



## Cardmember Transaction Dispute Form

Please submit the completed form enclosed with attachment (if applicable) by mailing to:

**American Express Hong Kong, 18/F, 12 Taikoo Wan Road, Taikoo Shing, Hong Kong (Attention: Disputes Team)**

This form will take a minimum of 7 days to reach our corresponding team. If you consider this as an urgent case, you may call the 24-hour enquiry hotline shown at the back of your card or our customer service hotline at 2277 1010 to raise a transaction dispute. If you believe the concerned transaction(s) is/ are fraudulent or unauthorized transaction(s), please contact us immediately instead of filling in this form.

**Important Notes:** I acknowledge and understand that:

1. this document MUST BE submitted to American Express (hereafter 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.

<b>Cardmember Information</b>			
Cardmember Name:	(In English BLOCK LETTERS)		
Card Account Number:			
Contact Tel. No.:			
Email Address:			
<b>Details of Disputed Transactions</b>			
Date of transaction (MM/DD/YYYY)	Statement date on which the charge was billed	Name of merchant as shown on your statement	Transaction amount (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 " v" beside the appropriate box):			

**Duplicate charge**

Please share details of all the charges you are disputing (in HK\$): \_\_\_\_\_

Date of charge 1 (MM/DD/YYYY): \_\_\_\_\_ Date of charge 2 (MM/DD/YYYY): \_\_\_\_\_

If you were charged more than twice, then please enter dates (MM/DD/YYYY) for all the charges:

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**Incorrect transaction amount**

Please enter the amount which was authorized by you (HK\$): \_\_\_\_\_

Please enter the disputed amount which should be the difference in the transaction amount and amount which was authorized by you (HK\$): \_\_\_\_\_

**Merchant agreed to refund but credit is not received**

The date by which the merchant should have credited the transaction(s) to your account: \_\_\_\_\_

**Paid by other means**

Please specify alternative mode of payment (cash, other credit card, cheque, etc.): \_\_\_\_\_

**Cancellation of the service/reservation**

Please provide the cancellation date: \_\_\_\_\_

**Cancellation of recurring charges**

Please provide the cancellation date: \_\_\_\_\_

**Goods and/or services is/are not received**

Please provide the expected delivery date: \_\_\_\_\_

Please provide goods/ service description: \_\_\_\_\_

**Goods and/or services received is 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): \_\_\_\_\_

**Goods returned as per merchant policy**

Please provide date when goods were returned: \_\_\_\_\_

The method of return (e.g. in person, by mail, by courier services (with airbill number), etc.) along with return address: \_\_\_\_\_

**Goods were damaged or defective**

Please provide detailed description including the date on which the goods were received: \_\_\_\_\_

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**I have no knowledge of the charge**

**Incorrectly charged for damage, theft, or loss to a car**

**I don't agree with the billing currency used or the currency exchange rate applied is different from the approved rate**

If your inquiry reason is not listed above, please call the 24-hour enquiry hotline shown at the back of your card or our customer service hotline at 2277 1010.

Did you make any attempt to contact and resolve the matter with the merchant?

- Yes
- No

If yes, please provide the date the merchant was contacted to resolve this matter: \_\_\_\_\_

Please provide method by which the merchant was contacted (e.g. phone, website, mobile app etc): \_\_\_\_\_

Please enter the name/designation of the person contacted at the merchant: \_\_\_\_\_

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.

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Cardmember's Signature

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Date

## Appendix

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

Dispute Reason	Supporting Documents
Duplicated charges	<ul style="list-style-type: none"><li>• Sales invoice and/or receipt</li></ul>
Incorrect transaction amount	<ul style="list-style-type: none"><li>• Sales invoice and/or receipt to show incorrect amount billed</li></ul>
Merchant agreed to refund but credit is not received	<ul style="list-style-type: none"><li>• Proof of refund acknowledgement by the merchant (Example: refund note)</li></ul>
Paid by other means	<ul style="list-style-type: none"><li>• Sales invoice and/or receipt</li><li>• Proof of payment made by other means</li></ul>
Cancellation of the service/reservation	<ul style="list-style-type: none"><li>• Proof of cancellation request made to the merchant</li><li>• Proof of merchant's acknowledgement of the cancellation</li></ul>
Cancellation of recurring charges	<ul style="list-style-type: none"><li>• Proof of cancellation request made to the merchant</li><li>• Proof of merchant's acknowledgement of the cancellation</li></ul>
Goods and/or services is/are not received	<ul style="list-style-type: none"><li>• Sales invoice and/or receipt</li><li>• Proof of delivery date</li></ul>
Goods and/or service received is not as described	<ul style="list-style-type: none"><li>• Sales invoice and/or receipt</li><li>• Proof of dispute raised with the merchant (e.g. email correspondence) and attempt to resolve the matter/ returned merchandise/attempt to returned merchandise</li><li>• Details of what was not as described</li><li>• For counterfeit goods, proof from an expert or professional/ the owner of the intellectual property, its authorized representative/a customs agency, or law enforcement agency that supports the claim</li></ul>