

To: Citibank (Hong Kong) Limited – Interchange Dispute Department  
10/F Citi Tower, One Bay East, 83 Hoi Bun Road, Kwun Tong, Kowloon, Hong Kong  
致：花旗銀行 - 清算部, 香港九龍觀塘海濱道 83 號花旗大樓十樓



### CARDHOLDER'S STATEMENT OF DISPUTED ITEM 持卡人爭議交易聲明

Please contact our CitiPhone Banking Hotline (852) 2860 0333 to initiate a case before submitting this form. Otherwise, this case will not be processed. 在遞交前，請先聯絡花旗銀行電話理財服務熱線(852) 2860 0333，否則此爭議交易不會被處理。

Date and Time of contact with our CitiPhone Hotline/ 聯絡電話理財熱線的日期和時間	:	
Name of Merchant/ 商戶姓名	:	
Citibank ATM Card# or Citi Credit Card Number/ Citibank 提款卡# 或 Citi 信用卡號碼 <small># Applicable for ATM Card with purchase function only 只適用於具有簽賬功能之提款卡</small>	:	

Transaction Date 交易日期	Transaction Amount 交易金額

I have examined the transaction(s) above and would like to dispute the item(s) based on the following reason (Please only tick the most appropriate box) 本人對上述之交易作出以下聲明 (請在適當之方格內填上✓ - 只可選一項):

#### Dispute related to an unauthorized transaction

- I certify that I neither participated in nor authorized the above transaction(s). My card was in my possession and control at the time of the questioned transaction.  
本人並沒有參與上述交易或對其給予授權，並且本人之提款卡/信用卡沒有被盜竊或遺失。

#### Dispute other than an unauthorized transaction

- Duplicate processing** - I engaged in one single transaction, but was charged more than once.  
雙重收費 - 本人只參與一宗交易，但被商戶收款一次以上。
- Transaction value incorrect** - The transaction amount on the sales slip was incorrect / altered from HK\$\_\_\_\_\_ to HK\$\_\_\_\_\_ without my consent. Attached is my copy of the sales slip.  
交易金額不正確 - 簽賬單據之交易金額出錯/由 HK\$\_\_\_\_\_ 更改為 HK\$\_\_\_\_\_ (現附上簽賬單據副本)。
- Credit not processed** - I received a credit but it has not been posted into / was processed as a sales transaction in my account. Attached is my copy of the credit slip.  
退款尚未處理 - 本人收到商戶簽發的退款單，但至今該退款仍未存入本人之賬戶 (現附上退款單副本)。
- Returned merchandise/cancelled services** - I have already returned the merchandise/cancelled the service on \_\_\_\_\_ (date) with a confirmation number \_\_\_\_\_. Attached is the copy of cancellation notice / merchandise returned documentation.  
已退回貨品/取消服務 - 本人已於 \_\_\_\_\_ (日期)向商戶取消有關交易並附以取消號碼 \_\_\_\_\_ (現附上取消通知副本)。
- Payment by other means** - The above transaction has been settled by other means. However, the above card account was still charged. Attached is the proof of payment by other means.  
已通過其他方式付款 - 本人已用其他方式繳付有關交易金額，但以上提供的賬戶仍然被誌賬 (現附上其他方式繳付交易單據副本)。
- Merchandise/Service not received/rendered** - I ordered the merchandise/ service on \_\_\_\_\_ (date) with the expected delivery date on \_\_\_\_\_ (date). However, the merchandise/ services has/ve not been received/rendered. Attached is a copy of my order form.  
未有收到相關貨品/服務 - 本人於 \_\_\_\_\_ (日期)訂購之商品/服務，未能按原定日期 \_\_\_\_\_ (日期)提供，或商戶無法向本人提供有關服務。現附上訂購表格副本。

Any other reasons (please specify) / 其他原因 (請詳細說明):

If we receive appropriate documentation justifying the transactions, a handling fee of HK\$50 will be imposed per disputed transaction on the above card account. 如經調查後並有足夠的文件以證明交易，本人同意銀行於本人的賬戶扣除每項爭議交易 HK\$50 手續費。

Please return your completed form and supporting document (s) by uploading at [citibank.hk/card-form3](http://citibank.hk/card-form3) → Other Credit Card Service Forms → Cardholder's Statement of Disputed Item.

請將已填妥的表格上載至 [citibank.hk/card-form3](http://citibank.hk/card-form3) → 其他信用卡服務表格 → 持卡人爭議交易聲明。

Cardholder Name 持卡人姓名	:	Cardholder Signature 持卡人簽署	:
Date 日期	:	Contact Phone Number 聯絡電話號碼	:

(Must be the same as the specimen signature in our records 簽署須與本行紀錄相同)

For Bank Use Only 銀行專用:		Processing Branch Code:	Customer No.#	
<input type="checkbox"/> In person, ID Verified	<input type="checkbox"/> Mail in	<input type="checkbox"/> Messenger	S.V. by: (S.V. signature on the card back):	System Input by:
Case Ref./ 檔案編號:				