

本人同意授權永豐銀行處理信用卡/簽帳金融卡爭議款項，內容說明如下：

I hereby authorize Bank SinoPac to handle with the dispute transaction(s) as described below:

中/英文姓名(Name)	卡號(Card Number)

爭議款理由(Dispute Reason)

檢附證明文件(Attached Proof)

<input type="checkbox"/> 本人聲明未有下述消費，亦未授權或透露信用卡/簽帳金融卡資料予他人使用 (I did not participate in such transaction(s) with the merchant. I neither give my card to others nor permitted anyone to make as follow stated transaction(s), and the card was in my possession at the time of the disputed transaction(s).)	
<input type="checkbox"/> 本人已向該商店提出終止定期請款，但商店仍自本人之信用卡/簽帳金融卡請款 (I already cancelled the recurring transaction(s) but the merchant continued to charge me fees for the transaction(s).)	<input type="checkbox"/> 商店回覆同意終止此交易之證明
<input type="checkbox"/> 重複請款 (duplicate processing)	
<input type="checkbox"/> 金額不符，正確金額為_____ (Amount is incorrect and the correct amount should be the following: _____)	<input type="checkbox"/> 正確金額之證明
<input type="checkbox"/> 本人曾於_____年_____月_____日向商店取消此筆訂購(或訂房)，商店已同意退款但至今尚未收到退款 (I contacted the merchant and canceled my order (reservation). The merchant agreed to refund the amount but I have not yet received it.)	<input type="checkbox"/> 同意退款之證明(或訂房取消紀錄) <input type="checkbox"/> 商品寄回之掛號單據影本
<input type="checkbox"/> 此筆交易已付現或已用其他信用卡/簽帳金融卡支付 (paid by other means)	<input type="checkbox"/> 付現證明或他行卡簽單/帳單
<input type="checkbox"/> 本人所購買之商品或服務未獲提供，已於_____年_____月_____日試圖聯絡商店解決爭議，但商店不予任何回應 (Due to non-receipt of goods or services, I have made an attempt to resolve with the merchant. However, the merchant did not respond to the dispute.)	<input type="checkbox"/> 合約書或訂購明細 <input type="checkbox"/> 試圖與商店聯繫之證明 <input type="checkbox"/> 剩餘價值證明

其他說明(Other)

消費明細 (Dispute Transaction Details)

消費日期 (Date)	商店名稱 (Merchant Name)	交易金額 (Transaction Amount)	
		新臺幣 (NT\$)	外幣 (Other Currency)

- 本人授權永豐銀行依據信用卡國際組織規範，將上述聲明及相關文件交予商店所屬之收單銀行，反應本人疑義帳款。案件調查處理時間因個案不同約 45-180 天左右。
- 本人聲明以上所言一切屬實，若有不實，願負一切法律責任。

請於收到後 3 日內填妥並傳真至 (02) 2191-1008 或掃描回傳至客服信箱
cardservice1@sinopac.com，感謝您的配合！
若有任何疑問，請電洽 24 小時服務專線 (02) 2528-7776

持卡人簽名 (Cardholder Signature) _____
(與申訴卡片背面之簽名相符)
簽名日期 (Date) 西元 20 / /