

To 致： **Livi Bank Limited**: 28/F, Oxford House, 979 King's Road, Quarry Bay, Hong Kong 香港鰂魚涌
英皇道 979 號太古濠澧大廈 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。本表格適用於 livi Debit Mastercard。To enable us to handle your dispute request more efficiently,
please contact us at (852)2929 2998 before submitting the Transaction Dispute Form. This form applies to livi Debit
Mastercard.

LIVI DEBIT MASTERCARD TRANSACTION DISPUTE FORM

livi Debit Mastercard 爭議交易處理表格

Debit Card Number 扣賬卡號碼：

Transaction Date 交易日期	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 “□”)

- 無授權* 只適用於網上/ 郵購/ 電話訂購交易：本人無授權上述交易。在交易時，本人持有上述扣賬卡。(請呈上信用卡的正面和背面的影印副本)

Unauthorized Use* Internet / Mailing Order/ Phone Order transaction only : I neither authorized nor participated in the above transaction(s). My card was in my possession at the time of the questioned transaction. (Please enclose copy of the front and back of your card)

- 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 others_____. (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：商戶不能或不願意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.

- 已取消服務：本人已於 _____ (日期)以書面向上述商戶提出取消自動轉賬授權, 但該商戶沒有按照辦理。(請附上有關通知商戶取消之證明)

Cancelled Recurring Services : I have informed the merchant to cancel my direct debit authorization agreement on _____ (date). Nevertheless, my account was still billed. *(Please enclose the cancellation letter / form)*

- 已取消預訂房間：本人確曾向上述酒店訂房, 但本人已於 _____ (日期及時間)向酒店取消訂房並取得取消號碼 _____ 。

Cancelled Reservation at Hotel : I have made a room reservation at the above Hotel but cancelled at _____ (am/pm) on (date). I was given a Cancellation No. _____

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

如証實本人需負責上述交易, 本人同意支付有關livi Debit Mastercard交易賬項並承擔HK\$50交易爭議處理費用。

I understand that I will be liable for the livi Debit Mastercard disputed item together with HK\$50 dispute charge, if the transaction(s) is proved to be authorized by me.

Signature 簽署 X	Cardholder Name 持卡人姓名
	Date 日期
	Contact Telephone Number 聯絡電話號碼