HSBC
The world's local bank

HSBC Bank Middle East Limited,
Doha , Qatar

Date: _____

DEBIT CARD ATM TRANSACTIONS DISPUTE FORM

Account/Debit card number	
Name	

	Transaction Date	Bank Name /Network Name	Time of Withdrawal	Transaction Amount
1				
2				
3				
4				
5				

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.
- ☐ My Account has been debited twice.
- ☐ Others _____
- ☐ 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.	I understand that the investigation may take upto 60 days if the transaction is routed through Plus/Cirrus network according to the card Association Regulations. to 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.

Address: _____
Email address:_____
Contact: Mobile_____ Res_____
Office_____ Fax_____

Customer Signature

For Bank Use Only:

…….. ……..

NAME STAMP& SIGNATURE OF STAFF **CHECKED BY NAME STAMP/SIGN**