



# HSBC Corporate Card Transaction Dispute Form

## 1. Card Details

Company Name: \_\_\_\_\_

Cardholder Name: \_\_\_\_\_

Corporate Card Number: \_\_\_\_\_

## 2. Disputed Transactions Details

Merchant Name	Transaction Date	Transaction Amount	Disputed amount

(Please complete a separate form if there are multiple transactions with different dispute reason)

## 3. Dispute reason

- I did not authorize or participate in the transaction(s) (Note: Please call 1800-2276227 to block your card)
- The amount/currency billed by the Merchant was different from the sale draft/documents that I have authorized. Enclosed is a copy of the sale draft.
- I have notified the merchant to cancel my recurring subscription. Enclosed is a copy of the cancellation notification.
- Refund was not process. Enclosed is a copy of the credit voucher from the Merchant.
- Unauthorised Multiple Billings. Enclosed is a copy of the authorized sales draft
- Transaction paid by other means. Enclosed is a copy of proof of payment by other means.
- Merchant/service received was not as describe/defective or non-receipt. Enclosed is proof of resolution with the Merchant

Others: \_\_\_\_\_

## 4. Declaration

I confirm that above information is correct and I have enclosed the necessary document(s) required by the card association to support my dispute. If the disputed transaction is found to be legitimate, I agree to bear the retrieval fee of \$5.00 (\$5.35 inclusive of GST) per dispute request that I raise

On behalf of \_\_\_\_\_

\_\_\_\_\_  
(Authorised Signatory)

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_  
(Authorised Signatory)

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

## 5. Notes

Please complete and send the form with any supporting document(s) no later than 14 days from the date of statement with the disputed transaction(s) details to the below address. It may take up to 6months upon receipt of your dispute form to resolve your dispute subject to the merchant's cooperation:

The Hongkong and Shanghai Banking Corporation Limited, Singapore  
Service Delivery- ChargeBack & Settlements  
20 Pasir Panjang Road  
#14-21 Mapletree Business City East Lobby  
Singapore 117439