

Apple Gift Card Refund Information

Apple 禮品卡退款資料

Instruction:

- 1) Report the case to the Police
- 2) Go to website <https://getsupport.apple.com/products>
- 3) Follow path: "iTunes Store" -> "Gift Card & Codes" -> "Gift Card Scams" -> "Continue"
Choose "Call" or "Chat" as contact method and liaise with Apple Support for the email address for submission of this application form to initiate a refund procedure
- 4) If "Chat" is chosen, please enter the below in the Chat Box: -
"I am a victim of a scam relating to iTunes Gift Card, please provide the email address of Apple for my submission of an application form for refund arrangement"
- 5) Apple will provide an email address to Victim for submitting this form to Apple electronically.

指引：

- 1) 向警方報案
- 2) 登入網頁 <https://getsupport.apple.com/products>
- 3) 跟隨以下路徑: 「iTunes Store」->「禮品卡與代碼」->「禮品卡詐騙」->「繼續」
選擇「通話」或「線上對話」作為聯絡方式，並與 Apple 支援聯絡以獲取 Apple 電郵地址用以提交此申請表以啟動退款程序
- 4) 如選擇「線上對話」，可輸入「本人是與 iTunes 禮品卡有關的騙案受害人，請提供 Apple 的電郵地址，以便提交退款程序申請表」
- 5) Apple 將向受害人提供一個電郵地址，以便他們以電子方式將此表格提交給 Apple

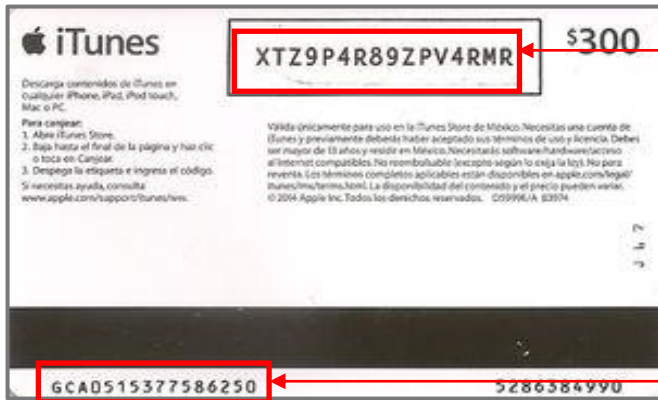
Part A - Case Background

甲部 – 案件背景

Name of Victim: 受害人姓名：	
Police Reference Number: 報案編號：	
Date/Time of Purchase: 購買日期及時間：	
Purchase Location: 購買地點：	
Offence Date/Time: 案發日期及時間：	
Summary of Incident: 騙案概要：	

Part B - Involved Apple Gift Card (*Please also attach the images of the cards and receipts)

乙部 – 涉案 Apple 禮品卡 (*另請提供禮品卡及賬單圖像)



PIN Code
禮品卡密碼

Card Serial No.
禮品卡編號

Card Serial No. 禮品卡編號	PIN Code 禮品卡密碼	Value (HK Dollars) 價值 (港元)
1		
2		
3		
4		
5		

Part C - Refund Details

丙部 – 退款資料

Victim's Apple Account Username: 受害人 Apple 賬戶名稱 :	
Please indicate whether you would like to cash-out the refunded credits (Yes/No): 請表明你是否想把款項兌換現金 (是/否):	
If yes, please also provide details of the bank account: - 如以上答「是」, 請提供銀行資料 :	
(a) Name of Bank 銀行名稱	
(b) Account Holder's Name 賬戶持有人名稱	
(c) Account Number 賬戶號碼	

Part D – Declaration

丁部 – 聲明

<input type="checkbox"/>	I hereby declare that for the purpose of verifying the accuracy and validity of information provided in this form, I consent the Hong Kong Police Force to provide necessary information to Apple. 本人聲明，為了確認表格內提供的資料真確無訛，本人授權香港警察提供所需資料予 Apple。
<input type="checkbox"/>	I hereby declare that to the best of my knowledge and belief, the information given in this form is true and correct. I understand that I may be subject to criminal liabilities if the information provided is found to be falsified. 本人聲明，據本人所知及所信，表格內所提供的資料全屬真確無訛。本人明白，倘若作出虛假資料，本人可能會負上刑事責任。
Signature:	Date:

***Disclaimer: This form is designed for the purpose of gathering relevant information to initiate the refund application process. Nothing in this form will be construed as a guarantee of the outcome of refunding application.**

***免責聲明：此表格旨在收集有關資料以啟動退款申請流程。本表格中的任何內容均不得解釋為對退款申請結果的保證。**