

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

持卡人賬項爭議表格
Cardholder Dispute Form

八達通銀包號碼 Octopus Wallet Number：_____

八達通銀聯卡號碼
Octopus UnionPay Card Number：6263 **** _____

| 商戶名稱及地址 Merchant Name and Address | 交易日期 Transaction Date | 交易金額(港幣) Transaction amount (HKD) | 爭議金額(港幣) Dispute Amount (HKD) |
|--------------------------------------|--------------------------|--------------------------------------|----------------------------------|
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本人已清楚明白上述交易必須於月結單日 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 statement date, otherwise the disputed transaction(s) 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):

- ☐ 本人沒有以任何方式參與或授權上述交易。##
I have neither authorised nor participated in the above transaction(s). ##
- ☐ 本人只授權一項交易，但卻被商戶收款一次以上。本人沒有授權上述交易。
I engaged in one transaction, however, I was charged for more than once.
- ☐ 正確交易金額 / 貨幣應為 _____，但現收取金額 / 貨幣為 _____。(現附上交易記錄副本)
The correct transaction amount / currency should be _____ but I was charged with amount / currency _____ (enclosed is the copy of the transaction record).
- ☐ 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).#

本人曾向商戶提出退款要求。(現附上退款要求記錄) ☐ 否 No ☐ 是 Yes
I have made refund request to merchant (enclosed is the refund request record).
- ☐ 本人已於 _____ 年 _____ 月 _____ 日 退回上述金額的商品予商戶，但本人至今仍未收到商戶的退款。(現附上退貨證明)#

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

八達通銀聯卡二維碼付款交易不適用。Not applicable to Octopus UnionPay Card QR Code Payment transaction



I have returned the merchandise for above amount on _____ (dd/mm/yyyy). However, no credit has been refunded to my account (enclosed is the proof of the merchandise return).#

6. ☐ 本人涉及該筆交易，並持有商戶提供的退款單據，但至今該退款仍未存入本人之賬戶。(現附上退款單據副本)#
I was engaged in the transaction and received a credit slip from above merchant. However, no credit has been refunded to my account (enclosed is the copy of the credit slip). #

7. ☐ 本人已於_____年____月____日以書面形式通知商戶取消上述交易。(現附上有關取消交易文件副本、交易記錄副本及商戶退款政策以作參考)#

I engaged in the transaction, but cancelled it on _____ (dd/mm/yyyy) with a written notice to the merchant. Attached is a copy of the termination document (enclosed is the copy of the cancellation record, transaction records and merchant refund policy). #

8. ☐ 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).

9. ☐ 本人收到之服務 / 貨品與本人向上述商戶所訂購的服務/貨品的描述不同/損毀，並已向商戶提出退款要求。(現提供相關證明)#

The merchandise/service received is not as described/defective as the one I ordered/purchased from the merchant, and I had raised refund request to merchant (enclosed is the relevant proof).#

10. ☐ 本人確曾向上述商戶預訂客房，但本人已於_____ (日期及時間)取消預訂。(現附上有關取消交易文件副本、交易記錄副本及商戶退款政策以作參考)#

I have made a room reservation at the above merchant but cancelled it at _____ (am/pm) on _____ (date) (enclosed is the copy of the cancellation record, transaction records and merchant refund policy).#

11. ☐ 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).#

12. ☐ 其它，請詳述:

Others, please specify in details: _____

持卡人簽署 Cardholder Signature: _____

日期 Date (日 dd/月 mm/年 yyyy) _____

持卡人姓名 Cardholder Name: _____

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Version CUP 202311

備註 Note:

就每筆爭議交易須繳付之手續費港幣 50 元將於持卡人八達通銀包中扣除，若證實該筆爭議交易不須由持卡人負責，手續費將退回持卡人的八達通銀包。The handling fee of HKD50 per disputed transaction will be deducted from the cardholder's Octopus Wallet. If it is verified that the disputed transaction should not be borne by the cardholder, the handling fee will be refunded to the cardholder's Octopus Wallet.

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「持卡人賬項爭議表格」內所提供的資料作以下用途：

- (a) 處理八達通銀聯卡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，包括審計及本公司與閣下根據八達通發卡條款行使其權利及八達通銀聯卡條款及細則；
- (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) 防止及偵測罪行；及
- (f) 根據法例、規則、規例、守則或指引作出披露。

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

- (a) processing of Octopus UnionPay Card transaction dispute and application of refund;
- (b) management, operation and maintenance of the Octopus payment system, the Octopus Wallet service and the service you selected including audit, and exercising our and your rights under the Conditions of Issue of Octopus and Terms and Conditions for Use of Octopus UnionPay Card;
- (c) communication by us with you;
- (d) investigation of complaints, suspicious transaction and research for service improvement;
- (e) prevention or detection of crime; and
- (f) disclosure as required by 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予發卡組織、發卡組織商戶及其收單機構（如適用）；
- (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) Card Association, Card Association Merchant and its acquirer (if any) in the course of handling the requested service;
- (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);

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- (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. 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