



**Citi® Commercial  
Cards Transaction  
Dispute Form 爭議交易**

**表格**

Card Number 卡號 (last 6 digits only 最後6位數): \_\_\_\_\_

Cardholder Name 持卡人姓名: \_\_\_\_\_

Transaction Date 交易日期 (DD 日/MMM 月 /YY 年)	Merchant/Retailer Name 商戶名稱	Transaction Amount 交易金額

Please read the descriptions below and mark the one that is most relevant to your dispute. Also, please attach a copy of the corresponding statement and mark the statement to indicate the disputed item(s). Card program regulations require that you provide additional information to document specific items, where indicated below. If you have any questions, please contact Citibank Customer Services via the telephone number on the reverse of your card.

請閱讀以下說明，並選擇與是次爭議最相關的描述。另外，請提供月結單之副本，並於爭議之金額 / 項目上作出記號。依信用卡相關條例要求，請根據您標記的爭議，提供其他相關文件以作記錄。如有任何疑問，請與花旗銀行客戶服務部聯繫。

**1. FRAUDULENT TRANSACTION 信用卡被盜用，未經授權之交易**

I certify that the charge listed above was not made by me or a person authorized by me. I did not receive any goods or services from this transaction nor did any person authorized by me.

本人保證上述費用並非由本人或經本人授權的任何人提出。本人及可能經本人授權的任何人並沒有從這筆交易中收到任何商品或服務。

Note- If you have not yet blocked your card, please contact Citibank Customer Services at the number on the back of the card immediately.

注意 - 如果您尚未通知卡遺失或被盜用，請立即通過卡背面的電話號碼聯繫花旗銀行客戶服務部。

My card was in my possession at the time the fraudulent transactions were made? [required]  Yes  No  
在欺詐交易發生時，卡片在本人隨手可及保管中？**[必須填寫]**  是  否

If yes: Did anyone else have access to your card? If so, what is their relationship to you? \_\_\_\_\_  
如果是：是否有其他人可以取用您的卡？如果是，他們與您的關係是什麼？ \_\_\_\_\_

If no, please choose one of the below options:  
如果不是，請選擇以下選項之一：

My card was not received:  
我並未收到新卡  
[required] –What is the mailing address where the card was to be delivered?

**[必須填寫] - 卡片的郵寄地址？** \_\_\_\_\_

My card was lost/stolen on [required] \_\_\_\_\_ (MMDDYY).

我的卡已在 \_\_\_\_\_ (月月/日日/年年) 遺失/被盜

I discovered the card was lost/stolen on \_\_\_\_\_ (MMDDYY).  
What happened? Did you file a police report? If so, please provide a copy? [required]

我在 \_\_\_\_\_ (月月/日日/年年) 發現卡已遺失

**發生了什麼事？您是否已向警察報案？如果是，請提供警方報告副本？ [必須提供]**

I was threatened with physical harm and forced to use the card to complete fraudulent transactions.

我受到身體傷害的威脅，並被迫使用該卡完成欺詐交易。

Please provide a detailed description of the event along with additional documentation (eg, Police report). If no police report, please explain

請提供詳細說明以及其他文件（例如，警方報告）。如果沒有警方報告，請解釋

## 2. HOTEL CANCELLATION 酒店取消

**With Cancellation Number: 可提供取消號碼**

I guaranteed a hotel reservation for late arrival and then cancelled it on \_\_\_\_\_(date) at \_\_\_\_\_(am/pm) with cancellation number \_\_\_\_\_

Was the cancellation policy given to you at the time of reservation?  Yes  No

If yes, please provide the details of the cancellation policy:

我使用信用卡用作酒店預訂的擔保延遲抵達，然後我在 \_\_\_\_\_(月月/日日/年年)

\_\_\_\_\_ (上午/下午時間)取消了。相關的取消號碼是 \_\_\_\_\_。

酒店是否在預訂時向您提供取消政策？  是  否

如果是，請提供取消政策的詳細資料：

**Without Cancellation Number: 無法提供取消號碼**

I guaranteed a hotel reservation for late arrival and then cancelled it on \_\_\_\_\_(date) at \_\_\_\_\_(am/pm) No cancellation number was given. Please provide the details of the cancellation, the merchant's response to your cancellation request and the name of person accepting the cancellation, if available: \_\_\_\_\_.

Was the cancellation policy provided to you at the time of reservation?  Yes  No

If yes, please provide the details of the cancellation policy:

I understand it is required that I have attempted to contact the merchant and travel agent (if applicable), and their response on \_\_\_\_\_(date) was: \_\_\_\_\_

**Please furnish proof of cancellation such as a copy of a phone bill showing the date and time the call was made to cancel the reservation.**

我使用信用卡用作酒店預訂的擔保延遲抵達，然後我在 \_\_\_\_\_(月月/日日/年年)

\_\_\_\_\_ (上午/下午時間) 取消了但無法提供取消號碼。請提供[如有]取消的其他相關詳細資料，例如

: 商戶對您取消請求的回復，以及接受您的取消請求的商戶家聯繫人姓名。

酒店是否在預訂時向您提供取消政策？  是  否

如果是，請提供取消政策的詳細資料：

我理解我必須嘗試聯繫商戶和旅行社[如適用]，他們在 \_\_\_\_\_(日期, 月月/日日/年年) 的回復是：

請提供取消證明，例如電話費賬單的副本以顯示取消預訂通話的日期和時間。

## 3. AIRLINE TICKET CANCELLATION 航空機票取消

I have cancelled the above identified airline ticket on \_\_\_\_\_(date) because (reason) \_\_\_\_\_

I was billed twice and I did not travel on ticket number \_\_\_\_\_. When I ordered the ticket, I understood it was fully refundable if I chose to cancel. On \_\_\_\_\_(date), I contacted the merchant and

travel agent (if applicable) and their response was \_\_\_\_\_

The name and number of the merchant and travel agent (if applicable) is: \_\_\_\_\_

Please provide the details of the cancellation policy and cancellation number, if received: \_\_\_\_\_

我已在 \_\_\_\_\_(日期, 月月/日日/年年) 取消了上述的機票，因為

\_\_\_\_\_ (原因)

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我被重複收費，而且我沒使用該張機票，機票號碼為\_\_\_\_\_。當我訂購機票時，我明白如果我選擇取消，費用可以全額退還。我在\_\_\_\_\_（日期，月月/日日/年年）聯繫了商戶和旅行社[如適用]，其回復是\_\_\_\_\_。商戶和旅行社的名稱和號碼是[如適用]：\_\_\_\_\_。請提供取消政策和取消正號碼的詳細資料，如可提供：\_\_\_\_\_。

#### 4. DUPLICATE PROCESSING 重複收費 (同一件商品/金額)

I engaged in a transaction with the above merchant. I was billed for the same transaction more than once.

我與上述商戶只進行了一宗交易。但在同一宗交易上我卻被商戶收款多於一次以上。

#### 5. MULTIPLE PROCESSING 多次收費 (不同商品/金額)

I engaged in a transaction with the above merchant. I have no knowledge of the transaction noted above and it was not authorized by me or anyone representing me. My cards were in my possession at the time of the above transaction. The correct transaction took Place on \_\_\_\_\_ (date), in the amount of \_\_\_\_\_.

我與上述商戶進行了交易。對於上列的交易，並未經我或代表我的任何人授權。在上述交易發生時，卡片在本人隨手可及保管中。正確的交易發生在\_\_\_\_\_（日期，月月/日日/年年），金額為\_\_\_\_\_。

#### 6. CREDIT NOT RECEIVED 退款尚未收到

I engaged in a transaction with the above merchant. I dispute the entire charge or a portion of it in the amount of \_\_\_\_\_. I have contacted the merchant and asked that a credit be applied to my account. I received a credit voucher for the above listed charge, but it has not been applied to my account. Attached is a copy of the credit slip.

我與上述商戶進行了交易。我對所有費用或其中一部分的費用\_\_\_\_\_（金額）提出異議。我已與商戶聯繫，並要求將退款退回到我的信用卡帳戶。我已收到商戶簽發的退款單，但至今該退款仍未存入本人之信用卡帳戶。（請附上退款單副本）

#### 7. MERCHANDISE / SERVICE NOT RECEIVED 未收到商品/服務

Although I engaged in a transaction with the above merchant, I never received \_\_\_\_\_ (description of merchandise/service) in the amount of \_\_\_\_\_. I expected to receive it on \_\_\_\_\_ (date). If merchandise was to be sent, where was it to be delivered? \_\_\_\_\_ (Location). I have contacted the merchant and asked that a credit be applied to my account. I contacted the merchant \_\_\_\_\_ (Contact Person) via \_\_\_\_\_ (Contact Method) on \_\_\_\_\_ (date) and their response was \_\_\_\_\_.

雖然我與上述商戶進行了交易，但我從未收到預計應在\_\_\_\_\_（日期，月月/日日/年年）金額為\_\_\_\_\_的\_\_\_\_\_（商品/服務詳細說明）。如果商品應該通過交貨發送，它應該送到哪裡？\_\_\_\_\_（地址）。我已於\_\_\_\_\_（日期，月月/日日/年年）通過\_\_\_\_\_（聯繫方式）與商戶聯繫，並要求商戶將退款退回到我的信用卡帳戶。他們的回應是\_\_\_\_\_。

#### 8. MERCHANDISE RETURNED 退回商品

My account has been charged for the above listed transaction, but the merchandise in the amount of \_\_\_\_\_ has since been returned on \_\_\_\_\_ (date). The reason for return was: \_\_\_\_\_.

I have contacted the merchant on \_\_\_\_\_ (date) and their response was \_\_\_\_\_.

Please provide details of the merchant's return policy, if one was provided: \_\_\_\_\_

Please list all items that were returned to the merchant: \_\_\_\_\_

Did the merchant refuse to accept returned merchandise or provide a return authorization? [required]  Yes  No

If yes: What did the merchant refuse or advise?

Merchant refused to provide return authorization

Merchant refused to accept returned merchandise

Merchant informed cardholder not to return the merchandise

Upon receipt of your Dispute form, Citibank will begin investigation of the dispute and will provide you with confirmation or status of your disputed transaction via Email, Telephone, Letter or Billing Statement adjustment within a maximum of 30 business days. Please contact our Customer Service at the telephone number given on the reverse of your card if confirmation or resolution is not received within the stated timeframe, or if you have additional questions about your dispute.

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Please furnish proof of your return/refusal of the merchandise. It can be obtained by requesting a trace through the local office of the delivery company that shipped the merchandise for you (if returned) or to you (if refused).

**If this proof is not available, please provide the following information:**

Date merchandise was received: \_\_\_\_\_  
Invoice/tracking number for return: \_\_\_\_\_  
Name of shipping company for return: \_\_\_\_\_  
Who signed for the package? \_\_\_\_\_  
Delivery Address: \_\_\_\_\_

我的帳戶已被收取上述交易的費用，但該商品\_\_\_\_\_ (金額) 已於\_\_\_\_\_ (日期, 月月/日日/年年) 退回。退回的原因是: \_\_\_\_\_。

我已於\_\_\_\_\_ (日期, 月月/日日/年年) 與商戶聯繫，他們的回應是: \_\_\_\_\_。

請提供商戶退貨政策的詳細資料，如可提供: \_\_\_\_\_。

請列出退回商戶的所有商品: \_\_\_\_\_。

商戶是否拒絕接受商品退回或提供退貨授權? **[必填]**?  是  否。

如果是: 商戶拒絕或建議什麼?

- 商戶拒絕提供退貨授權  
 商戶拒絕接受商品退回  
 商戶告知持卡人不要退貨

請提供您退回/拒絕商品的證明。您可要求送貨公司的當地辦事處提供送貨/退貨證明。

如果沒有此證明，請提供以下信息:

商品收到日期: \_\_\_\_\_ (日期, 月月/日日/年年)

退貨的發票\追蹤號碼: \_\_\_\_\_

退貨的運輸公司名稱: \_\_\_\_\_

包裹簽收人? \_\_\_\_\_

郵寄地址: \_\_\_\_\_

## 9. MERCHANDISE / SERVICE NOT AS DESCRIBED 商品/服務與所描述的不符

The item(s) did not conform to what was agreed upon with the merchant. Provide an explanation of what merchandise or service was received and what was expected: \_\_\_\_\_

If written documentation is available that describes what was expected to be received, please fax/mail a copy.

Please note where this transaction took place:

at the merchant's place of business  through the mail  e-mail  over the telephone

I received or expected to receive the merchandise/service on \_\_\_\_\_ (date). The merchandise/service was returned or cancelled on \_\_\_\_\_ (date). I contacted the merchant for a credit on \_\_\_\_\_ (date) and attempted to discuss the matter. The merchant's response was:

Did the merchant refuse to accept returned merchandise or provide a return authorization? [required]  Yes  No

If yes: What did the merchant refuse or advise?

- Merchant refused to provide return authorization  
 Merchant refused to accept returned merchandise  
 Merchant informed cardholder not to return the merchandise

Please send proof of your return/refusal of the merchandise. It can be obtained by requesting a trace through the local office of the delivery company that shipped the merchandise for you (if returned) or to you (if refused).

**If this proof is not available, please provide:**

Name of shipping company for return \_\_\_\_\_

Invoice tracking number for return \_\_\_\_\_

Who signed for the package? \_\_\_\_\_

Delivery Address: \_\_\_\_\_

該項目不符合與商戶達成的協議。提供有關收到的商品或服務以及預期內容的說明:

如有書面文件可以描述預期收到的商品或服務，請傳真/郵寄一份副本。

請標記此交易的發生地點:

- 在商戶的營業地  通過郵件  電子郵件  通過電話

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我已在或預計會在\_\_\_\_\_ (日期, 月月/日日/年年) 收到商品/服務。商品/服務已於\_\_\_\_\_ (日期, 月月/日日/年年) 退回或取消。我在\_\_\_\_\_ (日期, 月月/日日/年年) 聯繫了商戶要求退款, 並試圖討論此事。商戶的回應是: \_\_\_\_\_。

商戶是否拒絕接受商品退回或提供退貨授權? [必填]?  是  否

如果是: 商戶拒絕或建議什麼?

- 商戶拒絕提供退貨授權
- 商戶拒絕接受商品退回
- 商戶告知持卡人不要退貨

請提供您退回/拒絕商品的證明。您可要求送貨公司的當地辦事處提供送貨/退貨證明。  
如果沒有此證明, 請提供以下信息:

退貨的運輸公司名稱: \_\_\_\_\_ (日期, 月月/日日/年年)  
退貨的發票\追蹤號碼: \_\_\_\_\_  
包裹簽收人? \_\_\_\_\_  
退貨地址: \_\_\_\_\_

#### 10. CREDIT APPLIED AS CHARGE 應退款錯誤處理為應收款

I have received a credit voucher for the above listed charge, but it was applied to my account as a charge. Please furnish us proof of credit from the merchant.

我已收到上述費用的退款單, 但被錯誤處理為借記交易。請向我們提供商戶的退款單證明。

#### 11. CANCELLED RECURRING TRANSACTION 已取消的自動轉帳授權

**With Cancellation Number** 可提供已取消的自動轉帳授權參考編號:

I notified the merchant on \_\_\_\_\_ (date) to cancel pre-authorized recurring charges (i.e., insurance premium, membership fee) and I was provided a cancellation number of \_\_\_\_\_. I will refuse delivery should the merchandise be received.

我在\_\_\_\_\_ (日期, 月月/日日/年年) 通知商戶取消預先授權的經常性費用 (即保險費, 會員費), 並收到取消參考編號\_\_\_\_\_。如果收到商品, 我會拒絕簽收。

**Without Cancellation Number** 無法提供已取消的自動轉帳授權參考編號:

I notified the merchant on \_\_\_\_\_ (date) to cancel pre-authorized recurring charges (i.e., insurance premium, membership fee). The merchant has charged me again after this cancellation date. I contacted the merchant again on \_\_\_\_\_ (date), and their response was \_\_\_\_\_. I will refuse delivery should the merchandise be received.

我在\_\_\_\_\_ (日期, 月月/日日/年年) 通知商戶取消預先授權的經常性費用 (即保險費, 會員費)。在取消日期之後, 商戶再次向我收費。我在\_\_\_\_\_ (日期, 月月/日日/年年) 再次通知商戶, 商戶的回應是: \_\_\_\_\_。如果收到商品, 我會拒絕簽收。

#### 12. PAID BY OTHER MEANS 以其他方式付款

My card number was used to secure this purchase; however, the final payment was made by check, cash, or another credit card. I contacted the merchant on \_\_\_\_\_ (date) and their response was: \_\_\_\_\_  
**Please furnish a copy of the front and back of the check, a copy of the cash receipt or other documentation that payment was made by other means. If paid by 3rd party, please include their documentation.**

我的卡號用於確認此次購買;但最終付款是通過支票, 現金或其他信用卡支付。我在\_\_\_\_\_ (日期, 月月/日日/年年) 聯繫了商戶, 他們的回應是: \_\_\_\_\_。

如付款是通過其他方式進行, 請提供支票正面和背面的副本或現金收據的副本或其他文件證明。如果由第三方支付, 請提供相關的文件證明。

**13. ALTERED AMOUNT 金額錯誤修改**

Although I engaged in the above transaction, the amount of the sale has been altered from \_\_\_\_\_ to \_\_\_\_\_  
Please furnish a copy of your sales receipt, with the correct amount.

雖然我與上述商戶進行了交易，但是銷售金額已經從 \_\_\_\_\_ 改為 \_\_\_\_\_。  
請提供您正確銷售金額的收據副本。

**14. ATM DISCREPANCY 自動提款機錯誤**

I tried to withdraw cash from ATM, but cash was NOT dispensed (or) received only \_\_\_\_\_ from the ATM.

我嘗試在自動櫃員機提取現金，但我沒有收到現金 (或者) 我只收到了 \_\_\_\_\_。

**15. INCORRECT TRANSACTION CURRENCY 交易貨幣錯誤**

The transaction was to be completed in \_\_\_\_\_ currency, whereas merchant processed the charge in \_\_\_\_\_ currency, which resulted in higher charge to the card.

交易應以 \_\_\_\_\_ 貨幣完成，而商戶以 \_\_\_\_\_ 貨幣處理費用，這導致卡的收費增加。

I certify that the above information is true to the best of my knowledge. If additional information is needed I can be reached on \_\_\_\_\_ - \_\_\_\_\_ (STD or area code and telephone number) between the hours of \_\_\_\_\_ and \_\_\_\_\_.

本人證實以上資料正確無誤，如需額外資料作補充，請於 \_\_\_\_\_ 時至 \_\_\_\_\_ 時致電 \_\_\_\_\_ 與本人聯絡。

I acknowledge that the following email address \_\_\_\_\_ will be used to receive the acknowledgement from Citibank. If the email acknowledgement was not received within 2 working days from the submission date, I will have to resend the dispute form to Citibank again for processing.

本人明白花旗銀行會以電郵形式作為對此次爭議申請之確認通知，請將通知電郵到 \_\_\_\_\_。  
如兩個工作天之內本人仍未收到此電郵，本人會重新發送有關之申請。

Cardholder Signature 持卡人簽名: \_\_\_\_\_ Date 日期: \_\_\_\_\_ (DD/MM/YY)

For any questions, please contact Citibank® Purchasing Card Customer Services at 800 938 763 (Chinese) or 800 938 759 (English) if calling locally and +852 3516 8235 if calling from overseas.

如有任何問題，可致電本地電話800 938 763(中文) 或 800 938 759 (英文) 或海外電話+852 3516 8235。

- ASIA** : Please email a scanned copy of form and relevant documentation to Citibank at [citiservice.commcards.hk@citi.com](mailto:citiservice.commcards.hk@citi.com)  
**EMEA** : Please email a scanned copy of form and relevant documentation to Citibank at [cc.disputes.declaration.form@citi.com](mailto:cc.disputes.declaration.form@citi.com)  
**LATAM** : Please email a scanned copy of form and relevant documentation to Citibank at [commercial.disputes.latam@citi.com](mailto:commercial.disputes.latam@citi.com)  
**NA** : Please send the completed form and relevant documentation to Citibank at PO Box 6125, Sioux Falls SD 57117-6125 or alternatively fax the same at +1 866-763-7946 (International: +1 605-357-2019).

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