



HSBC Card Dispute Form

Type of HSBC card, please tick:

Credit Card Debit Card

To HSBC Dispute Section (Fax No.: 03-2179 6566 or E-mail: chargebackdisputecpd@hsbc.com.my)

I am disputing the following transaction(s) debited to my account (see below):

Transaction Date	Merchant Name	Transaction Amount
<input type="text" value="D"/> <input type="text" value="D"/> <input type="text" value="M"/> <input type="text" value="M"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="D"/> <input type="text" value="D"/> <input type="text" value="M"/> <input type="text" value="M"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="D"/> <input type="text" value="D"/> <input type="text" value="M"/> <input type="text" value="M"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="D"/> <input type="text" value="D"/> <input type="text" value="M"/> <input type="text" value="M"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/>	<input type="text"/>	<input type="text"/>

Dispute Reason(s):

Please Tick as appropriate (✓)

- I require a copy of the sales draft/ transaction receipt for my record. (RM20.00 will be charged for each sales draft)
- I confirm the transaction charged was not authorised by me. The card was in my possession at the time of the transaction.
- I have incurred RM on BUT not the above amount.
I enclose copy of my duly signed original sales draft.
- I have been charged times for the same transaction.
- I made the hotel reservation BUT have since cancelled it. I enclose a copy of my hotel cancellation letter and the cancellation code given by the hotel.
- I was billed with an incorrect original transaction currency. It should be and not .
- I have paid in full by cash/ cheque/ other card. I enclose the cash receipt, cheque number or other card account statement as evidence of the payment being made by on alternate means.
- I have not received the refund for the enclosed credit slip provided by the merchant.
- I placed the order BUT no goods/ services have been received from the merchant to-date. I enclose the order form with the agreed delivery date for the goods/ services.
- I received the goods/ services BUT they are different from what is specified in the order form. I enclose a copy of the invoice/ receipt which showed the exact description of the goods/ services that I have ordered.
- I have received the goods/ services BUT the goods/ services delivered are defective OR unsuitable for the purpose sold. I enclose a copy of my letter that is self-explanatory of this matter.
- I have duly notified the above merchant to cancel my monthly/ quarterly/ yearly membership subscription OR my takaful contribution/insurance premium by letter or facsimile or e-mail and yet I was billed. I enclosed is a copy of my cancellation notification to the above merchant.
- Other Dispute – Please specify:

My Contact Telephone Number:

Cardholder/ Customer Name:

Credit Card/ Debit Card No*:

(*please delete where not applicable)

Signature:

Date:

NB: Kindly complete and return the dispute form via our facsimile number: 03-2179 6566 or e-mail to chargebackdisputecpd@hsbc.com.my within 3 business days from the day the cardholder/customer contact the Bank to enable the Bank to proceed with dispute resolution failing which may result in delay and/or result in you being deprived of the right to recovery of the above disputed transaction(s) amount(s) from the merchant via Chargeback processes.