



The Hongkong and Shanghai Banking Corporation Limited  
7/F HSBC Centre 3058 Fifth Avenue West Bonifacio Global City 1634 Taguig City

**CARDHOLDER DISPUTE FORM**

Attention: DISPUTES RESOLUTION SERVICES  
Fax Number: 755-5042

Should you wish to confirm receipt of your dispute letter and supporting documents, you may contact 85800 after 3 banking days.

**THIS FORM MUST BE RECEIVED WITHIN 60 CALENDAR DAYS FROM TRANSACTION DATE.**

Please complete this form & attached the necessary documentation and mail to the above address or send via fax. These documents are required before we can process your dispute in accordance with the chargeback conditions as outlined by Visa and MasterCard. If we do not receive this letter & the required supporting documents within the specified timeframe, we will assume that you accept the transaction as valid and no longer intend to file a dispute.

**ALL INFORMATION MUST BE LEGIBLY PRINTED OR TYPED**

Cardholder Name		Card Number	
Residence Number	Office Number	Fax Number	
Mobile Number		E-mail Address	

Please indicate your preferred contact number with a (✓) tick mark.

**PLEASE INDICATE THE DETAILS OF THE DISPUTED TRANSACTIONS HERE**

Transaction Date	Merchant Name	Disputed Amount

Based on my examination of the Billing Statement of my credit card account and/or enquiry with your Customer Service Centre, I am disputing the item/s listed above based on the following: *(Please tick the most appropriate description and provide requested information and documentation)*

- I was charged twice for the same transaction. I enclose a copy of the signed transaction sales slip.
- I only have one valid transaction with the merchant amounting to \_\_\_\_\_. I enclose a copy of the valid transaction receipt.
- I neither participated nor authorised the transaction. I did not sign any slip nor receive any goods/services from the merchant
- I need a copy of the sales slip for my verification as I do not recognise the transaction. I agree that a retrieval fee will be charged to my account in case transaction is valid based on a signed sales slip.
- Amount charged was incorrect as actual transaction amount was \_\_\_\_\_. See copy of the receipt showing correct amount.
- I paid for the transaction through other means. I enclose documents to prove other method of payment (cash/cheque receipt, statement of account for a different credit card).
- I received a credit voucher from the merchant last \_\_\_\_\_ but no credit refund was processed to date. See attached credit slip.
- I cancelled the transaction with the merchant last \_\_\_\_\_. See attached acknowledged cancellation letter.
- I cancelled the booking with Cebu Pacific/PAL. I have coordinated with Cebu Pacific/Philippine Airlines last \_\_\_\_\_ and was provided DCN # \_\_\_\_\_ dated \_\_\_\_\_ as proof of the credit refund. Attached herewith is the copy of the Deposit Control Number provided by Cebu Pacific/Philippine Airlines.
- I did not receive expected goods/services from the merchant last \_\_\_\_\_. I asked for a refund from the merchant on \_\_\_\_\_. See documents to prove expected date of service / delivery of goods.
- I have returned the merchandise last \_\_\_\_\_ due to \_\_\_\_\_ and I have requested for a refund from the merchant on \_\_\_\_\_. Enclosed is the proof of return or copy of the credit voucher issued by merchant.
- Merchandise shipped to me was defective or not as described (not the same as ordered) so I returned it on \_\_\_\_\_. I asked the merchant for a refund last \_\_\_\_\_. See proof of return together with all pertinent documentation to support my claim.
- Merchant has imposed an additional amount of \_\_\_\_\_ or \_\_\_\_\_% surcharge due to the credit card payment. I enclose copy of the invoice and signed receipt showing the surcharge amount/breakdown.
- (For international transactions)* I incurred foreign exchange loss as a result of the merchant's processing error. My account was debited for equivalent Php amount of \_\_\_\_\_ but credit refund was only equivalent to Php \_\_\_\_\_. See attached proof of merchant error.
- Others (provide detailed explanation) \_\_\_\_\_

In making this complaint/dispute, I hereby declare that:

- My card has always been in my possession and has not been reported lost or stolen. I enclose a photocopy of the card's front and back image.
- My card has been reported lost/stolen. I enclose my Affidavit of Loss/Theft.

Signature \_\_\_\_\_ Date \_\_\_\_\_