

To 致： **Livi Bank Limited**: 28/F, Oxford House, 979 King's Road, Quarry Bay, Hong Kong 香港鯉魚涌  
英皇道 979 號太古坊濠豐大廈 28 樓

註 **Note**: 為更有效地處理 閣下之爭議交易個案，請於遞交表格前先與我們的客戶服務員聯絡以便跟進，電話：  
(852)2929 2998。 **To enable us to handle your dispute request more efficiently, please contact us at (852)2929 2998  
before submitting the Transaction Dispute Form.**

**TRANSACTION DISPUTE FORM** 爭議交易表格

Transaction Number 交易號碼	Merchant Name 商戶名稱	Merchant Address 商戶地址	Transaction Amount 交易金額	Disputed Amount 爭議金額

本人已清楚明白上述交易必須於 月結單日起 90 天內提出異議，否則未能作進一步跟進。I understand that the above  
disputed transaction(s) should be reported within 90 days of the statement date, otherwise the disputed transaction(s) cannot  
be processed. (請選擇以下指示 *Please tick the appropriate box* “”)

重覆收款：本人只授權一筆交易，但商戶重覆收款。

**Duplicated Charge** : I only authorized one transaction but the merchant charged more than once.

金額不符 / 交易貨幣不符：

- 交易金額應為\$                      的                      (貨幣)。

- 本人不同意以                      (貨幣) 進行交易，商戶沒有給我選擇  
交易之貨幣。(請附上簽購單據副本)

**Incorrect Amount / Transaction Currency** :

- Transaction amount should be \$                      in  
(Currency).

- Transaction currency                      (Currency) was not agreed to use,  
merchant did not offer a choice to me for selecting transaction currency.  
(Please enclose copy of the transaction receipt)

已用其他方式付款：本人已用其他方式付款  現金  其他                      。(請附上收據副本)

**Paid By Other Means** : I have settled the transaction(s) by  cash or  other (Please enclose copy of  
the payment receipt)

- 收不到退款：本人收到商戶發出的退款單，但該退款至今仍未記入本人戶口內。(請附上退款單副本或任何證明文件)

**Credit Not Received** : I have received a credit slip issued by the merchant but no refund is received. *(Please enclose the credit slip or any supporting document)*

- 沒有收到訂購之商品或服務：商戶不能或不願向本人提供商品或服務。(請附上有關文件註明送貨或提供服務日期等...)

**Non-receipt of Goods / Services** : The merchant was unable or unwilling to provide the ordered merchandise / services to me. *(Please enclose order record with the merchandise / services delivery date)*

- 訂購商品或服務 Type of ordered merchandise or services :

. (必需提供貨品或服務詳細內容/描述, 包括: 品牌/ 服務計畫編號/ 名稱 / 數量, 等... 例: ABC 航空 2015 年 1 月 1 日香港到美國頭等單程機票一張。 *Must provide the details/ description of the merchandise or services, including: Brand / Model Number / Name / Quantity, etc... Eg, One ABC Airline single trip first class air ticket from Hong Kong to USA. )*

- 商戶同意之送貨或服務提供日期 Merchant agreed merchandise / services delivery date :

\_\_\_\_\_.

- 本人已於 \_\_\_\_\_ (日期)以 \_\_\_\_\_ (電郵/電話/等)方式聯絡商戶, 但未能成功接觸商戶 / 未能與商戶協商成功。 I have attempted to contact merchant on \_\_\_\_\_ (date) via \_\_\_\_\_ (email/phone/etc...). However, it was unsuccessful / unable to resolve the dispute with the merchant.

- 其他 (請註明) **Others (please specify)** :

Signature 簽署          <b>X</b>	Applicant's Name 申請人姓名
	Date 日期
	Registered Telephone Number 註冊電話號碼