

Cardmember Transaction Dispute Form

會員交易爭議申請表格



Please submit the completed form enclosed with attachment (if applicable) by mailing to: 18/F, 12 Taikoo Wan Road, Taikoo Shing, Hong Kong. This form will take a minimum of 7 days to reach our corresponding Team. If you consider this is an urgent case, you may call the number at the back of your Card to raise a transaction dispute.

If you believe the concerned transaction(s) is/ are fraudulent or unauthorized transaction(s), please contact the number at the back of your Card immediately instead of filling in this form.

Important Notes: I acknowledge and understand that:

1. this document MUST BE submitted to American Express (thereafter as "Amex") within 60 days from the dispute transaction(s) statement date together with all the supporting documentation related to your claims, otherwise the disputed transaction(s) cannot be processed;
2. all the information required in this form is mandatory unless otherwise specified. Failure to provide the required information may result in Amex's inability to handle your relevant transaction dispute(s). If necessary, we will contact you for further information; and
3. the dispute will normally take up to 6-8 weeks for investigation processing with the merchant.

請填妥表格並連同附件（如適用）郵寄至：香港太古城太古灣道 12 號 18 樓，此表格需要最少 7 天時間送遞至美國運通相關部門。如這是緊急申請，您亦可致電卡背面的會員熱線提出交易爭議申請。

如您認為有關交易是欺詐或未經授權，請立即致電卡背面的會員熱線，而無需填寫此表格。

重要提示：本人確認及明白：

1. 此表格必須在載有相關爭議交易之月結單發出日起 60 天內，連同相關的所有證明文件一併提交至美國運通，否則將無法處理該爭議交易；
2. 除特別註明外，必須填妥此表格內所有項目。未能提供所需資料或會導致美國運通無法處理相關交易爭議。如有需要，我們亦會聯絡您索取更多資料；及
3. 就爭議與商戶進行調查工作一般需要長達 6 至 8 個星期的時間。

Cardmember Information 會員資料			
Cardmember Name: 會員姓名:	(In English BLOCK LETTERS 英文正楷填寫)		
Card Account Number: 卡號:			
Contact Tel. No.: 聯絡電話:			
Email address: 電郵地址:			
Details of Disputed Transactions 爭議交易詳情			
Date of transaction (MM/DD/YYYY) 交易日期 (月份 / 日期 / 年份)	Statement date on which the charge was billed 月結單結算日期	Name of merchant as shown on your statement 月結單上顯示的商戶名稱	Transaction Amount 交易金額 (HK\$)
I have examined the above transaction(s) and do not agree to pay it/ them for the following reason (Please choose one and put "√" beside the appropriate box): 我已檢視上述交易但不同意付款，原因如下（請選擇一項，並在適當方格加“√”號）：			
<input type="checkbox"/> I have no knowledge of the transaction(s). 我對此（等）交易毫不知情。			
<input type="checkbox"/> The same transaction(s) appears multiple times on my account. I only authorized HK\$ _____ billed on (date) _____ at the (name of the merchant) _____. 同一筆交易在我的賬戶中重複出現。我只授權在（日期）_____ 向 （商戶名稱）_____ 支付 HK\$ _____。			

The transaction(s) amount differs from the amount which was supposed to be charged by the merchant. The transaction amount which was supposed to be charged by the merchant is HK\$_____.

交易金額與商戶應收取的金額不同。交易金額應為 HK\$_____。

The merchant promised credit for the transaction(s) however the same was not received. The date by which the merchant should have credited the transaction(s) to my account is_____.

仍未收到商戶承諾退回之交易金額。商戶應該於此日期：_____，將退款退回至我的賬戶。

I paid for this charge through other means (cash, other credit card or cheque). Please specify if it is alternative mode of payment other than stated:_____.

我是通過其他方式（現金、其他信用卡或支票）支付這項收費。如並非所述之付款方式，請註明：

I have cancelled the service/ reservation. The cancellation date is_____.

我已取消該項服務 / 預訂。取消日期為_____。

I have cancelled the recurring charge from the merchant. The cancellation date is_____.

我已取消商戶的定期收費。取消日期為_____。

Goods and/ or service(s) is/ are not received. The expected delivery date is_____.

Please provide goods/ service description:_____.

沒有收到貨品或服務。原定預計交貨日期為_____。請提供貨品 / 服務描述：

Goods or services not as described. Please provide detailed description of what has been received and what was expected (including the date on which you received the goods/ services):

貨品或服務與描述不符。請詳細說明已收到及預期的貨品或服務內容（包括您收到貨品 / 服務的日期）：

Goods returned as per merchant policy. The goods was returned on (date of return)_____ by the method of (e.g. in person, by mail, by courier services (with airbill number) etc.)_____ to the address of_____

已根據商戶規定退回貨品。貨品退回日期為_____，並通過以下方式（例如，親身、郵寄、速遞服務（附有空運單號）等）_____寄回至_____的地址。

Goods were damaged or defective. The goods were received in a damaged or defective state? Please provide detailed description including the date on which the goods were received:

貨品損壞或有瑕疵。收到的貨品是否損壞或有瑕疵？請提供詳細的描述，包括收到貨品的日期：

If your inquiry reason is not listed above, please call the number at the back of your Card.

如上述所列並非您提出退款的原因，請致電卡背面的會員熱線。

If the above dispute transaction is found out to be valid/ correctly billed by the merchant, Amex will debit the above Card account for the transaction amount and the interest incurred. 如上述交易爭議為有效 / 商戶已收取正確金額，美國運通將從上述卡賬戶中扣除交易金額及所產生的利息費用。

Cardmember's Signature 會員簽名

Date 日期

06/2022

Appendix 附件

Please refer to the table below to view the supporting documents required for different dispute reasons.

請參閱下表以查看不同爭議原因所需要的主要證明文件。

Dispute Reason 爭議原因	Supporting Documents 證明文件
Duplicated charges 重複交易	<ul style="list-style-type: none"> • Sales invoice and/or receipt 購物單據及 / 或發票
Incorrect transaction amount 交易金額不符	<ul style="list-style-type: none"> • Sales invoice and/or receipt to show incorrect amount billed 購物單據及 / 或發票以證明交易金額不符
Merchant agreed to refund but credit is not received 商戶已同意退款但無法收到有關款項	<ul style="list-style-type: none"> • Proof of refund acknowledgement by the merchant (Example: refund note) 商戶已確認退款的證明 (如退款單)
Paid by other means 已用其他方法付款	<ul style="list-style-type: none"> • Sales invoice and/or receipt 購物單據及 / 或發票 • Proof of payment made by other means 其他付款方式的證明
Cancellation of the service/ reservation 已取消該項服務 / 預訂	<ul style="list-style-type: none"> • Proof of cancellation request made to the merchant 已向商戶要求取消相關交易的證明 • Proof of merchant's acknowledgement of the cancellation 商戶確認取消的證明
Cancellation of recurring charges 已取消定期收費	<ul style="list-style-type: none"> • Proof of cancellation request made to the merchant 已向商戶要求取消相關交易的證明 • Proof of merchant's acknowledgement of the cancellation 商戶確認取消的證明
Goods and/or services is/are not received 未收到商品及 / 或服務	<ul style="list-style-type: none"> • Sales invoice and/or receipt 購物單據及 / 或發票 • Proof of delivery date 送遞日期的證明
Goods and/or service received is not as described 收到的商品及 / 或服務與描述的不同	<ul style="list-style-type: none"> • Sales invoice and/or receipt 購物單據及 / 或發票 • Proof of dispute raised with the merchant (e.g. email correspondence) and attempt to resolve the matter/ returned merchandise/ attempt to returned merchandise 與商戶的爭議證明 (如電郵通訊) 及已嘗試商討問題/ 已退回商品 / 已嘗試退回商品 • Details of what was not as described 商品 / 服務與描述不同的詳情 • For counterfeit goods, proof from an expert or professional/ the owner of the intellectual property or its authorized representative/ a customs agency or law enforcement agency that supports the claim 仿冒品需專家或專業人士 / 知識產權擁有者或它的代表 / 海關機構或執法部門支持聲明