



HSBC Debit Mastercard - transaction dispute form

REFERENCE NUMBER _____

(FOR CARD DISPUTES USE ONLY)

CARDHOLDER DETAILS:

Cardholder name: _____

Card number:

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7	6		
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Contact details: EMAIL ADDRESS: _____

MOBILE NUMBER: _____

PHONE NUMBER: _____

Customer identification: TYPE (E.G. DRIVER LICENCE) _____ NUMBER (E.G. LICENCE NUMBER) _____

TRANSACTIONS TO BE DISPUTED:

Date of transaction:	Retailers name:	Amount of transaction:
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Please select the most appropriate reason for disputing the transaction. **PLEASE CHOOSE ONLY ONE:**

Select one:	Reason for dispute	Do you have evidence to support dispute?
<input type="checkbox"/>	I did authorise this transaction, however, I have not received any goods. They were expected on (date) _____	YES <input type="checkbox"/> NO <input type="checkbox"/>

I cancelled my subscription on (date) _____ YES
By (please select) NO
Email
Phone
Letter

I received advice **that I would be refunded** for the charge on _____ YES
_____ but have not received the refund. NO

This is a **possible duplication** as I only authorised one transaction for _____ YES
_____ NO

The amount I have been charged appears to be **different to what I authorised.** YES
I authorised \$ _____ NO
but have been charged \$ _____

I **have already paid for this purchase** by other means (please describe how YES
goods were paid for, and supply any proof of payment, e.g. paid by cash NO
and a cash receipt). _____

I **don't recognise the charge.** I am unsure what this transaction
is and would like more information, including the retailers name.

I **have not authorised or participated in this transaction, nor** YES
have I received any goods or services from the retailer. NO

The goods and/or services that I **have received are different from** YES
what I ordered / I believe them to be one of the following: NO
 Counterfeit
 Damaged
 Defective
 Wrong item received

Customer signature

Any further notes:

Date