



Date: _____

To:
HSBC Bank Middle East Limited,
PO Box 66, Dubai, UAE

ATM/Branch Cheque Deposit Machine dispute form

Account number

Name

Transaction type	Transaction date	Bank name/Network name	Time of withdrawal/deposit	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/us.
 - Cash/Cheque was deposited but amount is not credited to the account.
 - Cash/Cheque deposited but incorrect amount credited to the account.
 - Input incorrect account number/amount while depositing.
- (I/We declare that none of the transactions listed above were made by me/us or by anyone acting upon my/our authority or with my/our consent or knowledge. Neither I/we 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/We confirm that at the time of the disputed transaction(s) the originally issued card was in my/our possession).
- Comments (if any):

I hereby accept and agree to the following:

- a. The Bank shall be entitled to , but is under no obligation whatsoever, involve the competent law enforcement authorities in this investigation as deemed appropriate by the Bank at its own sole discretion.
- b. Should the Bank’s internal records and/or investigations conclude that any of the transaction(s) listed above was/were conducted by me/us or with my/our knowledge consent. I/We hereby authorize the Bank to debit my/our account with interim credit provided by the bank pending completion of investigations without the need to provide or support such outcome with any evidence and/or document and/or provide copies of the Bank’s internal records.
- c. I/We hereby confirm that the above facts are, to the best of my/our knowledge, information and belief, are correct, true and accurate.
- d. I/We authorise the Bank to disclose to the police and/or any law enforcement authority, details of any of the disputed transactions carried out on my/our account, as the Bank may deems fit. I/We understand that any statements made by me/us may be used in court or as part of litigation proceedings.

Name: _____
Email: _____
Contact: Mobile _____ Office _____

Customer signature