

HSBC Credit Card – Dispute Form

Important Notes

- If you wish to dispute a retail transaction on your HSBC credit card account, please complete this form, enclosed with the supporting document(s) as mentioned in this form and return it to:

The Hongkong and Shanghai Banking Corporation Limited

Service Delivery – Card Services (Dispute)
Robinson Road P.O. Box 896
Singapore 901746

or, fax it to **(65) 6733 0477**.

- You must return the completed form and required supporting document(s) no later than 14 days from the date of statement with the disputed transaction(s). This is to enable HSBC to proceed with the dispute investigation and avoid delay or denial of the right to recovery of the disputed transaction(s). Otherwise, the temporary credit for the disputed charges will have to be debited from your account as we cannot continue investigation without your written dispute.
- Upon receipt of the dispute form, we will review your case and respond to you in writing.

Main Cardholder's Particulars

Name: _____ NRIC/Passport No.: _____
(as in NRIC / Passport)

Contact Number: (Mobile) _____ (Home) _____

Please complete the following if you will be overseas within next 3 months

I will be overseas from the period of _____ (DD/MM/YYYY) to _____ (DD/MM/YYYY).

Please contact me at:

Contact Number: _____

E-mail: _____

Address: _____

The personal data which you are submitting is being collected for the purposes stated in the HSBC Data Protection Policy. For more information on how we manage your personal data, please visit <http://www.hsbc.com.sg/1/2/miscellaneous/privacy-and-security>.

Dispute Details

Please complete a form for each dispute charge that is of a different reason.

HSBC credit card number: - - -

No.	Merchant Name	Transaction Date	Transaction Amount	Disputed Amount

I have examined the charges to my account and wish to dispute the above charge(s) based on the following reason:

(Please tick accordingly)

- Unauthorised/Unrecognised transaction**
 I did not authorise or participate in the transaction(s) indicated above or authorise anyone to engage in the transaction(s). My card was reported lost/stolen on _____ (DD/MM/YYYY) – if applicable.
- Incorrect amount/currency**
 The amount/currency billed by the Merchant was different from the sales draft or documents that I had authorised. Enclosed is my copy of sales draft or documents.
- Cancellation of recurring transaction**
 I have notified the Merchant to cancel my recurring membership/subscription on _____ (DD/MM/YYYY), which is at least 15 days prior to the submission of this dispute form. Enclosed is the cancellation notification made to the Merchant.
- Refund not processed**
 I have not received my refund from the Merchant. Enclosed is my copy of the credit voucher issued by the Merchant.
- Unauthorised multiple transactions**
 I did authorise at least one transaction for S\$_____ at the above Merchant, but did not participate in the other transaction(s) for S\$_____ and the card was still in my possession at the time of the other transaction(s). Enclosed is a copy of my authorised sales draft.
- Transaction paid by other means**
 Payment for the transaction(s) was paid fully by other means. Enclosed is a copy of the proof of payment made by other means.
- Cancellation of reservation**
 I did a hotel reservation but notified them to cancel the reservation. Cancellation reference number: _____. Enclosed is the cancellation notification to the Merchant.
- Non-receipt of goods/services**
 I have not received the merchandise/service/ATM cash for the transaction. Expected delivery was on _____ (DD/MM/YYYY). I have attempted to resolve my dispute with the Merchant on _____ (DD/MM/YYYY). Enclosed is the order form with the agreed delivery date/ATM receipt for the non-receipt of ATM cash.
- Merchandise or service received was not as described/defective**
 I enclose proof/details of what was not as described/defective. I have attempted to resolve my dispute with the Merchant and have returned any merchandise on _____ (DD/MM/YYYY). Enclosed is proof that the Merchant received my returned merchandise.
- Others (please indicate details)**

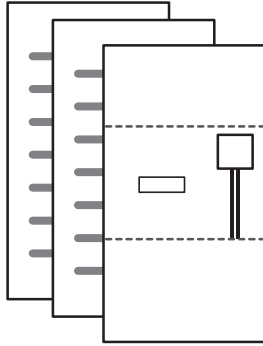
I confirm that the above information is correct and I have enclosed the necessary document(s) required by the Card Associations to support my dispute. If the disputed transaction is found to be legitimate, I agree to bear the retrieval fee of S\$5.00 + prevailing GST per dispute request that I raised.

Main Cardholder's Signature

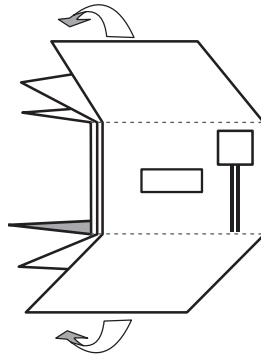
Supplementary Cardholder's Signature
(if disputed transaction was made on Supplementary card)

Date (DD/MM/YYYY)

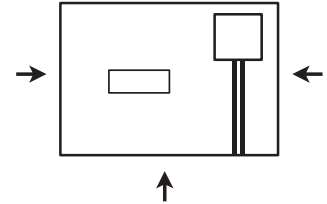
How to use the Business Reply Envelope (BRE)



a. Fold along dotted lines.



b. Insert documents into business reply folder, folding inwards.



c. Seal along edges of folder with clear tape (do not staple). Drop sealed folder into post box.

fold here

**BUSINESS REPLY SERVICE
PERMIT NO. 01259**



The Hongkong and Shanghai Banking Corporation Limited
Service Delivery – Cards Services
(Dispute Form)
Robinson Road P.O. Box 896
Singapore 901746

POSTAGE
WILL BE PAID
BY ADDRESSEE
FOR POSTING IN
SINGAPORE



fold here

Reminder:

- Have you completed all the fields in the form?
- Have you enclosed your relevant documents?

Seal here with clear tape

Seal here with clear tape