

Debit Card Chargeback

Debit Card chargeback mechanism

Chargeback mechanism is a way by which cardholders who found abnormal cash dispensing or problematic transaction record when make cash withdraw or cash deposit at ATM, or make payments for goods, request for refunds, whether in whole or in part, of their payments, under certain circumstances, in accordance with the rules of the respective Card issuing & Acquiring settlement associations.

How can cardmembers initiate chargeback requests

A cardmember can initiate a chargeback request by submitting to us a completed customer complaint form with supporting documents (e.g. ATM receipt, merchant invoice etc.) as required by us. The information in the transaction dispute form and the supporting documents are required to establish the validity of the chargeback request so as to ascertain whether or not the request will be considered and processed by the acquirer. If the request is established to be valid at a later stage, cardholder will be refunded an appropriate amount of his payment in accordance with the rules of the respective settlement associations.

The Chargeback process flow

Upon receipt of a chargeback request with the required information and supporting documents from a cardholder, we will submit the information to the acquirer for processing the request under the rules of the respective settlement associations as soon as practicable. Depending on the circumstances, the chargeback request may be accepted or rejected. If the dispute is found to be invalid and was not happened at CCBA ATM, a dispute investigation fee may be charged to cardholder's account.

Our role as a card issuer

We, being a card issuer, will assist debit card cardholders on the chargeback in accordance with the rules of the respective settlement associations where the circumstances justify. It is important for cardholders to provide us with sufficient information and supporting documents in order to establish a valid claim of chargeback.

Time Limits

Settlement associations impose time limits on chargeback request submission, and the time limits vary with types of disputes and settlement associations. Normally, cardholders are advised to examine their statements and report any error or omission in the statements to us within 60 days from the transaction date. If no error is reported with the said period, the statements are deemed to be conclusively true and correct and binding on cardmembers.

Chargeback process usually takes 6 to 8 weeks, which is counted from the date when all the required information and supporting documents are received by us from the cardmember.

Contact Us

Cardholders can contact us for enquiries on debit card chargeback via any of the following channels:

- Customer Services Hotline 2779 5533
- Our official website (www.asia.ccb.com);
- Any of our branches.