

### Mis-transfer of Fund – Refund Request Form

#### 錯誤轉賬 – 退款要求申請表

Note: Please complete the form in BLOCK LETTERS and all fields are mandatory. Please email the completed form to [wecare@welab.bank](mailto:wecare@welab.bank). If you have any query, please contact our Customer Service Hotline at: +852 3898 6988.

注意: 請用正楷填寫本申請表, 並填寫表格的所有欄位。請將已填妥的表格電郵至 [wecare@welab.bank](mailto:wecare@welab.bank), 如有任何問題請致電客戶服務熱線 **+852 3898 6988**。

#### Customer (Remitter) information

##### 客戶(付款人)資料

Customer name (English):

客戶姓名 (英文):

Telephone:

聯絡電話:

Core Account number:

核心賬戶號碼:

#### Transaction details (Please ✓ the appropriate option)

##### 交易內容 (請在適當的方格內填上 ✓ 號)

Transaction channel:

交易途徑:

☐ Mobile Banking

手機銀行

☐ Others:

其它:

Transaction method:

交易方式:

☐ FPS

轉數快

☐ Others:

其它:

Transaction date and time:

交易日期及時間:

Transaction amount

(please indicate currency):

交易金額 (請列明貨幣):

Transaction reference number:

交易參考編號:

#### Payee's information (Please provide the relevant information)

##### 收款人資料 (請提供相關信息)

Payee's mobile number/ Email/ FPS ID (either one), and Bank name, account number and account holder's name:

收款人手機號碼/ 電郵地址/ 轉數快識別碼 (其中一項), 以及銀行名稱, 戶口號碼及收款人名稱

#### Additional remarks (If applicable)

##### 附加備注 (如適用)

## Customer declaration and signature

### 客戶聲明及簽署

I hereby confirm, acknowledge and agree to the followings:

本人謹此確認、承認及同意如下：

The transfer of the said sum was not caused by the Bank's negligence (the "Transfer").

上述金額的錯誤轉賬並非由 WeLab Bank Limited 的疏忽所引致(「轉賬」)。

I hereby request and authorize WeLab Bank Limited (the "Bank") to contact on my/our behalf the transferee and/or the transferee's bank, as the case may be, to which the said sum had been mistakenly transferred, to inform the transferee of the matter and confirm with the transferee if any funds were mis-transferred and, if so, obtain the transferee's authorization of returning the mis-transferred funds to me.

本人要求及授權 WeLab Bank Limited 代表本人聯絡收到上述錯誤入賬的收款人和/或收款銀行，視情況而定，以通知收款人有關事宜並確認上述金額為錯誤入賬所得。如經確認，獲取收款人之授權將有關款項退回本人。

The Bank is not obliged to make any refund unless the transferee agrees to do so and the transferee's bank, as the case may be, has refunded the said sum to the Bank.

除非得到收款人之同意及經收款銀行，視情況而定，收到退回款項，WeLab Bank Limited 並無責任將款項退回本人。

I will at all times hereafter fully indemnify the Bank for and against all actions, suits, proceedings, claims, demands, liabilities, losses, damages, costs and expenses (including, without limitation, legal fees on a full indemnity basis and other expenses of reasonable amount and reasonably incurred) whatsoever which may be incurred or suffered by the Bank as a result of or arising out of or in connection with the Transfer, this request and/or the Bank's refunding the said sum to me.

本人須在任何時間就 WeLab Bank Limited 一切因或有關錯誤入賬，上述要求及/或退回上述款項予本人而可能招致或遭受之任何法律行動、訴訟、控訴、索償、要求、責任、損失、損毀、成本及開支(包括但不限於全面彌償引致的法律費用及其他所有合理地招致而金額合理的開支，負責對 WeLab Bank Limited 作出彌償)。

The Bank may share all relevant information of the transfer, such as the name and account number of the transferor and the transferee and the involved amount, with the transferee's bank or stored value facilities, as the case may be, the transferee, and the Hong Kong Police Force as appropriate for the purpose of handling the transfer and this request.

本人承認及同意 WeLab Bank Limited 可將錯誤入賬之所有有關資料(如付款人及收款人姓名及戶口號碼，涉及金額及錯誤入賬原因等)提供予收款銀行或儲值支付工具，視情況而定，收款人及香港警務處如適當，作為錯誤入賬及上述要求跟進的用途。

Authorized signatory

獲授權簽署人

Date (DD/MM/YYYY):

日期(日/月/年):

*Case reference number (For internal use only)*

### **Important notes 注意事項**

1. The Bank will validate your Refund request form before processing your request and where necessary, you are required to provide information to the Bank within 5 working days upon receiving the Bank's request for supplementary information.

在處理退款申請前，WeLab Bank Limited 會先核實你的申請是否有效，你必須在收到 WeLab Bank Limited 補充資料的要求後 5 個營業日內向 WeLab Bank Limited 提供相關資料。

2. You will receive an acknowledgement within 1 working day after the Bank has requested for and received supplementary information (where necessary) and accepted your request.

在 WeLab Bank Limited 提出要求及收到補充文件（必要時），並接受你的退款申請後，你將會在一個營業日內收到確認信息。

3. The result will be issued to you within a reasonable period (normally within 20 working days from the date of receipt of your request). If the fund was successfully recovered, you will receive a written confirmation indicating the details of the fund returned. If the fund cannot be recovered, a written confirmation will be issued to you for your reference, detailing the result and the actions being taken by the transferee's bank/institution (subject to the information provided by the transferee's bank/institution).

WeLab Bank Limited 將於合理時間內（由成功確認你的申請為有效日起計，一般不超過二十個營業日）發出書面通知，以通知閣下的申請結果。如果資金能成功退回，WeLab Bank Limited 會附上書面確認書，其詳列有關退回資金的交易。如果你的申請不成功，發送予你的書面確認書將詳列由收款人銀行 / 機構（如收款人銀行 / 機構提供了相關資料）或 WeLab Bank Limited 所採取之跟進行動以作參考。

4. Once the fund is recovered, we will credit the amount to the core account provided above.

若資金能成功退回，WeLab Bank Limited 將會存入你上表所述的核心賬戶。

5. The Bank will use its best endeavors to follow up your request. There is no guarantee the mis-transfer funds can be successfully recovered as it is subject to the transferee's consent and authorization. The Bank is not responsible or liable for any disputes, failures, or rejections arising from recovery of the mis-transferred funds.

WeLab Bank Limited 會盡力跟進你的資金退回申請。但退回錯誤轉賬之資金需得到收款人的同意和授權，因此 WeLab Bank Limited 無法保證該筆資金能夠成功收回。對於有關退回錯誤轉賬之資金申請的任何爭議、未能退回或被拒絕，WeLab Bank Limited 概不負責。