

HKMA Consumer Education Programme
Education Video

Credit Card Chargeback Protection

- Sales: Today's special
- Male customer & female customer: A time machine?
- Sales: It's just a prop
We're offering travel coupons!
Prepay now. They can be used for a long time!
- Female customer: Prepay?
- Male customer: Lump-sum credit card prepayments
that fall within a certain time limit
are generally protected by a chargeback mechanism
If the shop closes down, we can apply for a refund
- Sales: How about instalment plans on credit cards?
- Male customer: An instalment plan is a loan which the bank prepays for us
Even if the merchant closes down, we still need to repay the bank
Any form of prepayment involves risks
- Female customer: We don't have a time machine to predict the future
We'd better think carefully before prepaying
- Male customer: To learn more, ask your card-issuing bank for details
- Super: You can pay in advance, but you can't see the future
Check Credit Card Chargeback Protection with banks!
Think carefully before prepaying!
Hong Kong Monetary Authority Logo
- Sales: Deal?