

CARDHOLDER'S DISPUTE LETTER

The Manager
Hongkong and Shanghai Banking Corporation Limited
Network Service Centre
Jalan Sultan
Bandar Seri Begawan
Negara Brunei Darussalam
Attn: Card Operations Centre

Date : _____

Dear Sir,

CARDHOLDER'S NAME : _____ **CARD NUMBER :** _____

	<u>MERCHANT NAME</u>	<u>TRANSACTION AMOUNT</u>	<u>TRANSACTION DATE</u>
1	_____	_____	_____
2	_____	_____	_____
3	_____	_____	_____
4	_____	_____	_____
5	_____	_____	_____
6	_____	_____	_____
7	_____	_____	_____
8	_____	_____	_____
9	_____	_____	_____
10	_____	_____	_____

I am the holder of the above-mentioned credit card and I am disputing the charges for the following reasons:-

Please tick (/) the appropriate box below:-

- Duplicate Billing
- I have already paid transaction by:-
 - Other Credit Card
 - Cash
 - Cheque (Copy enclosed)
 - Others: _____

*** Please attach a copy of the cash receipt or other relevant supporting documents**

- I did not receive Credit for the enclosed credit voucher
- I certify that the charge listed above was not made by me or by a person authorized by me to use my card. Nor were the merchandise or service represented by the above transaction received by myself or by a person authorised by me.
- The amendment of the sales draft was increased from \$ _____ to \$ _____
- I have not received the merchandise or service for the transaction billed above. The expected delivery or service date is _____
- I did not make a hotel reservation with _____
- I cancelled my reservation on _____ at _____ am/pm. The cancellation number is _____
- I was not given a cancellation number or advised of a "NO SHOW" charge by the hotel for not checking in
- Others. Please specify _____

Yours faithfully,

(S.V.)

Cardholder's signature
Telephone no. _____

Note:
1 Please complete and return the form together with ALL supporting documents to your dispute no later than 3 working days from the disputed date. Where you submit incomplete information and/or documents, this may delay the dispute claim process and may affect the success of your claim
2 Visa & MasterCard By-Laws require written notification and relevant supporting documents to return the charge(s) to the acquiring bank.