

HSBC Bank (Singapore) Limited

HSBC Credit/Debit Card – Dispute Declaration Form

1. Cardholder Particulars

Full name of Cardholder _____
 NRIC/Passport no. _____
 HSBC Credit/Debit card no. - - -

2. Transaction Details

(Please complete a separate form if there are multiple transactions with different dispute reason)

Merchant Name	Transaction Date	Transaction Amount	Original Currency Amount

3. Dispute Reason

(Please tick (✓) only one)

Unauthorised transaction:

- I did not authorise the transaction(s) indicated above and I have contacted HSBC to block my card on
- (Note: You will need to contact HSBC immediately to block your card otherwise the bank will not be able to proceed with the review. Please call HSBC at 1800-4722669 for assistance)**
- I did authorise at least one transaction for S\$_____ at the above Merchant, but did not authorise the other transaction(s) for S\$_____. The card was still in my possession at the time of the other transaction(s) and I have contacted HSBC to block my card on
- (Note: You will need to contact HSBC immediately to block your card otherwise the bank will not be able to proceed with the review. Please call HSBC at 1800-4722669 for assistance)**
- Payment for the transaction(s) was paid fully by other means. Enclosed is a copy of the proof of alternate payment made.

Service related:

- The amount/currency billed by the Merchant was different from the charge slip(s)/document(s) that I had authorised. Enclosed is a copy of my charge slip(s)/document(s).
- I have not received my refund from the Merchant. Enclosed is a copy of the credit voucher issued by the Merchant.
- I have cancelled my hotel reservation. The reservation/cancellation reference number is _____. Enclosed is the cancellation notification to the Merchant, in accordance with their policy.
- I have not received the merchandise/service. I have attempted to resolve it with the merchant. Enclosed is the proof of communication with the Merchant/order form with the agreed delivery date.
- The merchandise or service received was not as described or was defective. Enclosed is the proof of my communication with Merchant on what was not as described or defective on the purchase, and proof of the returned merchandise to Merchant on
- Others (please indicate details)

4. Declaration

- I confirm that the information provided above is true and accurate to the best of my knowledge.
- I understand that HSBC cannot guarantee the recovery of the disputed amount as the result is determined by, but not limited to, the outcome of the investigation of the merchant's bank and the rules and regulations of the relevant Card Association.
- I understand that the investigation and resolution of the dispute may take up to 6 months as it involves several different parties (including those external to HSBC).
- During the course of the investigations, I understand that HSBC may contact me to review the merchant's response.
- I understand that I should send the completed form together with the required supporting document(s) to HSBC within the timeframe stipulated and that late submission, incomplete forms or lack of supporting documents may result in HSBC being unable to process the form.
- If the disputed transaction is found to be legitimate, I agree to bear the retrieval fee of S\$5.00 (S\$5.35 inclusive of GST) per dispute request that I raise.

Signature of Cardholder

Date _____

Data Protection Policy

The personal data you are submitting is being collected for the purposes stated in HSBC's Data Protection Policy, a copy of which may be found at <https://www.hsbc.com.sg/privacy-statement>

5. Next Steps

Please submit the completed form together with the required supporting document(s) no later than 14 days from the date of statement with disputed transaction(s).

Mail to: HSBC Bank (Singapore) Limited, Service Delivery – Cards Services (Dispute Form)
Robinson Road – P.O. Box 896
Singapore 901746

Should you require assistance to block your card account or if you have any further queries, please call us at 1800-HSBC NOW (4722 669) in Singapore or (65) 64722 669 from overseas.

If there is any change to your personal particulars or contact details, please visit any of our branches or complete the Personal Particulars Update form available at www.hsbc.com.sg.

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**BUSINESS REPLY SERVICE
PERMIT NO. 01259**



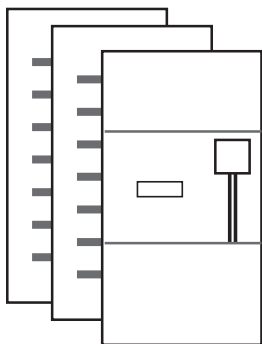
HSBC Bank (Singapore) Limited
Service Delivery – Cards Services
(Dispute Form)
Robinson Road - P.O. Box 896
Singapore 901746

POSTAGE
WILL BE PAID
BY ADDRESSEE
FOR POSTING IN
SINGAPORE

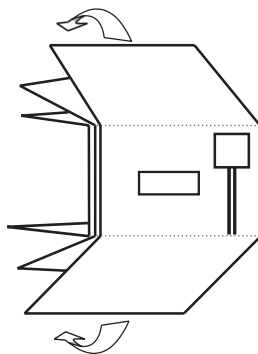
CARDS/BKG 107

fold here

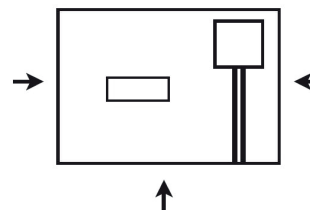
How to use the Business Reply Envelope (BRE)



a. Fold along dotted lines.



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



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

Please note:

- Have you signed the form?
- Have you enclosed the necessary supporting document(s)?

Seal here with clear tape

Seal here with clear tape