

致：八達通卡有限公司 - 營運部
To：Octopus Cards Limited – Operations Department

八達通 x PayPay 遊日支付爭議交易表格
Octopus x PayPay Japan Travel Payment Dispute Form

八達通銀包號碼 Octopus Wallet Number : _____

手機八達通號碼 Mobile Octopus Number : _____

爭議交易詳情 Disputed Transaction Details					
交易日期及時間 Transaction Date & Time	參考編號 Reference No.	交易金額 Transaction amount		爭議金額 Dispute Amount	
		HKD (港幣) :	JPY (日圓) :	HKD (港幣) :	JPY (日圓) :

本人已清楚明白上述交易必須於交易日 60 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 60 days of the transaction date, otherwise the dispute cannot be processed.

本人對上述交易作出爭議原因如下(請於適當方格內填上√ 號)：

I dispute the above transaction(s) for following reason(s) (Please tick the appropriate box):

1. ☐ 正確交易金額 (日圓) 應為 _____，但現收取金額 (日圓) 為 _____。(現附上交易記錄副本)

The correct transaction amount (JPY) should be _____ but I was charged with amount (JPY) _____(enclosed is the copy of the transaction record).

2. ☐ 本人只授權一項交易，但卻被商戶收款一次以上。獲授權的交易備註為：_____

I engaged in one transaction, however, I was charged for more than once.

The transaction reference of authorized transaction is : _____

3. ☐ 本人涉及該筆交易，但商戶無法或不願意向本人提供有關之服務/商品。(現附上交易記錄以作參考)#

Although I was involved in the above transaction(s), the merchant was unable or unwilling to provide the service purchased/merchandise ordered (enclosed is copy of the transaction records).#

4. ☐ 本人已以其他付款方式支付賬項。(現附上有關資料以作參考) #

I have already paid the above transaction by other means (enclosed is the proof of payment).#

5. ☐ 本人涉及該筆交易，但交易最終被商戶取消，至今仍未收到商戶的退款。(現附上交易記錄以作參考)#

Although I was involved in the above transaction(s), the merchant cancelled transaction(s) finally and no credit has been refunded to my account (enclosed is copy of the transaction records).#

在提出此類爭議前，請先行與商戶洽商退款安排。Prior to raising these kinds of dispute, please make reasonable effort to resolve the dispute with the merchant.

6. ☐ 其他，請詳述：
Others, please specify in details:

客戶簽署 Customer Signature:

日期 Date (日 dd/月 mm/年 yyyy)

客戶姓名 Customer Name:

備註：

1. 本公司不會處理以下類型爭議：
 - 你認為該交易並非其授權
 - 商戶已承諾退款並處理中的交易
2. 倘若商戶接納該請求，我們將在處理完成後通知結果，並安排將退款退回至你原來的付款方式（八達通銀包或手機八達通）。
3. 倘若商戶拒絕有關爭議申請，我們將以電郵形式通知有關結果。若爭議金額達港幣 2,400 元或以上，我們亦會隨附「八達通 x PayPay 遊日支付仲裁申請表格」。如你對該結果表示異議，請於 5 個曆日內填妥及簽署該表格後連同相關的補充文件（如有），回覆本公司提出仲裁（Arbitration）協助申請。屆時，TBCASoft 將擔任第三方，協助處理相關爭議事宜。我們將僅就仲裁用途，先從你相關的八達通銀包中扣除以下費用，請確保你的八達通銀包餘額充足，以向 TBCASoft 支付仲裁所涉及之相關費用：
 - 港幣 400 元申請費（此費用恕不退還）
 - 港幣 400 元行政費如你提出的仲裁結果為成功，我們將退還港幣 400 元行政費至你的八達通銀包；如仲裁結果為不成功，行政費將不獲退還。
4. 本表格的中文譯本僅供參考。如中英文版本有任何不一致或歧異，概以英文版本為準。

Remark:

1. Our company does not handle the following types of disputes:
 - Transactions where you suspect to be unauthorized
 - Transactions where the merchant has already agreed to issue a refund and it is currently being processed.
2. Should the merchant accept the request, we will notify you of the outcome upon completion of the process and arrange for the refund to be returned to your original payment method. (Octopus Wallet or Mobile Octopus).
3. In the event that the merchant declines the request, we will notify you of the outcome via email. For dispute amounts of HKD 2,400 or above, we will also attach the "Octopus x PayPay Japan Travel Payment Arbitration Application Form". If you wish to contest the decision, you may request formal arbitration by submitting the completed and signed form, along with any relevant supporting documents (if applicable), within 5 calendar days. TBCASoft shall act as a third party to facilitate the resolution of the arbitration.
We will first deduct the following fees from your relevant Octopus Wallet for the purpose of the arbitration only. Please ensure that your Octopus Wallet has sufficient balance to cover the arbitration-related fees payable to TBCASoft:
 - HK\$400 filing fee (non-refundable)
 - HK\$400 administrative feeIf your arbitration request is successful, we will refund the HK\$400 administrative fee to your Octopus Wallet. If your arbitration request is not successful, the administration fee will not be refunded.
4. The Chinese language translation of this Form for reference only. If there is any inconsistency or discrepancy between the English version and any Chinese version(s), the English version shall prevail.

有關閣下的個人資料收集聲明：關於個人資料（私隱）條例（「該條例」）的通知（「本通知」）

Personal Information Collection Statement relating to you (this "Notice") in accordance with the Personal Data (Privacy) Ordinance (the "Ordinance")

1. 閣下同意，八達通卡有限公司可把閣下籍「八達通 x PayPay 遊日支付爭議交易表格」內所提供的資料作以下用途：

在提出此類爭議前，請先行與商戶洽商退款安排。 Prior to raising these kinds of dispute, please make reasonable effort to resolve the dispute with the merchant.

- (a) 處理八達通 x PayPay 遊日支付交易爭議及退款申請事宜；
- (b) 八達通收費系統、八達通銀包服務及卡內資金的管理、運作及保養，審計及本公司與閣下根據八達通發卡條款行使其權利；
- (c) 本公司與閣下進行通訊；
- (d) 調查投訴或備受懷疑的可疑交易及研究服務改善措施；
- (e) 防止、偵測及調查罪行；及
- (f) 遵守法例、規則、規例、守則或指引。

You agree that Octopus Cards Limited ("OCL") may use your personal data as collected through the Octopus x PayPay Japan Travel Payment Dispute Form for the following purposes:

- (a) processing of the Octopus x PayPay Japan Travel Payment transaction dispute and application of refund;
- (b) management, operation and maintenance of the Octopus payment system, the Octopus Wallet Service, audit, and exercise of our and your rights under the Conditions of Issue of Octopus;
- (c) communication by us with you;
- (d) investigation of complaints, suspicious transaction and research for service improvement;
- (e) prevention, detection and investigation of crime; and
- (f) complying with law, rules, regulations, codes or guidelines.

2. 若閣下未能向本公司提供有關個人資料，本公司可能無法處理有關的服務。
If you do not provide your personal data to us, we may be unable to provide you with our services as requested.

3. 本公司會將閣下的資料保密，但閣下同意，基於第 1 條列出之目的，本公司可將有關資料轉移或披露予位於香港境內的下述各方 (惟第 3(a) 及 3(b) 條中列出的各方可能位於香港境外)：

- (a) 在按閣下所要求的服務過程中可能涉及基礎設施提供者、支付服務提供者及支付服務提供者商戶 (如適用)。「基礎設施提供者」、「支付服務提供者」及「支付服務提供者商戶」一詞的定義載於《有關透過支付服務提供者於香港以外使用八達通支付服務的條款及細則》；
- (b) 對本公司有保密責任而向本公司提供與本公司業務運作有關的行政、電訊、電腦、打擊洗錢及恐怖份子籌資情報、付款、數據處理或其他服務的代理人或承辦商 (例如專業顧問、電話服務中心供應商、速遞公司或資料輸入公司)；
- (c) 本公司、其附屬公司及 / 或聯屬公司，根據任何法例、規則、規例、守則及 / 或指引規定及 / 或履行任何具管轄權力的法院、執法機關及 / 或監管機構所發出的命令，按照適用之法例、規則、規例、守則及 / 或指引，有具約束力責任履行在法律上可強制執行向任何執法機關及 / 或監管機構作出披露的要求，但此類披露須有適當授權方可作出。

Your personal data will be kept confidential by us, but you agree that for the purposes set out in clause 1 above, we may transfer or disclose such personal data to the following parties within the Hong Kong Special Administrative Region ("Hong Kong") (except that the parties set out in clauses 3(a) and 3(b) below may be located outside Hong Kong):-

- (a) Infrastructure Providers, Payment Service Providers, and Payment Service Provider Merchant (if any) in the course of handling the requested service. The terms "Infrastructure Provider", "Payment Service Provider" and "Payment Service Provider Merchant" are defined in the Terms and Conditions Relating to Octopus Payment Service Outside Hong Kong through Payment Service Providers;
- (b) our agents or contractors under a duty of confidentiality to us who provide administrative, telecommunications, computer, anti-money laundering and counter terrorist finance intelligence, payment, data processing or other services to us in connection with the operation of our business (such as professional advisers, call centre service providers, courier or data entry companies);
- (c) any law enforcement agency and/or regulatory body for compliance with applicable laws, rules, regulations, codes and/or guidelines and/or any person or entity to whom we, our subsidiaries and/or affiliates are under a binding obligation to make disclosure under the requirements of any law, rule, regulation, code and/or guideline and/or order of any competent court of law, law enforcement agencies and/or regulatory bodies. Such disclosure will only be made under proper authority.

4. 閣下有權確定本公司處理資料的政策及慣例和獲告之本公司持有的資料類別。在繳付所需費用，閣下有權：
- (a) 查核本公司是否持有閣下的資料及查閱該等資料；及
 - (b) 要求本公司改正任何不正確資料。

You have the right to ascertain our policies and practices in relation to the personal data as held by us. Subject to payment of reasonable fees permitted by the law. You have the right to:

- (a) check whether we hold your personal data and to have access to your personal data; and
- (b) require us to correct any personal data which is inaccurate.

5. 任何查閱資料的要求，請以書面向下列人士提出：

香港九龍九龍灣宏泰道 23 號 Manhattan Place 46 樓
八達通卡有限公司
資料保障主任

或電郵地址：dpo@octopus.com.hk

Enquiries concerning the personal data collection by means of this form, our privacy policy and the making of access and correction, may be address to

The Data Protection Officer
Octopus Cards Limited
46/F, Manhattan Place
23 Wang Tai Road
Kowloon Bay
Kowloon
Hong Kong
Email: dpo@octopus.com.hk

6. 我們已根據私隱政策實施適當保安措施，以保障閣下的個人資料安全。所收集的資料將用於相關用途，並受我們的私隱政策所規管。詳情請參閱八達通卡有限公司網站上的私隱政策。
We have implemented appropriate security measures in accordance with our Privacy Policy to protect your personal data. The data collected will be used for relevant purposes and governed by our Privacy Policy, which is available on the Octopus Cards Limited website.
7. 本通知不會限制閣下在該條例下所享有的權利。
Nothing in this Notice shall limit your rights under the Ordinance.

請填妥申請表格並連同附件(如適用) 電郵至 **omp@octopus.com.hk** 或郵寄至香港九龍九龍灣宏泰道 23 號 Manhattan Place 46 樓八達通卡有限公司-營運部

Please submit the completed form enclosed with attachment (if applicable) via email to omp@octopus.com.hk or mail to Operations Department, Octopus Cards Limited. 46/F, Manhattan Place, 23 Wang Tai Road, Kowloon Bay Kowloon, Hong Kong