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

Case Ref./ 檔案編號:



## 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 在源交前,善先聯終花旗銀行團話理財服務執線(852) 2860 0333,否則此爭議交易不會被處理。

	•			務熱線	象(852) 2860 0333・否則此	;爭議交易不會被處理	里。	
	Date and Time of contact <b>静絡電話理財熱線的日期</b>		hone Hotline/ :					
	lame of Merchant/ 有戶姓名		:					
C	Citibank ATM Card# or C	iti Credit Card	Number/ :					
1	Citibank 提款卡# 或 Citi							
	Applicable for ATM Card w R適用於具有簽賬功能之提続	-	nction only					
	<i>、週用於具有效販切能之旋</i> 。	<i>x</i> <del></del>						
	Transaction	on Date 交易 F	日期		Transac	tion Amount 交易金	額	
				-	ute the item(s) based on th	ne following reasor	n (Please or	nly tick the most
			·	<b>∠万格</b>	內填上✓ - 只可選一項):			
	ispute 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	交易或對其約	3. 公司	′提款卡	:/信用卡沒有被盜竊或遺失	•		
Ļ	Dispute other than an u							
)			In one single transact 但被商戶收款一次以		t was charged more than onc	ce.		
) Transaction value incorrect - The transaction amount on the sales slip was incorrect / altered from HK\$ HK\$ without my consent. Attached is my copy of the sales slip.							to	
	交易金額不正確 - 簽	賬單據之交易	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)。							
( )	with a confirmation nu	ımber	·	Attach	eturned the merchandise/can led is the copy of cancellation 巨取消有關交易並附以取消	n notice / merchandis	se returned o	documentation.
)	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	e not receive	d/rendered - I ordered	the me	erchandise/ service on s/ve not been received/rende	(date) with	the expecte	d delivery date on
	未有收到相關貨品/周	<b>设務</b> -本人於	(日期)訂	購之商	品/服務·未能按原定日期_	(日期)提	星供・或商月	無法向本人提供
	有關服務。現附上訂	購表格副本。						
	Any other reasons (plea	ase snecify) /	· ' 其他原因 (請詳細說明	1).				
	, (,,,,,,,,,,,,,,,,,,,,,,,,,,,,	оросу, ,	ZISHA (WATTHEWAY)	.,,				
lf١	we receive appropriate of	locumentation	justifying the transac	tions, a	handling fee of HK\$50 will b	pe imposed per disp	uted transac	tion on the above
ca	rd 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 手網	賣費。	
Ple	ease return vour comp	leted form an	nd supporting docum	ent (s)	by uploading at citibank.h	k/card-form3 → Ot	her Credit (	Card Service
	rms → Cardholder's S			(0)	a, aproximing an ormanium	,		Jul 4 Jul 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7
請	將已填妥的表格上載至 c	itibank.hk/ca	rd-form3 → 其他信用	卡服務	表格 🗦 持卡人爭議交易聲明	月。		
	Cardholder Name				Cardholder Signature	:		
Ŧ	寺卡人姓名				持卡人簽署	lman alar-tim-	ands ケモケ	\$1 <del>*</del> \$2 47 49 40 FM
г	Date				(Must be the same as the speci Contact Phone Number	men signature in our re	corus	兴 <i>平1」紀球1</i> 11円)
	3期:				聯絡電話號碼	:		
_					<u> </u>			
	or Bank Use Only 銀行專戶	_	Processing Branch Co	de:		Customer No.#		
(	) In person, ID Verified	( ) Mail in	( ) Messenger	_	S.V. by: (S.V. signature on the card back):		System Input by:	