

Business Visa Debit Card Transaction Dispute

Complete the form using blue or black pen and print in clear CAPITAL LETTERS

You **must** return the completed form no later than 45 days after the statement date when the disputed transactions were charged. **Note: Only an Authorised Signatory to the account can complete this form.**

✉ Mail the completed form to: **GPO Box 4263, SYDNEY NSW 2001** **OR** 📠 Fax to: **(02) 8987 5956**

ACCOUNT HOLDER DETAILS

Account holder (*business name*)

Business Transaction Account number

 - -

Home phone number

 ()

CARDHOLDER DETAILS

Card name (as it appears on the card)

Business Visa Debit Card number

TRANSACTIONS IN DISPUTE

Date	Amount	Store/ATM/Bank
DD / MM / YY	\$	
DD / MM / YY	\$	
DD / MM / YY	\$	
DD / MM / YY	\$	

DETAILS IN DISPUTE

Give details of why the transaction is being disputed or what aspect is being disputed

Please provide a copy of the following:

- Statement where the transaction appears (indicate the transaction being disputed)
- The EFTPOS receipt, ATM receipt, payment receipt or sales voucher
- Any documentation which may support your claim

AUTHORISATION

I confirm that neither I nor the Cardholder nominated on this form:

- In any way authorised any transaction being disputed in this claim; or
- Are aware that any amount disputed in this claim is in fact the correct charge.

I acknowledge that HSBC may refer false claims to the police for investigation.

I understand that a fee of \$10 will be debited to the Business Transaction Account for each dispute item not resolved in my favour.

I consent to HSBC providing relevant third parties with copies of this form and supporting documents as part of the activities required to investigate and resolve this dispute. I understand that this may include personal information contained in such documents.

Authorised Signatory

Date

Name

Office Use Only

SV <input type="checkbox"/>	Checking officer name		Signature		Date	/	/
-----------------------------	-----------------------	--	-----------	--	------	---	---