

To: Citibank (Hong Kong) Limited – Interchange Dispute Department
11/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 號花旗大樓十一樓



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

Citibank ATM Card 提款卡#/ Credit Card Number 信用卡號碼 : _____
Name of Merchant 商戶姓名 : _____

Transaction Date 交易日期	Transaction Amount 交易金額

**If your transaction is not authorized, please contact our CitiPhone Banking Hotline (852) 2860 0333 before submission.
如閣下之爭議交易未經授權，在遞交前，請聯絡花旗銀行電話理財服務熱線 (852) 2860 0333。**

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

- I engaged in one transaction; however, I was charged for more than once.
本人只參與一宗交易，但卻被商戶收款一次以上。
- 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之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。
- The transaction amount on the sales slip was altered from HK\$ _____ to HK\$ _____. Attached is my copy of the sales voucher.
簽賬單據之交易金額由 HK\$ _____ 更改為 HK\$ _____ (現附上簽賬單據副本)。
- I received a credit slip for the above transactions but it did not appear on my statement. Attached is my copy of the credit voucher.
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)。
- The credit voucher was processed as a sales transaction on my statement. Attached is my copy of the credit voucher.
退款單在月結單上錯誤當作為簽賬交易，(現附上退款單副本) 於 _____ (日期)。
- On _____ (date), I ordered the merchandise, however, I have not yet received it. Please credit the amount to my account. Attached is my copy of the order form.
本人於 _____ (日期) 訂購之商品，未能按原定日期收到。請將有關金額存入本人的賬戶 (現附上訂購表格副本)。
- I engaged in the transaction, but I cancelled on _____ (date) with a cancellation number _____. Attached is the copy of cancellation notice.
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)。
- I engaged in the transaction and have settled by other means. However, my card account was charged. Attached is the proof of payment by other means.
本人已用其他方式繳付有關交易金額，但本人的提款卡賬戶仍然被誌賬 (現附上其他方式繳付交易單據副本)。
- Service is not rendered due to inability or unwillingness of merchant. I have attempted to resolve the dispute with the merchant. The date services were to be provided for was _____. Attached is the written notice from merchant / media coverage.
商戶無法或不願意向本人提供有關交易之服務。本人已向商戶作出追討。有關服務應於 _____ 提供。(現附上商戶之書面通知/媒體報導)。
- Other reason (please specify): _____
其他原因(請詳細說明): _____

If the bank receives appropriate documentation justifying the transactions, I hereby agree the bank to impose a handling fee of HKD50.00 per dispute transaction to my account. 如經調查，銀行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HKD50手續費。

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

Please return your completed form via a computer, tablet or mobile device by uploading at www.citibank.com.hk/card-form → Other Credit Card Service Forms → Cardholder's Statement of Disputed Item or mail in to the address above.
請將已填妥的表格透過電腦、平板電腦或流動裝置上載至www.citibank.com.hk/card-form → 其他信用卡服務表格 → 持卡人爭議交易聲明，或郵寄到上述地址。

* Must be the same as the one on your Citibank ATM Card/Credit Card signature panel 須與閣下 Citibank 提款卡/信用卡之簽字式樣相符。
Applicable for ATM Card with purchase function only 只適用於具有簽賬功能之提款卡。

For Bank Use Only 銀行專用:		Processing Branch Code:	Customer No.#	System Input by:	
<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):		
Case Ref./檔案編號:					