

# 臺灣銀行信用卡客戶疑義帳款投訴表

## Bank of Taiwan Cardholder's Dispute Form

客 戶 資 料 明 細 ( Customer' s Information )		
發卡單位 ( Issuing Branch )	卡 號 ( Card Number )	姓 名 ( Name )
聯絡電話 ( Contact Number )	聯 絡 地 址 ( Contact Address )	
客 戶 投 訴 資 料 ( Customer Dispute Detail )		
<input type="checkbox"/> 投訴日期 (Dispute Date): ____ 年 (year) ____ 月 (month) ____ 日 (day) <input type="checkbox"/> 消費日期 (Transaction Date) / 商店名稱 (Merchant) / 交易金額 (Amount):  <input type="checkbox"/> 簽帳單 (Receipt) <input type="checkbox"/> 繳款通知書 (Billing Statement) <input type="checkbox"/> 其他 (Others)		
投 訴 內 容 (Dispute Detail)	注 意 事 項 (Attention)	
	1. 本行調閱簽帳單後，如該款項應由您負擔，則調閱費用每筆收取新臺幣 100 元，並將補收止扣期間利息。(Should it is proven that the cardholder is liable, we will charge the interest of dispute amount and inquiry fee for every receipt inquiry NT\$100.) 2. 請檢附卡片正、反面影本。(Please attach the photocopy of your credit card.) 3. 如已繳款或已逾繳款截止日，則無法止扣。(We might not stop the payment of dispute transactions, if dispute date has exceeded payment due day or the bill has been paid.) 4. 本行依國際組織規定發卡銀行對收單銀行提出申訴的期限有限制，若超過期限，則將無法與收單銀行申訴，即使提出申請也應會被駁回，屆時您仍須負擔該爭議款項。 (In accordance with provisions of the International Credit Card Organization's dispute rules, transaction dispute cannot be established beyond time limit of the appropriate dispute rule. In such circumstance, cardholder will be required to sustain the disputed transactions.)	
未逾繳款截止日之疑義帳款申請止扣： <input type="checkbox"/> 是(yes) <input type="checkbox"/> 否(no) (Applying for stopping the payment of dispute transactions)		
客戶簽章 ( Cardholder' s Signature )		
<div style="text-align: right;">部 經</div> <div style="text-align: right;">_____ 分行 辦</div> <div style="text-align: center;">(單位章)</div> <input type="checkbox"/> 核對本人親簽 <input type="checkbox"/> 驗對本人身分無誤	經 主 辦 管 消費金融部登錄日期：	

第一聯 營業單位留存。請加蓋腰圖章及有權人員私章傳真至消金部 02-23756592 或 E-MAIL 至 bot15003

(本表一式二聯)

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聯絡電話 ( Contact Number )	聯 絡 地 址 ( Contact Address )	
客 戶 投 訴 資 料 ( Customer Dispute Detail )		
<input type="checkbox"/> 投訴日期 ( Dispute Date ) : ____ 年 ( year ) ____ 月 ( month ) ____ 日 ( day ) <input type="checkbox"/> 消費日期 ( Transaction Date ) / 商店名稱 ( Merchant ) / 交易金額 ( Amount ) :  <input type="checkbox"/> 簽帳單 ( Receipt ) <input type="checkbox"/> 繳款通知書 ( Billing Statement ) <input type="checkbox"/> 其他 ( Others )		
投 訴 內 容 ( Dispute Detail )	注 意 事 項 ( Attention )	
未逾繳款截止日之疑義帳款申請止扣: <input type="checkbox"/> 是 ( yes ) <input type="checkbox"/> 否 ( no ) ( Applying for stopping the payment of dispute transactions ) 客戶簽章 ( Cardholder' s Signature ) <div style="border: 1px solid black; height: 40px; margin-top: 10px;"></div> <div style="text-align: center; margin-top: 5px;">( 原申請書簽章 Signature )</div> 營業單位櫃員章:	<ol style="list-style-type: none"> <li>1. 本行調閱簽帳單後，如該款項應由您負擔，則調閱費用每筆收取新臺幣 100 元，並將補收止扣期間利息。(Should it is proven that the cardholder is liable, we will charge the interest of dispute amount and inquiry fee for every receipt inquiry NT\$100.)</li> <li>2. 請檢附卡片正、反面影本。(Please attach the photocopy of your credit card.)</li> <li>3. 如已繳款或已逾繳款截止日，則無法止扣。(We might not stop the payment of dispute transactions, if dispute date has exceeded payment due day or the bill has been paid.)</li> <li>4. 本行依國際組織規定發卡銀行對收單銀行提出申訴的期限有限制，若超過期限，則將無法與收單銀行申訴，即使提出申請也應會被駁回，屆時您仍須負擔該爭議款項。(In accordance with provisions of the International Credit Card Organization' s dispute rules, transaction dispute cannot be established beyond time limit of the appropriate dispute rule. In such circumstance, cardholder will be required to sustain the disputed transactions.)</li> </ol>	

第二聯 持卡人留存 for cardholder to keep

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