

# HSBC Card Dispute Form

To  
The Branch Manager,

Date:

Branch

## Customer Details

Customer Name

Account Number

 -  - 

Visa Debit Card Number

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

Transaction Date

       

Merchant Name

Transaction Amount

       


       


       



## Dispute Reason(s):

Please Tick as appropriate (✓)

- I confirm the transaction was not authorised by me. The card was in my possession at the time of the transaction.
- I have incurred expenses BDT  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 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 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.
- Other Dispute – Please specify:

I/we shall not hold HSBC or any of its employees liable if there is any negligence on my/our part to fill this form duly and understand the terms and conditions of HSBC Visa Debit Card.

Signature:

S.V.

## Office Use Only

Checking officer name	Signature	Date	/ /
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NB: Kindly complete and return the dispute form at any of HSBC Bangladesh branch or e-mail to servicequalitydak@hsbc.com.bd 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.