Date : _____

TO: Regional ATM Unit

HSBC Bank Middle East Limited, Cards Products Division,
P O Box 500368, Dubai Internet City, Dubai – UAE
Please scan completed form and mail to hbmedisputes@hsbc.com

ATM DISPUTE FORM

Account Number	
Name	

	Transaction Date	Bank Name /Network Name	Time of Withdrawal	Transaction Amount
1				
2				
3				

Tick the appropriate box:

☐ Cash was not dispensed, but my/our account was debited.

☐ Part of the amount was dispensed. Amount Requested ☐

Amount Received ☐

☐ Did not perform the above transaction(s). At the time of this transaction(s) the card and the PIN was with me.

(I/We declare that none of the transactions listed above were made by me or by anyone acting upon my authority or with my consent or knowledge. Neither I nor any of the additional cardholders assigned to the account authorised or participated in all transactions disputed or received any benefit directly or indirectly from disputed transactions.

I confirm that at the time of the disputed transaction/s the originally issued card was in my possession).

☐ Comments (if any): _____

I hereby accept and agree to the following:

a.	The Bank has the authority to involve the competent law enforcement authorities in this investigation if required.
b.	Should the Bank's records and investigations conclude that any of the transaction (s) listed above was / were conducted by me or with my knowledge/authority, I hereby authorize the Bank to debit my account with: - AED 100.00 for each claim reported above - Any interim credit provided by the bank pending completion of investigations
c.	I herby confirm that the above facts are, to the best of my knowledge, information and belief, true.
d.	I authorise you to disclose to the police, details of any of the disputed transactions carried out on my account in order to allow them to pursue their investigations. I understand that any statements made by me may be used in court or as part of litigation proceedings.

Address : _____

_____

Email : _____

Contact : Mobile _____ Res. _____

Office _____ Fax _____

Customer Signature

Issued by HSBC Bank Middle East Limited, U.A.E Branch, PO Box 66, Dubai, U.A.E, regulated by the Central Bank of the U.A.E and lead regulated by the Dubai Financial Services Authority.
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