

錯誤轉帳（匯款）退回申請書 APPLICATION FOR REFUND OF MISTRANSFER

申請日：
(DATE:)

申請人(轉帳者)資料 Details of Applicant (as Transferor)	
客戶姓名 Name of Customer	客戶編號 Customer No.
客戶錯誤轉帳資料 Details of Mis-Transfer of Funds from Customer	
轉帳渠道 Means of the Transaction ☐ 分行辦理 Bank's Branch ☐ 網路銀行 Online Banking	
轉帳方式 Transaction Channel ☐ 支票 Cheque ☐ 網路銀行(轉帳/匯款)Online Banking ☐ 其他，請說明 Others, please specify ☐ 傳真匯款 Remittance via Facsimile	
扣帳戶口之號碼 Debit Account Number _____	
轉帳之參考編號 Transaction Reference Number _____	
轉帳金額 (請註明貨幣) Transaction Amount (Please indicate the currency) _____	
轉帳日期及時間 Transaction Date and Time _____	
收款人之銀行及戶口號碼 Transferee's Bank and Account Number 銀行 Bank : _____ 銀行戶口號碼 Banking Account Number: _____	
退款原因 Refund Reason _____	

☐本人同意授權彰化銀行香港分行將此表格中的資料給予收款人之銀行/機構或其他認為有需要跟進的第三方人士，以幫助收款人作出是否退還資金的決定。

I agree and provide my consent to Chang Hwa Bank Hong Kong Branch to share the information stated above to facilitate the transferee's bank/institution or any other 3rd parties may deem necessary to follow up the request with transferee to make the decision on returning the fund.

Important Notes 注意事項

A. 此申請只適用於在香港進行的轉帳，如處理收款或轉帳之銀行在香港以外之地方不適用於此申請。

The request is only applicable to transactions made within Hong Kong. This request is not applicable to transactions handled by any bank outside Hong Kong.

- B. 如閣下不同意授權本行將此表格的資料給予收款人之銀行/機構或其他認為有需要跟進的第三方人士，以幫助收款人作出是否退還資金的決定，本行將無法處理你的申請。
If you do not agree and provide your consent to Chang Hwa Commercial Bank Hong Kong Branch ("the Bank") to share the information filled up above to facilitate the transferee's bank/institution or any other 3rd parties may deem necessary to follow up the request with transferee to make the decision on returning the fund. The Bank will not be able to proceed your request.
- C. 如果閣下於星期一至五下午四時後或於星期六、日及公眾假期遞交申請，本行將於下一個工作日收取您的申請。
If the request submitted after 4:00pm from Monday to Friday or on Saturday, Sunday and Public Holidays, it will be received by the Bank in next working day.
- D. 在處理要求退回資金的申請前，本行會先核實您的申請是否有效，核實的工作有可能需要數個工作天去完成。
The Bank will validate your transaction before processing your request, and the validation may take a few working days to complete.
- E. 本行將於合理時間內(一般不超過二十個工作天)發出書面通知，以通知您的申請結果。如果資金能成功退回，本行會附上存款通知書，其詳列有關退回資金的交易。如果您的申請不成功，發送予您的書面通知書將詳列由收款人銀行/機構(如收款人銀行/機構提供了相關資料)或本行所採取之跟進行動以作參考。
The result will be issued to you in a reasonable period (normally not exceeding 20 working days). If the fund is successfully recovered, you may receive a deposit slip which indicated the details of the fund returned. If the fund cannot be recovered, a written confirmation which indicating the result and the actions taken by the transferee's bank/institution (if transferee's bank/institution provided such information) will be issued to you for your reference.
- F. 收款人銀行/機構會以他們認為合適的方法/渠道傳送或收取資金。因此，收款人銀行/機構可能會自行釐定所需徵收的服務費用(如適用)。
The transferee's bank/institution may return funds in a method/channel which deemed to be appropriate. Service charges (if applicable) may be levied by their sole discretion.
- G. 若資金能成功退回，本行將會先扣除由收款人銀行/機構所收取的服務費用(如適用)，然後存入您上表所述的扣帳戶口。
Once the fund is recovered, we may deduct all the applicable fees charged by the transferee's bank/institution before crediting to your debit account which you provided above.
- H. 本行會盡力跟進您的資金退回申請。但退回錯誤轉賬之資金需得到收款人的同意和授權，因此本行無法保證該筆資金能夠成功收回。對於有關退回錯誤轉賬之資金申請的任何爭議、未能退回或被拒絕，本行概不負責。
The Bank will use our best endeavour to follow up your request. However, it is not guaranteed the mis-transferred funds can be successfully recovered as it is subjected to the transferee's consent and authorization. The Bank is not responsible or liable in any disputes, failures or rejections of returning the mis-transferred funds.

退款申請人簽章 signature of applicant

簽章需與印鑑卡相符 signature must be same as signature card

負責人 Approved by	驗印人 Signature verified by