

HSBC/HSBC Amanah Dispute Form

To Dispute Section (E-mail: chargebackdisputecpd@hsbc.com.my)

Important Notes:

- Please complete, sign and return this form with all supporting documents to chargebackdisputecpd@hsbc.com.my within 60 days from the account statement date.
- If the notice is received by the Bank after the 60-day time period, the Bank shall not be responsible for any loss resulting from the delay by Cardholder in providing such notice. Please contact our hotline at the back of the card for further assistance.
- It is the responsibility of Cardholder to make accurate, complete and truthful claims. Action can be taken against Cardholder for any attempt to make false claims on disputed transaction(s).
- For lost or stolen card/-i, or unauthorised transactions or irregularities, Cardholder is required to notify the Bank as soon as practicable to enable the Bank to block the card/-i and prevent any further unauthorised transactions.
- Dispute investigation can take up to 90 days. We are unable to process incomplete forms or forms without supporting documents.
- If the transaction is found to be legitimate [e.g. transactions authorised via One-Time Password (OTP) or PIN-enabled], Cardholder shall be liable for the usage of card and all applicable interest / financial charges. A sales draft retrieval fee of RM 20 per copy will also be charged.
- If you would like to check on the status of your dispute, please call our hotline at the back your card.
- Cardholder is not required to pay for the disputed card transaction(s) pending investigation by the Bank, without prejudice to the Bank's right to claim from Cardholder the appropriate amount based on the outcome of the investigation.
- Learn more about cardholder's responsibilities and liabilities at <https://www.hsbc.com.my/credit-cards/education/> and/or <https://www.hsbc.com.my/debit-card/> for unauthorised transactions and lost or stolen cards.

I am disputing the following transaction(s): **Credit Card** **Debit Card**

Transaction Date								Merchant Name	Transaction Amount
D	D	M	M	Y	Y	Y	Y		
D	D	M	M	Y	Y	Y	Y		
D	D	M	M	Y	Y	Y	Y		
D	D	M	M	Y	Y	Y	Y		
D	D	M	M	Y	Y	Y	Y		

Retrieval request

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)

Dispute Reason(s):

Please Tick as appropriate (✓)

- I confirm the transaction charged was not authorised by me. The card/-i 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 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/facsimile/e-mail and yet I was billed. I enclosed a copy of my cancellation notification to the above merchant.
- Other dispute – Please specify: _____

The following supporting document is required to support your dispute claims (Please tick where applicable):

- Police report (for unauthorised transaction and lost & stolen card/i)
- Proof of payment or cancellation (Purchase agreement, Emails confirmation, Chargeslip etc)
- Communication with merchant to seek first resolution (Emails confirmation, Correspondent Letters etc)

Signature: _____
Date: _____

Contact Number: _____
Cardholder/Customer Name: _____
Credit Card/-i or Debit Card/-i No.: _____