HSBC
The world's local bank

# CREDIT CARD DISPUTE FORM

Date: _____

**Card Number:** | | | | | | | | | | | | | | | | | |

**Cardholder Name:**_____

| S.#. | Transaction Date | Merchant Name (as appears in credit card statement) | Amount in Pak Rupee's | Amount in US Dollars |
|---|---|---|---|---|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |

**I dispute the above transactions appearing on my HSBC Credit Card Statement for the following reason;** ***(Note: Disputes should be reported to the bank within 30 days from the statement date)***

## PLEASE TICK AS APPLICABLE

☐ **1.** I have neither participated in nor authorised the above transactions. The card was in my possession at all times.

☐ **2.** The billed amount is incorrect. I have signed for Rs. _____. (Please provide a copy of your sales slip)

☐ **3.** I have already been billed for the above transaction on dated_____ (Billing Month)

☐ **4.** I have paid for this transaction by other means. (Please provide proof of alternate payment.)

☐ **C**heque ☐ **C**ash ☐ **O**ther_____ _____

☐ **5.** I have not received the Goods / Services. (Please provide a copy of the merchant's delivery terms and your correspondence with the merchant, if any.)

☐ **6.** This is a recurring transaction / subscription. I have cancelled this on dated _____. (Please provide merchant terms & condition along with cancellation letter sent to the merchant.)

☐ **7.** Credit is still not processed by the merchant dated_____ (Please provide copy of your credit voucher)

☐ **8.** I did not receive the requested cash at the ATM. (Please provide transaction slip as evidence for partial payment)

☐ Partial Amount Received ☐ **Yes** ☐ **No** (If yes please mention amount Rs._____ USD$_____)

☐ **9.** Unauthorized Internet Charge ☐ **Yes** ☐ **No** (Please provide email ID _____ &

other e-mail IDS as well _____.

☐ **10.** I agree to the transaction for Rs. _____ dated _____ at_____, BUT, do not agree to the above additional transactions by the same merchant without my authorization. (Please provide a copy of your sales slip).

☐ **11.** Hotel / Resort Charges: (Please tick mark the relevant detail)

Reservation request date: From _____to_____(Please provide reservation number_____)

Reservation made by ☐ **Phone** ☐ **Fax** ☐ **Internet** ☐ Other_____

Facility was utilized ☐ Yes ☐ No : From _____to_____ (Please provide copy of guest folio)

The transaction has been cancelled on dated_____ with cancellation

number_____(Please provide term & condition policy)

Were you advised of "no show' policy ☐ **Yes** ☐ **No**

***Dispute related comments (if any):***_____

Should the charge proved to be valid, I am responsible for the payment of PKR 350.00 (MasterCard Local) & PKR 900.00 (MasterCard Foreign & Visa Local and Foreign) on each disputed entry and the liabilities billed by you in addition to the accrued services fees if any. Further I endorse that I shall stand by the truth of this statement for subsequent legal enquiries by the bank/Law enforcement authorities (if any). I understand that the investigation may take upto 120 days to resolve and that the bank reserves the right to reverse any interim credit given in this regard. Where HSBC requires, the Customer shall provide an Affidavit in form prescribed by HSBC along with any further information requested by HSBC for investigation and resolution of the disputed transactions claimed by the Customer.

**SIGNATURE OF THE CARDHOLDER:** _____

**HSBC Bank Middle East Limited**
Dispute Resolution Unit
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UAN: (9221) 111-853-853