

PayKool Visa Platinum Card Cardholder Dispute Transaction Form

Please note: All disputed transaction requests must be made to K Cash Limited ("K Cash") within 60 days from the date of the relevant monthly statement issued.

Please contact our Customer Service Officer at 23111 611 before submitting this form, and the form should be emailed together with attachments (if applicable) to: Dispute@paykool.hk

Cardholder Name: _____

Credit card number: _____ X X X X _____

Disputed Transactions

The date of the transaction	The name of the business	Amount in dispute

- ATM Transaction Dispute ATM Fails to Provide Cash / The ATM provides cash according to my instructions, but I forget to collect the cash

ATM Locations: _____

- ATM Transaction Dispute - Discrepancy in Withdrawal Amount and required amount (Required Amount: (Currency) _____ ,

Amount Received : (Currency) _____, ATM Locations: _____

- Unauthorized Transaction - I have neither engaged in nor authorized the above transaction(s) and my card was in my possession and control at the time of the questioned transaction.

- Duplicate Transaction - I only participated in one transaction but was charged more than once by the merchant

- Returned merchandise/cancelled service - I have already returned the merchandise/cancelled the service on _____(date) with confirmation number _____. (Attached is a copy of the relevant cancellation notice/merchandise returned documentation).

- Refund has not been processed - I have received a refund notice from the merchant, but the refund has not yet been credited to my account (a copy of the relevant refund notice is attached).

- Incorrect Transaction Amount – the transaction amount as shown on the sales slip was incorrect and should be amended from HK\$_____ to HK\$_____ (A copy of the relevant signed receipts is attached.)

- Merchandise not received/service not rendered – I ordered the merchandise/service on _____(date) with the expected delivery date on _____(date). However, the merchandise/service has not been received/rendered. (Attached a copy of the relevant order form)

- Payment by other means - I have settled the transaction amount by other means, but the above credit card account was still charged (a copy of the relevant proof of payment by other means is attached).

- Other (please specify): _____

I understand that I may be required to provide relevant supporting documents when handling disputed transactions. If the investigation results show that the disputed transaction was authorised by the cardholder or the investigation result shows that the transaction dispute is not substantiated, K Cash will charge the relevant transaction account, finance charge and/or interest (if applicable) for the entire period (including the investigation period) on the following card accounts.

I understand that an investigation will commence upon receipt of the relevant form by K Cash and all decisions made by K Cash as a result of this shall be final and binding on me.

I understand that I shall be liable to pay a dispute transaction handling fee of HK\$100 per disputed transaction for every transaction disputed regardless of the results of the investigation by K Cash

Signed by the cardholder

Contact number

date

For Internal Use Only:					
Case No.:		Reference No.:		Handled by:	Checked by: