



sim Credit Card 持卡人爭議交易表格

註：所有爭議交易申請必須於相關月結單發出後 60 日內向亞洲聯合財務有限公司（“UAF”）提出。請於遞交此表格前致電客戶服務熱線 2722 1111 與客戶服務主任聯絡，此表格應連同附件(如適用)以電郵發送至: dispute@thesim.com

持卡人姓名 : _____

信用卡號碼 : _____

爭議交易

交易日期	商戶名稱	爭議金額

自動櫃員機交易爭議 - 自動櫃員機未能提供現金 / 自動櫃員機按本人指示提供現金，但本人忘記領取現金。

自動櫃員機地點：_____

自動櫃員機交易爭議 - 提款金額不符 (要求金額: (貨幣/銀碼) _____)，

收到金額: (貨幣/銀碼) _____)，自動櫃員機地點：_____

未經授權交易 - 本人並沒有參與上述交易或對其給予授權，並且在爭議交易發生時本人正保管及控制本人之信用卡。

重複處理交易 - 本人只參與一宗交易，但被商戶收費多於一次。

已退回貨品/取消服務 - 本人已於_____ (日期)向商戶退回有關貨品/取消有關交易並獲發相關確認編號
_____ (現附上相關取消通知/退回貨品相關文件副本)。

退款尚未處理 - 本人收到商戶簽發的退款單，但至今該退款仍未存入本人之賬戶 (現附上相關退款單副本)。

交易金額不正確 - 簽賬單據之交易金額出錯，應由 HK\$ _____ 更改為 HK\$ _____ (現附上相關簽賬單據副本)。

未有收到相關貨品/服務 - 本人於 _____ (日期)訂購商品/服務，但商戶未能按約定日期 _____ (日期)向本人提供有關商品/服務 (現附上相關訂購表格副本)。

已透過其他方式付款 - 本人已用其他方式繳付有關交易金額，但以上提供的賬戶仍然被誌賬 (現附上其他方式付款之相關證明副本)。

其他 (請註明) : _____

本人明白處理上述爭議交易時可能需要提供相關的證明文件。如本人未能證實本爭議交易表格中報告的內容，本人同意支付有關交易賬項、整段期間 (包括調查期間) 的財務費用 / 或利息。

本人明白當 UAF 收妥有關表格後會展開調查，UAF 因而作出的一切決定皆為最終決定並對本人具約束力。

本人明白不論 UAF 的調查結果如何，本人須就提出爭議交易支付爭議交易手續費，費用為每筆爭議交易港幣 120 元。

持卡人簽署

聯絡電話

日期

For Internal Use Only 內部專用:					
Case No.:		Reference No.:		Handled by:	Checked by:



sim Credit Card Cardholder Transaction Dispute Form

Note: All disputed transactions are required to be reported to United Asia Finance Limited (“UAF”) within 60 days of the relevant statement date. Please contact our Customer Service Officer by calling our Credit Card Customer Service Hotline at 2722 1111 before submitting this form (if applicable, with enclosure) by email to: dispute@thesim.com

Cardholder Name : _____

Credit Card Number : _____

Disputed Transaction(s)

Transaction Date	Merchant Name	Disputed Amount

ATM transaction dispute - ATM failed to dispense cash / ATM dispensed cash per my instruction but I forgot to take the cash.
Location of the ATM : _____

ATM transaction dispute – Incorrect amount dispensed (Requested amount: (Currency/Amount) _____,
Received amount: (Currency/Amount) _____), Location of the ATM : _____

Unauthorized transaction - I have neither engaged in nor authorized the above transaction(s) and my card was in my possession and control at the time of the questioned transaction.

Duplicate processing - I engaged in one single transaction but was charged more than once.

Returned merchandise/cancelled service - I have already returned the merchandise/cancelled the service on _____ (date) with confirmation number _____. (Attached is a copy of the relevant cancellation notice/merchandise returned documentation).

Refund not processed - I received a refund notice for the above transaction from the merchant but the refund has not been posted into my account. (Attached is a copy of the relevant refund notice).

Incorrect transaction amount - The transaction amount as shown on the sales slip was incorrect and should be amended from HK\$_____ to HK\$_____. (Attached is a copy of the relevant sales slip).

Merchandise not received/service not rendered - I ordered the merchandise/service on _____ (date) with the expected delivery date on _____ (date). However, the merchandise/service has not been received/rendered. (Attached is a copy of the relevant order form).

Payment by other means - The above transaction has been settled by other means. However, the above card account was still charged. (Attached is a copy of the relevant proof of payment by other means).

Others (Please specify): _____

I understand that I may need to provide the relevant document(s) in support of the above disputed transaction(s). If I am unable to substantiate the content of my report in this form, I agree to pay for the transaction amount, the finance charge and/or interest on the transaction amount over the whole period (including the investigation period).

I understand that UAF shall carry out the investigation upon receipt of this form, and the resulting decision of UAF in relation to my report herein shall be final and binding on me.

I understand that I shall be liable to pay a dispute transaction handling fee in the amount of HKD120 per every transaction disputed regardless of the result of investigation by UAF.

Cardholder's Signature

Contact Number

Date

For Internal Use Only 内部專用:

Case No.:	Reference No.:	Handled by:	Checked by:
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