

## IMPORTANT THINGS YOU NEED TO KNOW

You **must** return the completed form within 30 days from the statement date when the disputed transactions were charged, so that we can exercise chargeback rights on your behalf under the chargeback scheme. You have 6 years to lodge a disputed transaction for us to investigate (if your transaction is regulated under the ePayments code).

During the transaction dispute process, you may see the below entries on your statement:

**DISPUTE ITEM RAISED** – transaction dispute has been received and is being investigated. The amount in dispute is not included in your outstanding balance and interest will not be charged against this amount.

**DISPUTE ITEM RESOLVED** – the investigation has been finalised and the transactions have been released from disputed status. This entry is not included in your outstanding balance.

**DISPUTE RESOLVED CREDIT** – the dispute has been resolved in your favour and the amount credited to your account.

**CHARGEBACK CREDIT** – in accordance with Card Scheme regulations, we have charged the disputed transaction (full or partial amount) back to a merchant's bank and credited your account.

 Mail the form to: **GPO Box 4263, SYDNEY NSW 2001**

 Email to: **cardoperations@hsbc.com.au**

## CUSTOMER DETAILS

First name(s)\*

Surname\*

Phone number

Affected card number\*

Name of cardholder, if different to account holder

Email address

## TRANSACTIONS IN DISPUTE

1	Date	Currency (e.g. AUD)	Amount	Transaction details*
	<input type="text" value="DD / MM / YY"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	Date	Currency (e.g. AUD)	Amount	Transaction details
	<input type="text" value="DD / MM / YY"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	Date	Currency (e.g. AUD)	Amount	Transaction details
	<input type="text" value="DD / MM / YY"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	Date	Currency (e.g. AUD)	Amount	Transaction details
	<input type="text" value="DD / MM / YY"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
5	Date	Currency (e.g. AUD)	Amount	Transaction details
	<input type="text" value="DD / MM / YY"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
6	Date	Currency (e.g. AUD)	Amount	Transaction details
	<input type="text" value="DD / MM / YY"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
7	Date	Currency (e.g. AUD)	Amount	Transaction details
	<input type="text" value="DD / MM / YY"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
8	Date	Currency (e.g. AUD)	Amount	Transaction details
	<input type="text" value="DD / MM / YY"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

## DISPUTE DETAILS

Reason for dispute\*

Give details of why the transaction is being disputed or what aspect is being disputed.  
Specify any relevant surrounding circumstances.


## LOST OR STOLEN CARD DETAILS

Complete this section only if your card has been lost or stolen

Date lost/stolen

Time lost/stolen

 PM 

Date HSBC advised

Time HSBC advised

 PM 

Police report number

Where and how did the incident occur e.g. housebreak in or stolen?

## AUTHORISATION

I confirm that neither I nor any additional cardholder:

- 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; and
- have kept a permanent record of the PIN for this card, other than as disclosed in this form; and
- have disclosed the PIN for this card to anyone, other than as disclosed in this form.

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

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.

I consent to HSBC communicating electronically with me, including sending and receiving:

- (a) product disclosure statements, terms and conditions, financial services guides and other contractual documentation;
- (b) statements of my account;
- (c) notices and other documents from HSBC to me about my account(s)/product(s);
- (d) variations to the contract relating to my account(s)/product(s); and
- (e) notices from HSBC to me to my nominated email address and authorise HSBC to act on my electronic instructions.

I confirm that I have read and agree to the Electronic Communication Consent above and I am aware of the risks of sending and receiving information via email. I am aware I may choose to opt-out of HSBC communicating with me electronically by contacting HSBC on 1300 308 008.

I declare that the information provided in this form is true and correct to the best of my knowledge.

**Customer Signature**

**Date**

*Office Use Only*

*Staff Digital Signature*

*Call Reference Number*