

CARDHOLDER DISPUTE FORM

The terms and conditions for processing disputed HSBC Credit / Debit Card transaction(s) are as follows:

1. Please ensure the completion of the requirements below

- A. Cardholder Details
- B. Transaction Details
- C. Supporting Document

2. Please attach the appropriate supporting document. Return this form and the document(s) within 3 (three) working days from the receipt date of this form to fax number as written above. Failure to do so may negate a successful chargeback.

3. HSBC will process the request in accordance to the applicable rules and regulations and time lines of Visa International and MasterCard International.

4. The cardholder will be liable for the disputed transaction and the subsequent charges should it is proven that the cardholder is liable after a complete chargeback process has been done.

I hereby declare that I have read and understood the above Terms and Conditions.

I also declare that the information below is correct and I am willing to supply additional information for further processing.

Cardholder Signature :

 Name:
 Date:

A. CARDHOLDER DETAILS

Credit / Debit Card Number :	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Name on HSBC Credit Card	<input type="text"/>
Mobile Phone	<input type="text"/>
Office Phone	<input type="text"/> Fax : <input type="text"/>
Home Phone	<input type="text"/>
Billing Address	<input type="text"/>
Email Address	<input type="text"/>
Postal Code	<input type="text"/>

B. TRANSACTION DETAILS

No	Transaction Date	Merchant Name	Billing Amount in IDR	Original Amount
1				
2				
3				
4				
5				

I dispute the above transaction/s with the following reason.
 Please tick one (✓)

	C. SUPPORTING DOCUMENT
<input type="checkbox"/> I made only one transaction, but I was charged double/more	Copy of transaction receipt
<input type="checkbox"/> I have paid by other means for this transaction.	Payment proof
<input type="checkbox"/> Cash/Goods have not been received by me.	Merchant's delivery Terms & Conditions.
<input type="checkbox"/> Credit voucher/refund still not processed to my account.	Credit voucher or credit acknowledgement from merchant
<input type="checkbox"/> I have a transaction with same merchant amounted	Cardholder copy of acknowledged receipt
<input type="checkbox"/> This recurring transaction/subscription was cancelled on (date).....	Merchant acknowledgement of Cancellation
<input type="checkbox"/> Proper cancellation was acknowledged by merchant on (date).....	Returned merchandise receipt to merchant or Cancellation acknowledgement from hotel/airline

Please explain chronology of your dispute in detail below :