



HSBC Bank (Singapore) Limited

HSBC Credit / Debit Card – Dispute Declaration Form

i. Cardnoider	rarticulars				
Full name of Ca	irdholder				
NRIC / Passpor	t no				
HSBC Credit / [Debit card no.			-	
2. Transaction	Details	(Please comple	ete a separat	e form if there are multiple transa	actions with different dispute reason)
Merchant Nan	ne	Transaction Date		Transaction Amount	Original Currency Amount
3. Dispute rea					(Please tick (✔) only one)
			1.1.1		
(Note: Yo	u will need to cont		to block y	ntacted HSBC to block my card or our card otherwise the bank w	rill not be able to proceed with the
S\$ DDM (Note: Yo	. The card was s	till in my possession at t is a copy of my authorise	the time of t ed charge sli / to block y	he other transaction(s) and I have p(s).	authorise the other transaction(s) for e contacted HSBC to block my card on vill not be able to proceed with the
☐ Payment	for the transaction(s)	was paid fully by other r	means. Enclo	osed is a copy of the proof of alte	rnate payment made.
Service related	<u>d:</u>				
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.					
		indise/service. I have atte the agreed delivery date		solve it with the merchant. Enclos	sed is the proof of communication with
not as des		the purchase, and proof o		· (mmunication with Merchant on what was
4. Declaration	1				
	disputed transaction				y the Card Associations to support my (S\$5.35 inclusive of GST) per dispute
Signature of Ca	rdholder				
Date					
5. Next Steps					
Please send the	e form back together			ater than 14 days from the date of some of the right to recovery	statement with disputed transaction(s). of the disputed transaction(s).
Mail to:				s Services (Dispute Form)	2. I.I. dispates danisation(s).
	Robinson Road – P.C Singapore 901746		, 52.0	,,,	

Important Notes

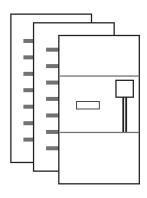
While we will do our best to resolve your dispute, the investigation progress is subject to the merchant's cooperation. It can take between 2 to 6 months upon receipt of your dispute form for the dispute to be resolved. Should you require assistance to block your card account or if you have any further 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.

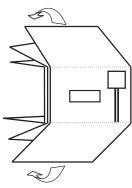
Data Protection Policy

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 http://www.hsbc.com.sg/1/2/miscellaneous/privacy-and-security.

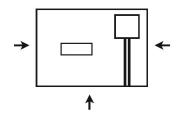
How to use the Business Reply Envelope (BRE)



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

Seal here with clear tape

BUSINESS REPLY SERVICE PERMIT NO. 01259

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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

Seal here with clear tape

fold here

Please note:

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

Seal here with clear tape