

Currenxie Card Transaction Dispute Form

Cardholder Name (in English):

Card No:

Contact Phone No:

Transaction Date	Merchant Name	Transaction Currency	Transaction Amount

Please kindly note that online transactions authorised via 3D Secure **cannot** be disputed. You should contact the merchant and try to resolve the dispute with the merchant directly.

Please select a reason as appropriate:

- Unauthorised transaction** you have not participated in nor authorised the above transaction(s). Your Card was in your possession and control at the time of the questioned transaction(s)
- Duplicate processing** you have engaged in one single transaction, but was charged more than once
- Incorrect transaction amount and/or currency** you have engaged in the above transaction(s), but the correct amount(s) and/or currency(ies) should be _____, _____, _____
- Returned merchandise/cancelled services** you have already returned the merchandise/cancelled the service(s) on _____(date). Please kindly enclose a copy of the cancellation notice/merchandise return supporting documentation
- Credit not processed** you have already received a credit but it has not been processed yet. Please kindly enclose a copy of the credit slip.
- Payment by other means** the above transaction(s) has(ve) been settled by other means. Nonetheless, the card account has been still charged. Please kindly enclose the other means payment proof(s)
- Merchandise/service(s) not received/rendered** you have ordered the merchandise/service(s) on _____ (date) with expected delivery date on _____ (date). Nevertheless, the merchandise/service(s) has(ve) not been received/rendered. Please kindly enclose the order confirmation.
- Cancelled recurring transaction** you have informed the merchant to cancel your direct debit authorisation agreement on _____ (date). However, your card account was still charged. Please kindly enclose the cancellation form/letter/request.
- Others** Please kindly specify: _____

Note:

1. We may not be able to process the chargeback request if the disputed transaction(s) are not reported to us within 60 days from the date after the statement date or if the necessary information/documents are not provided accurately and in full;
2. Before submitting this dispute form, you must contact the merchant first and make attempts to resolve the subject dispute;
3. If the investigation findings show that the dispute transaction(s) was(ere) authorised by you, you will be liable for all amounts due with respect to the disputed transaction(s), all interest and fees accrued as applicable as well as a processing fee of HKD 250 per transaction.

You hereby declare that the information herein provided to Currenxie Limited is true and correct. You authorised Currenxie Limited to disclose and/or exchange the information with/to any parties/sources Currenxie Limited may choose for the purpose of investigating and/or any related purposes.

Cardholder Signature:

Date:

This form must be signed before submitting and processing.

The signature must be the same as the one on the back of your card.