



持卡人争议交易声明

CARDHOLDER'S STATEMENT OF DISPUTED ITEM

卡号 (Card Number) : _____ 持卡人姓名 (Cardholder Name) : _____

序号 (Seq NO.)	交易日期(TXN Date)	商户名称(Merchant Name)	交易金额(Amount)

本人对上述之交易作出以下之声明: (请在适当之方格内填上√)

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

- 本人已查看交易签购单及相关单据,确认该交易款项应由本人承担。
I have checked the sale slip and related documentation. I confirm that I am responsible for this charge.
- 本人并没有参与上述之交易或对其给予授权, 并且本人之信用卡/借记卡没有被盗窃或遗失。
I certify that I neither participated in nor authorized the above transaction(s). My card was in my possession and control at the time of the questioned transaction.
- 本人只参与一宗交易, 但却被商户收款一次以上。
I engaged in one transaction; however, I was charged for more than once.
- 正确交易金额应为_____。(请附上签购单据副本)
Correct transaction amount should be _____. (Please enclose the slip copy)
- 上述商户无法或不愿意向本人提供有关交易之服务/商品, 本人虽已向商户作出追讨, 但争议仍未能平息。
The merchant was unable or unwilling to provide the service / merchandise. I have attempted to resolve the above matter with the merchant however the dispute remains unsettled.
- 本人已用其他方式付款: 现金 支票 其他信用卡/借记卡。(请附上有关收据的副本)
I paid the transaction(s) by Cash Cheque Other credit card. (Please enclose the relevant payment receipt copy)
- 本人于_____ (日期) 已和商户达成取消自动转帐授权协议/已要求取消自动转帐授权, 但该商户未按照办理并继续于本人的户口支账。(若持有上述之文件, 敬请附上)
I have already cancelled my auto-debit agreement with the merchant on _____ (Date). Nevertheless, my account was still billed. (Please provide relevant document copy if possible)
- 本人收到商户签发的退款单, 但至今该退款仍未存入本人之账户。(请附上退款单副本)
I received a refund slip from the merchant but the credit card account was charged for the above transaction. (Please enclose copy of the relevant receipt if possible)
- 其他 (请简要描述) _____
Others (Please describe in summarize)

本人确认上述信息真实、准确。本人理解, 贵行要求本人提交本持卡人争议交易声明不表示贵行已经或将会部分或全部免除本人根据贵行信用卡/借记卡章程、领用合约及其他相关规定所需履行的还款义务。本人知悉并同意, 上述信息将被提交中国银联及维萨、万事达等国际银行卡组织用于争议处理, 且争议处理将按有关卡组织的规则执行。

I confirm the information above is true and accurate. I understand, your request for submission of this Cardholder's Statement of Disputed Item does not constitute your waiver, in all or in part, of my repayment obligation under your credit card Articles of Association, credit card agreement and other relevant requirements. I know and agree that the information above will be submitted to CUP, Visa, MasterCard or other banking card association for dispute resolution purpose, and the dispute will be processed in accordance with the rules of the relevant banking card association.

持卡人签署 (Cardholder Signature): _____ 日期 (Date) : _____

*签署须与您卡片的签字式样相符 must be same as the one on your card signature panel

说明: 1. 本表可从花旗银行, 实用信息处选择《消费争议申请表》进行下载。(网站地址为:

<http://www.citibank.com.cn/ICARD/index.htm?eOfferCode=CNCTNLCAD>)2. 完整填妥表格, 签字后, 请扫描并发送邮件至 (Email) : dl.citi.china.cn.cstc.dl.dispute@citi.com。