



致 : 八達通卡有限公司 - 營運部
 To : Octopus Cards Limited - Operations Department

轉數快 x PromptPay 二維碼支付爭議表格
 FPS x PromptPay QR payment Dispute Form

八達通銀包號碼 Octopus Wallet Number : _____

爭議詳情 Details of Dispute			
交易日期及時間 Transaction Date & Time		交易備註 Transaction Ref	FRN
商戶名稱 Merchant Name			
交易金額 Transaction amount	HKD (港幣): THB (泰銖):	爭議金額 Dispute Amount	HKD (港幣): THB (泰銖):

本人已清楚明白上述交易必須於交易日 20 天內提出異議，否則未能作進一步跟進。I understand that the above disputed transaction(s) should be reported within 20 days of the transaction date, otherwise the dispute cannot be processed.

本人對上述交易作出爭議原因如下(請於適當方格內填上√ 號)：

I dispute the above transaction(s) for following reason(s) (Please tick the appropriate box):

- 本人沒有以任何方式參與或授權上述交易。
I have neither authorised nor participated in the above transaction(s).
- 本人只授權一項交易，但卻被商戶收款一次以上。獲授權的交易備註為: FRN
I engaged in one transaction, however, I was charged for more than once.
The transaction reference of authorized transaction is : FRN
- 正確交易金額 / 貨幣應為 _____，但現收取金額 / 貨幣為 _____。(現附上交易記錄副本)
The correct transaction amount / currency should be _____ but I was charged with amount / currency _____ (enclosed is the copy of the transaction record).
- 其他 Others : _____

 客戶簽署 Customer Signature:

 日期 Date (日 dd/月 mm/年 yyyy)

客戶姓名 Customer Name:

Remark: 如爭議涉及商品或服務質素問題，客戶需直接與商戶商討，八達通卡有限公司不會處理此類爭議。
 If dispute is related to spoiled goods or unsatisfactory services, customer should handle with merchant directly and Octopus Cards Limited will not handle this type of complaint.

有關閣下的個人資料收集聲明：關於個人資料（私隱）條例（「該條例」）的通知（「本通知」）

Personal Information Collection Statement relating to you (this "Notice") in accordance with the Personal Data (Privacy) Ordinance (the "Ordinance")

1. 閣下同意，八達通卡有限公司可把閣下籍「轉數快 x PromptPay 二維碼支付爭議表格」內所提供的資料作以下用途：

- (a) 處理轉數快 x PromptPay 二維碼支付交易爭議及退款申請事宜；
- (b) 八達通收費系統、八達通銀包服務及卡內資金的管理、運作及保養，包括審計及本公司與閣下根據八達通發卡條款行使其權利；
- (c) 本公司與閣下進行通訊；
- (d) 調查投訴或備受懷疑的可疑交易及研究服務改善措施；
- (e) 防止及偵測罪行；及
- (f) 根據法例、規則、規例、守則或指引作出披露。

You agree that Octopus Cards Limited ("OCL") may use your personal data as collected through the FPS x PromptPay QR payment Dispute Form for the following purposes:

- (a) processing of the FPS x PromptPay QR payment transaction dispute and application of refund;
- (b) management, operation and maintenance of the Octopus payment system, the Octopus Wallet Service and the service you selected including audit, and exercising our and your rights under the Conditions of Issue of Octopus;
- (c) communication by us with you;
- (d) investigation of complaints, suspicious transaction and research for service improvement;
- (e) prevention or detection of crime; and
- (f) disclosure as required by law, rules, regulations, codes or guidelines.

2. 若閣下未能向本公司提供有關個人資料，本公司可能無法處理有關的服務。

If you do not provide your personal data to us, we may be unable to provide you with our services as requested.

3. 本公司會將閣下的資料保密，但閣下同意，基於第 1 條列出之目的，本公司可將有關資料轉移或披露予位於香港境內的下述各方（惟第

3(a) 及 3(b) 條中列出的各方可能位於香港境外）：

- (a) 在按閣下所要求的服務過程中予相關支付系統及合作商戶（如適用）；
- (b) 對本公司有保密責任而向本公司提供與本公司業務運作有關的行政、電訊、電腦、打擊洗錢及恐怖份子籌資情報、付款、數據處理或其他服務的代理人或承辦商（例如專業顧問、電話服務中心供應商、速遞公司或資料輸入公司）；
- (c) 本公司、其附屬公司及 / 或聯屬公司，根據任何法例、規則、規例、守則及 / 或指引規定及 / 或履行任何具管轄權力的法院、執法機關及 / 或監管機構所發出的命令，按照適用之法例、規則、規例、守則及 / 或指引，有具約束力責任履行在法律上可強制執行向任何執法機關及 / 或監管機構作出披露的要求，但此類披露須有適當授權方可作出。

Your personal data will be kept confidential by us, but you agree that for the purposes set out in clause 1 above, we may transfer or disclose such personal data to the following parties within the Hong Kong Special Administrative Region ("Hong Kong") (except that the parties set out in clauses 3(a) and 3(b) below may be located outside Hong Kong):-

- (a) infrastructure providers and authorised partner merchants (if any) in the course of handling the requested service;
- (b) our agents or contractors under a duty of confidentiality to us who provide administrative, telecommunications, computer, anti-money laundering and counter terrorist finance intelligence, payment, data processing or other services to us in connection with the operation of our business (such as professional advisers, call centre service providers, courier or data entry companies);
- (c) any law enforcement agency and/or regulatory body for compliance with applicable laws, rules, regulations, codes and/or guidelines and/or any person or entity to whom we, our subsidiaries and/or affiliates are under a binding obligation to make disclosure under the requirements of any law, rule, regulation, code and/or guideline and/or order of any competent court of law, law enforcement agencies and/or regulatory bodies. Such disclosure will only be made under proper authority.

4. 閣下有權確定本公司處理資料的政策及慣例和獲告之本公司持有的資料類別。在繳付所需費用，閣下有權：

- (a) 查核本公司是否持有閣下的資料及查閱該等資料；及
- (b) 要求本公司改正任何不正確資料。

You have the right to ascertain our policies and practices in relation to the personal data as held by us. Subject to payment of reasonable fees permitted by the law. You have the right to:

- (a) check whether we hold your personal data and to have access to your personal data; and
- (b) require us to correct any personal data which is inaccurate.

5. 任何查閱資料的要求，請以書面向下列人士提出：

香港九龍九龍灣宏泰道 23 號 Manhattan Place 46 樓



八達通卡有限公司
資料保障主任
或電郵地址：dpo@octopus.com.hk

Enquiries concerning the personal data collection by means of this form, our privacy policy and the making of access and correction, may be address to
The Data Protection Officer
Octopus Cards Limited
46/F, Manhattan Place
23 Wang Tai Road
Kowloon Bay
Kowloon
Hong Kong
Email: dpo@octopus.com.hk.

6. 本通知不會限制閣下在該條例下所享有的權利。
Nothing in this Notice shall limit your rights under the Ordinance.

**請填妥申請表格並連同附件(如適用) 電郵至 omp@octopus.com.hk 或郵寄至香港九龍九龍灣宏泰道 23 號 Manhattan Place
46 樓八達通卡有限公司-營運部**

**Please submit the completed form enclosed with attachment (if applicable) via email to omp@octopus.com or mail to Operations Department,
Octopus Cards Limited, 46/F, Manhattan Place, 23 Wang Tai Road, Kowloon Bay Kowloon, Hong Kong**