I agree that I did authorize one transaction of HKD _____ 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(s).
本人於上述商戶只涉及一宗交易，金額為港幣 _____，但是，本人亦被收取了上述未經本人授權和參與的交易。當上述爭議交易發生時，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 charge(s) 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.
本人已收取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.
本人保證以上問題金額只涉及一宗交易，然而該金額於本人的月結單上顯示二次入賬。
- 6. The amount of the sales slip has been increased from HKD _____ to HKD _____. Enclosed is a copy of the sales slip showing the correct amount.
於購物單據上之交易金額由港幣 _____ 更改至港幣 _____。茲附上該購物單據之副本。



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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 “Other” 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_____訂購之貨品。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. Other 其他備註 _____
- _____

Cardholder's Signature 持卡人簽署

(Must be the same as the one shown on your credit card 必須與信用卡上之簽署式樣相同)

Date 日期