

CHARGEBACK REQUEST FORM (Please complete this form in CAPITAL LETTERS)

退款申請表格

Please submit this form with supporting document(s) to: wecare@welab.bank or mail to the above address.

If you have any enquiries, please call our Customer Service Hotline at +852 3898 6988 for assistance.

請遞交此申請表格並提供相關文件電郵至 wecare@welab.bank 或郵寄至以上地址。

如有任何查詢, 請致電本行客戶服務部 +852 3898 6988

(I) Contact Information (As registered at Welab Bank, i.e. the Bank)

聯絡資料 (於匯立銀行(即本行)登記之記錄)

Customer Name/ 客戶姓名 (英文)

Mobile Phone No./手提電話號碼

Email/電郵地址

(II) Disputed Transaction Details

爭議交易資料

Transaction Date (DD/MM/YYYY) 交易日期 (日/月/年)	Merchant Name 商戶名稱	Transaction Reference No. 交易編號	Currency 貨幣	Transaction Amount 交易金額	Disputed Amount 爭議金額

(III) I refer to the above transaction and advise that: (Please select the dispute reason listed below)

關於上述交易賬項, 本人現確認: (請選擇相應的爭議原因)

Dispute Related To Unauthorized Use/有關未授權交易的爭議

- I did not authorize or enter into the transaction(s) and my debit card is in my possession at the time of the questionable transaction.

本人從未授權或進行此筆交易, 當該有問題交易發生時, 扣賬卡由本人保管。

To avoid having further unauthorized transactions, please call our Customer Service Hotline at +852 3898 6988 to cancel your card and organize a refund.

為避免再有未經授權的交易, 請立即致電 3898 6988 與本行的客戶服務部聯絡, 終止閣下的扣賬卡及提交爭議交易要求退款。

Dispute Other Than Unauthorized Use (Please ✓ an appropriate one)/未授權交易以外的爭議 (請在適當的方格內填上✓號)

- I have cancelled a recurring payment with the merchant on ____ / ____ / ____ (DD/MM/YYYY). However, I am still being charged.

本人已取消此筆定期循環交易, 取消日期為 ____ / ____ / ____ (日/月/年), 但有關扣賬卡仍然被扣循環交易金額。

- Transaction(s) incorrectly processed, I only authorized ____ (please indicate transaction currency and amount).

此交易金額並不正確, 我只授權 ____ (請註明交易貨幣和金額)。

- I engaged in the transaction(s) but did not receive the goods/services ordered via mail/telephone order/online purchase (please delete as appropriate).

茲確實本人透過電郵/電話訂單/網上購買(請刪去不相應的交易途徑)參與以上簽賬, 但未有收到相關貨物/服務。

Expected date of delivery was ____ / ____ / ____ (DD/MM/YYYY)

Chargeback Request Case Number (For Internal Use Only):

預計運送日期 _____ / _____ / _____ (日/月/年)

I contacted the merchant on _____ / _____ / _____ (DD/MM/YYYY)

本人已聯絡商戶於 _____ / _____ / _____ (日/月/年)

- I only authorized one transaction but did not authorize any other transaction(s) for _____ (please indicate transaction currency and amount).
本人只授權一筆交易並沒有授權其他交易 \$ _____ (請註明交易貨幣和金額)。
- I had received the merchandise. As agreed with the merchant, I returned it to the merchant on _____ / _____ / _____ (DD/MM/YYYY). However, no credit was posted to my account.
本人已收到相關貨品，並與商戶達成協議把貨品退還給商戶，退還日期為 _____ / _____ / _____ (日/月/年)，但至今仍未收到退款。
- I have received a credit transaction receipt(s) from the merchant. However, no credit was posted into my card account. Please see the attachment(s) for the copy of credit transaction receipt(s).
本人持有商戶提供的退款證明單據，但本人至今仍未收到商戶的退款。現隨附上退款證明單據副本。
- The merchandise/service received is not as described as the one I ordered/purchased from the merchant.
本人收到的貨物/服務 與本人於商戶訂(購)的貨物/服務 有不同。
- Other dispute reason (please specify in details):
其他爭議的原因或備註 (請詳述):

(IV) Customer Declaration

I confirm that I have attempted to resolve the dispute with the merchant but failed.

I retain a copy of this form and original documentation.

I understand that supporting document(s) is/are necessary for the completion of this dispute form request.

本人已嘗試與商戶商討，但仍未能解決此爭議。

本人必須保留此申請表格之副本及一切相關的正本文件。

本人明白必需提供有關文件以完成是次交易爭議之申請。

Authorized Signatory 獲授權簽署人

Date 日期

Important Notes

注意事項

- Please note that any debit card related transaction dispute raised beyond 60 calendar days from the statement date will not be handled.
- You will receive a written acknowledgement of the dispute request within 2 working days.
- You are required to provide supporting documents to the Bank at your earliest convenience (within 14 working days after the Chargeback Request Form is submitted).

Chargeback Request Case Number (For Internal Use Only):

WeLab Bank Limited
Customer Service Centre
23/F K11 Atelier,
728 King's Road
Quarry Bay, Hong Kong

匯立銀行有限公司
客戶服務中心
香港鰂魚涌英皇道 728 號
K11 Atelier 23 樓

☎ : +852 3898 6988
✉ : wecare@welab.bank



- You are required to provide additional supporting documents on demand from the Bank within 8 working days upon our email notification.
 - 有關任何扣賬卡的交易爭議，閣下須於月結單日期起 60 日內通知本行，否則表格不會被接納。
 - 我們將於閣下提出交易爭議起的 2 個營業日內發出書面確認書予閣下。
 - 閣下於提交退款申請表格時必須連同相關文件一同繳交，如未能一同繳交，請閣下必須於提交退款申請表格當天起計 14 個營業日內補發給本行。
- 如閣下需要遞交附加文件，本行將透過電郵通知閣下，請閣下於電郵通知起 8 個營業日內補發給本行。