

Zero Lost Card Liability - Terms & Conditions

1. The loss or theft of the Debit Card issued by The Hongkong and Shanghai Banking Corporation Limited, India (HSBC) should be reported to HSBC Advance PhoneBanking immediately. Although loss or theft may be reported by any means, the HSBC Advance Platinum Debit Cardholder (hereinafter referred to as "Cardholder") must confirm the same in writing to HSBC as soon as possible.
2. Zero Lost Card Liability is applicable only on fraudulent Point of Sale Transactions and not ATM transactions. This feature is not applicable to frauds related to delivery of Debit Cards.
3. The Zero Liability offering is valid for all Point of Sale transactions carried out on HSBC Advance Platinum Debit Cards and reported after 15 June 2009
4. In case of unsigned Debit Card (signature not present on reverse of card), Zero Lost Card Liability will not be applicable, and the Cardholder will be liable for the transaction.
5. The liability per Debit Card is restricted to a maximum of Rs. 50,000 and for losses up to a maximum of 30 days prior to reporting the loss of Card to HSBC.
6. Cardholder will receive the credit, within 25 working days of receipt of required documents by HSBC.
7. Documents required to be submitted:
 - a. Claim Form
 - b. Dispute Letter with list of disputed transactions (Date, Name of Merchant, Amount)
 - c. FIR/Police Complaint
 - d. Passport copy (in case of international transaction dispute)
8. Cardholder must submit the required documents to nearest HSBC branch within 15 days of reporting the loss to HSBC.
9. **The number of claims is restricted to a maximum of one claim per account in the calendar year.**
10. Bank reserves the right to reject the claim if similar claim has already been made on the Debit Card earlier during the same calendar year.
11. For claims under Zero Lost Card Liability to be accepted & processed, the Cardholder should have carried out at least 1 purchase transaction using the Debit Card, within 3 months prior to the date of the disputed purchase transaction.
12. On receipt of communication regarding your lost or stolen Debit Card along with the requisite documents, HSBC is authorized to conduct its own investigation in respect of such lost or stolen card. If such investigation reveals any direct or indirect involvement of the Cardholder or Cardholder's relatives or employees or colluding with third parties, HSBC is authorized to take appropriate action against the Cardholder in addition to refusing to extend the benefit of Zero Lost Card liability to the Cardholder.
13. The findings and the decision of HSBC in case of any dispute shall be final and binding on the Cardholder.
14. HSBC reserves its absolute right to withdraw or alter any of the terms and conditions of this feature at any point in time without prior notice to the Cardholder(s).
15. Any dispute arising out of or in connection with this feature shall be subject to the exclusive jurisdiction of the courts in Mumbai only. The existence of a dispute, if any, shall not constitute a claim against HSBC.