

Disputed transaction form 争议交易表格



Please fill in ALL the boxes below in BLOCK CAPITALS . 请英文字母大写填写以下表格

Cardholder details (card details relating to dispute) 持卡人资料 (争议者资料)

First Name 名字: Surname 姓名:

Card number 卡号:

Contact information 联络方式

Address 地址:

Postcode 邮政编码:

Home phone 电话号码: Mobile phone 手机号码:

Email address 电邮:

Disputed transaction details 争议交易资料

Please complete the transaction detail(s) below. 请把以下资料完整填写上. If you are disputing more than three transactions, please provide the transaction details on a separate sheet. 如您有超过三个争议交易款项, 可以填写在另一张空白纸上

Transaction date 交易日期	Merchant name 商家名字	Transaction amount 交易余额	Disputed amount 争议余额
D D M M Y Y	<input type="text"/>	<input type="text"/>	<input type="text"/>
D D M M Y Y	<input type="text"/>	<input type="text"/>	<input type="text"/>
D D M M Y Y	<input type="text"/>	<input type="text"/>	<input type="text"/>

Disputed transaction reasons 争议交易原因

Please now select the most appropriate reasons for the dispute from those listed below and overleaf. 请选择争议原因项目如下

Cash Point awarded / redeemed incorrect 现金回馈 / 兑换点数错误. The Cash Point is differs to the amount charged to my account. I have enclosed a copy of the sales vouchers / invoice or other proof. 商家收取的现金回馈或点数以交易余额不同, 我已备上收据, 折价券, 其他证件与证据给贵公司审核.

Other 其他. My dispute does not fall into the above category. 我争议与以上项目不同. (Please give a full explanation regarding this dispute below, enclosing any documentation to support your claim) (请列出您面对争议的内容, 再备上其他相关资料)

Additional information (If you require more space, provide it on separate sheet and attach it to this form)

Important notes 重要事项

We might not be able to help you with your dispute unless all required documents are submitted with this form 事先说明. 如您所呈上的资料不完整, 本公司将无法帮你处理相关事宜. 除非, 您能提供有利证明或完整资料给本公司审核. Once we've received your completed form we'll remove the dispute transaction(s) from your account and amend it so you won't be charged any undue interest. You won't be charged interest until the dispute has been settled 当本公司收到完整争议资料, 将会尽快为您处理相关争议, 本公司将会停止争议交易款项, 将此交易余额归还给持卡人, 并且将不会收取任何费用与利息. If you've got any question about this dispute please call us on 603-62799633 between 9.00 am - 6.00 pm Monday to Friday. Calls may be monitored or recorded in order to maintain high level of security and quality of service 如您有争议问题或其他问题可以联络本公司 603 - 62799633 从星期一至星期五从早上 9.00点-晚上 6.00点. 为保障您的安全与呈现更好的服务, 我们将会录音把通话内容录下.

Declaration 声明

I/we hereby certify that the information provided is true to the best of my/our knowledge 我在此同意以上内容与资料完全属实, 无虚假. 若经查证后, 此争议不属实, 将一律作废.

Cardholder signature 持卡人签名: D D M M Y Y

Return completed form 寄回完整表格

Please return your completed form, together with the required documents to Block B, level 3, Suite 3A & 5, Ativo Plaza, Bandar Sri Damansara, 52200 Kuala Lumpur or fax to 603-6279 0133 请把完整表格与其他证件或证据寄到本公司 Block B, Level 3, Suite 3A & 5, Ativo Plaza, Bandar Sri Damansara, 52200 Kuala Lumpur or Fax to 603-6279 0133.