

《龙卡信用卡疑义交易声明》 填写指南

尊敬的客户：

您好！请您参照本指南填写《龙卡信用卡疑义交易声明》：

一、请您将疑义交易发生的卡号填写至相应栏位；

| 龙卡信用卡疑义交易声明 (Declaration) | | | | | |
|---------------------------|------------|------|---------------|----|--------------|
| 卡号CARDNo.: _____ | | | | | |
| 交易日期 | TRANS DATE | 商户名称 | MERCHANT NAME | 金额 | TRANS AMOUNT |
| | | | | | |

二、请您将疑义交易的交易日期、商户名称及金额在表格中逐笔填写；

| 龙卡信用卡疑义交易声明 (Declaration) | | | | | |
|---------------------------|------------|------|---------------|----|--------------|
| 卡号CARDNo.: _____ | | | | | |
| 交易日期 | TRANS DATE | 商户名称 | MERCHANT NAME | 金额 | TRANS AMOUNT |
| | | | | | |

请您参照对账单中对应栏位：

交易日期 TRANS DATE——账单中的交易日；

商户名称 MERCHANT NAME——交易描述；

金额 TRANS AMOUNT——交易币/金额（境外交易）

——结算币/金额（境内交易）。

境外交易：

| 交易日期 | 银行记账日 | 卡号后四位 | 交易描述 | 交易币/金额 | 结算币/金额 |
|------------|------------|-------------|-----------------------------------|-----------------|----------------|
| T-Date | P-Date | Card Number | Description | Trans. Curr/Amt | Sett. Curr/Amt |
| 2025-08-23 | 2025-08-23 | 6590 | JPN 跨境消费 CONVENIENCE LAWSON JAPAN | JPY 512.00 | CNY 24.63 |
| 2025-08-23 | 2025-08-23 | 6590 | JPN 跨境消费 MEIETSU TRAVEL FLAZA AIC | JPY 957.00 | CNY 46.04 |
| 2025-08-23 | 2025-08-24 | 6590 | JPN 跨境消费 ALPENDINGOYA Aichi JPN | JPY 64,790.00 | CNY 3,116.86 |
| 2025-08-24 | 2025-08-24 | 6590 | JPN 跨境消费 MEIETSU DEPARTMENT STORE | JPY 30,827.00 | CNY 1,475.51 |

境内交易:

| 交易日期 | 银行记账日 | 卡号后四位 | 交易描述 | 交易币/金额 | 结算币/金额 |
|---------------------|------------|-------------|-------------------|---------------------------|----------------|
| T-Date | P-Date | Card Number | Description | Trans. Curr/Amt | Sett. Curr/Amt |
| 【人民币账户】 RMB Account | | | | 上期账单余额 (Previous Balance) | 32,247.61 |
| 2025-09-22 | 2025-09-22 | 6757 | 财付通支付科技有限公司信用卡还款 | CNY -800.00 | CNY -800.00 |
| 2025-09-30 | 2025-09-30 | 6757 | 财付通支付科技有限公司信用卡还款 | CNY -193.32 | CNY -193.32 |
| 2025-10-01 | 2025-10-01 | 6757 | 抖音支付-惠东县港口海龟湾有限公司 | CNY 50.00 | CNY 50.00 |
| 2025-10-01 | 2025-10-01 | 6757 | 抖音支付-惠东县港口海龟湾有限公司 | CNY 15.00 | CNY 15.00 |

三、请您在 1-10 条选项中选择一项符合您疑义交易情况的，在序号前打“√”；若选项未能准确描述您争议的原因，请在备注栏中详细说明，如有必要可另附页（境内交易用中文填写，境外交易用英文填写）；

1.本人并未授权上述交易，也未授权他人参与过上述交易。（银联、美国运通、网联交易，如已报案，请附报案回执；如无法提供报案回执，请备注说明原因）
I have neither authorized nor participated in the transaction(s). (For CUP or AE or NUCC transaction(s), if the cardholder has reported to the police, please attach the alarm receipt(s) of acceptance; in case of no alarm receipt(s) of acceptance provided please explain the reasons in the following Comments Section.)

2.重复收款。I was charged twice or more times for the same transaction.

3.交易金额不符，正确应为_____。（请附文件副本）
The transaction amount is incorrect. The correct amount should have been _____.(Please enclose relevant copy(s) of document bearing the correct amount.)

4.本人已用其他_____（现金、支票、其他信用卡等）方式付款。（请附收据副本）
I paid the transaction by _____ (cash, check or other credit card etc.). (Please enclose relevant copy(s) of document.)

5.本人确曾预订上述服务，但本人已于_____ 2023 年 10 月 20 日 18: 00 _____（日期，时间）取消预订并获得取消号至 C260869 _____。（请附文件副本）
I made a reservation with the merchant above and canceled it at _____ 18:00 _____ (AM/PM) on (date) 231020 _____ I was given the cancellation No C260869 _____.(Please enclose relevant copy(s) of document.)

6.本人已于_____（日期）书面向上述商户提出取消自动转账授权，但该商户未按照办理。（请附文件副本）
I have informed the merchant to cancel my monthly/yearly agreement by writing on _____(date). Nevertheless, my account is still charged. (Please enclose relevant copy(s) of document.)

7.本人收到商户签发的退款单，但该款至今仍未记入本人账户。（请附文件副本）
I received a credit/void slip from the merchant but the credit doesn't appear in my statement. (Please enclose relevant copy(s) of document.)

8.本人未曾收到在以上商户订购的服务/货物。（请于备注栏内详细说明未收到货物的原因及附有关文件）
I have not received the ordered service/merchandise at the agreed-upon location or by the agreed-upon delivery date (Please explain the details in the following Comments Section and enclose relevant supporting document(s).)

9.本人在 ATM 提款时，未成功或金额有误。取现金额应为_____，实际吐钞金额为_____。
The cash was not properly dispensed by an ATM. The dispensed amount should have been _____.The actually dispensed amount was _____.

10.其他 Others:

备注 Comments:

本人声明以上所言一切属实。如有不实，愿负一切法律责任。
I declare the truthfulness and validity of the above mentioned content. Otherwise, I will undertake all legal responsibilities.

四、请您务必在签署栏中亲笔署名（打印无效）并注明填写日期；



本人签名 Signature: 张三
签署日期 Date: 2022.10.20

五、请您将填妥的《龙卡信用卡疑义交易声明》通过手机银行或电子邮件的方式提供至我行。发送电子邮件，**请务必在邮件主题上注明您的案件受理编号**，将填妥的声明作为附件发送至 4006206206.ZH@CCB.COM。如您有任何信用卡账务疑义问题，可拨打我行客服热线 95533 咨询。