

澳門商業銀行信用卡爭議交易表格  
BCM CREDIT CARD TRANSACTION DISPUTE FORM

Ref :

Cycle :

信用卡持有人姓名 Cardholder Name: \_\_\_\_\_

信用卡號碼 Credit Card No.: \_\_\_\_\_

項目 Item	交易日期 Transaction Date	商號名稱 Merchant Name	交易金額 Transaction Amount	參考編號 Reference Number
1				
2				
3				
4				
5				

請於適當方格內加上“✓”號 Please put a “✓” in the appropriate box:

- 重覆誌賬** – 同一宗交易本人被記賬兩次。  
**Duplicate Processing** – I have been charged twice for the same transaction as indicated above.
- 交易已取消 / 退款交易未處理** – 本人尚未收到上述商號承諾退還給本人的交易款項，現附上商戶承諾退款之證明文件。  
**Transaction Cancelled / Credit No Processed** – I have not received the credit for the reversal of the above transaction(s) as promised by the merchant. Enclosed is the proof of the merchant's commitment to refund.
- 未收到貨品 / 服務** – 上述交易有關的貨物 / 服務尚未提供給本人。現此附上貨物 / 服務之種類和商戶承諾的發貨日期之證明文件。  
**Non-receipt of Goods / Service** – Goods / Services related to the above transaction(s) have not been rendered to me. Enclosed is the types of goods / services and the proof of the promised delivery dates from the merchant.
- 交易貨幣 / 金額不符** – 上述交易本人授權金額原為 \_\_\_\_\_ (貨幣及金額)，現附上銷售單據副本以作證明。  
**Incorrect Transaction Currency / Amount** – I have authorized the transaction amount of \_\_\_\_\_ (currency & amount) for the above transaction. Enclosed is a copy of the sales receipt as evidence.
- 本人已使用其他支付方式結賬，而非使用上述信用卡。(其他卡/現金/其他方式) 現附上有關之收據證明文件。  
I have paid the above transaction(s) using another method other than my Credit Card. (Other card / cash / Other). Enclosed is the proof of the payment.
- 本人已於 \_\_\_\_\_ (日期)，以  信件 /  電郵 /  傳真通知商戶取消交易/服務。現附上取消服務之文件，請要求商戶停止扣賬。  
I have requested for the termination of the above transaction/service with the merchant on \_\_\_\_\_ (date) by  letter /  email /  fax. I enclosed the copy of the termination document, please request the merchant to stop further billings.
- 本人於上述商戶只涉及其中一項，至於其他交易，本人從沒參與或批准。本人在此聲明從沒遺失本人之信用卡。  
I participated in one of the transactions stated above but I deny authorization/participation in the other transactions. I hereby confirm that my Card is in my possession at all times.
- 本人或任何附屬卡持卡人從沒參與或批准上述交易。本人(等)在此聲明從沒遺失本人(等)之信用卡。  
The transaction(s) is/are unauthorized, neither I nor any of my supplementary cardholder had authorized or participated in the above transaction(s). I/We hereby confirm that my/our Card(s) is in my/our possession at all times.
- 其他 Others: \_\_\_\_\_

信用卡持有人簽署 (請按身份證明文件式樣簽署)

Cardholder Signature (Signature should be corresponded with your ID card)

日期 Date

For Bank Use Only		
Received by	Signature and Stamp	Date
Card Centre		
1. Chargeback right exists?	<input type="checkbox"/> No <input type="checkbox"/> Yes	Reason Code _____
2. Supporting documentation required?	<input type="checkbox"/> No <input type="checkbox"/> Yes	
3. Retrieval request required?	<input type="checkbox"/> No <input type="checkbox"/> Yes	Retrieval Fee _____
Decision		
Prepared by	Checked by	Date
Decision	Approved by	Date